Pharmacy Practice Management Systems: Requirements to Support NAPRA's "Model Standards of Practice for Canadian Pharmacists"

Frequently Asked Questions

1) **Who developed the Pharmacy Practice Management Systems document?**

The Pharmacy Practice Management Systems document was developed by a working group led by the Council of Pharmacy Registrars of Canada to support and complement NAPRA's *Model Standards of Practice for Canadian Pharmacists*. Since the Council of Pharmacy Registrars of Canada acts in an advisory role to NAPRA's Board of Directors, the document was ultimately reviewed, endorsed and approved by the Board.

Included in its development process were two (2) rounds of consultation with a wide range of stakeholders from areas such as government, academics, pharmacy software vendors and national/provincial pharmacy organizations. Strong support for the creation of this document was received during these consultations.

2) **What is the purpose of the Pharmacy Practice Management Systems document?**

The document identifies a series of requirements to be included in software systems that Canadian pharmacists and pharmacy technicians use. These requirements pertain to issues such as patient privacy, audit capacity, security control of passwords etc. The document is to guide software developers and vendors in the development of systems to ensure that pharmacists will have access to an appropriate tool to undertake their pharmacy activities in a way that supports the standards of practice for Canada's pharmacy professionals.

3) **Who is the primary audience for this document?**

The primary audience is developers and vendors of pharmacy software as well as other institutions or organizations that may provide tools/technology to pharmacists or pharmacy technicians or their pharmacy authorities. It provides clear guidance on a series of requirements for software systems that aim to support pharmacists fulfilling their standards of practice.

4) When will these requirements be implemented?

As the introduction of these requirements may have an impact on the products and/or tools used for pharmacy operations, consideration was given to allow a reasonable timeline to bring the requirements into effect.

<u>The PPMS requirements will come into effect on January 1, 2016.</u> However, implementation of these changes, where required, is encouraged as soon as possible.

NAPRA believes this date allows for a reasonable timeline to make any and all necessary technical enhancements to software, allow for testing and delivery to Canadian pharmacies

5) What would be expected of pharmacists (pharmacy technicians), pharmacies and pharmacy software developers with these requirements?

Pharmacists (pharmacy technicians) are responsible to adhere to their professional practice standards. It follows then that the tools/technology used by pharmacists (pharmacy technicians) in their day-to-day conduct supports and complements, effectively and efficiently, the professional practice standards to which they must adhere.

Pharmacies are expected to be equipped with the tools/technology that allows pharmacists (pharmacy technicians) to follow the professional practice standards set out by their regulatory authority.

To facilitate adherence, NAPRA encourages all software developers to integrate the requirements into their tools/products as soon as it is feasible. In so doing, the pharmacy management system becomes an integrated and supportive tool in the delivery of optimal patient care.

6) Will these requirements be enforced by pharmacy regulatory authorities?

Yes, as of January 1, 2016, pharmacy regulatory authorities will expect that their registrants will have at their disposal tools/technology that support them to effectively and efficiently fulfill their professional responsibilities.

7) How often will the requirements be updated?

NAPRA will maintain this document at regular intervals (approximately every three to five years) to reflect changes in practice. More specifically, the Pharmacy Practice Management System document will be updated to correspond with future iterations of the *Model Standards of Practice for Canadian Pharmacists*.

8) Will NAPRA review pharmacy software systems prior to their launch to see if they are compliant?

No, NAPRA will not review pharmacy software systems to ensure compliance. It is important to note however that professional practice visits undertaken by Canada's pharmacy regulatory authorities (PRAs) to their registrants involves verification of their compliance with professional practice standards. Should the system in use by pharmacists not provide adequate support, it may affect the outcome of the visit.

9) How these requirements will be linked with other e-health initiatives at the federal/provincial/territorial level?

Whenever applicable, NAPRA hopes that e-health initiatives at the federal/provincial/territorial level will take into consideration these requirements and implement as needed. NAPRA will keep national groups (such as Canada Health Infoway) informed regarding this matter. Pharmacy regulatory authorities will inform organizations at the provincial/territorial level of the introduction of the requirements.