



# The Manitoba Pharmaceutical Association

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## Permanent Pharmacy Closure

The intention of this document prepared by field office staff is to serve as a consolidated reference for pharmacists closing a pharmacy. The major principles governing the closure of a pharmacy surround security and continued care. The pharmacy owner and the pharmacy manager are jointly and separately responsible for all aspects of the closure.

When a pharmacy closes:

- The Association must be notified where the prescription records from the pharmacy will be located. They need to be kept in a location that complies with *The Personal Health Information Act* and be accessible upon request to the MPhA and patients or trustees acting on behalf of the patient. The records must be retained for seven years in total. The hardcopy prescriptions and refill logs, if utilized, must be retained for two years from the last refill. The prescription records may be kept in electronic format for the final five years of the seven-year commitment.
- All acquisition/invoice records for items that can only be sold in a pharmacy must be accessible for two years;
- The pharmacy licence must be returned to the Association within ten days of the closure;
- All items that may only be sold in a pharmacy must be removed from the premises; options include transfer to another licenced pharmacy, or to a pharmaceutical wholesaler;
- All signs and advertisements that may lead the public to believe that the premise is a pharmacy must be removed.

Although not all permanent pharmacy closures are planned events, the principle of continued care and availability of care must be maintained:

- The patients of the pharmacy closing must be advised as soon as possible and as soon as reasonable;
- Signs need to be displayed on the premises indicating the pharmacy has closed and where the pharmacy records are located;
- Fax and phone lines need to be directed to another licenced pharmacy, preferably the pharmacy responsible for record storage;
- The community serviced by the pharmacy should be notified of the closure. Notification methods could include package inserts prior to closure, letters, signs, media announcements etc.

**After the pharmacy closes it is required that all patients and the MPhA know where to access the pharmacy's records. All indications the premises is a pharmacy must be removed, and all pharmacy only items removed from the premises.**

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\*Note: direct reference should be made to the original regulatory documents.

(Please file in the MPhA Manual)