



National Association of Pharmacy Regulatory Authorities<sup>®</sup>  
Association nationale des organismes de réglementation de la pharmacie

# Model Standards of Practice for Pharmacists and Pharmacy Technicians in Canada



## Model Standards of Practice for Pharmacists and Pharmacy Technicians in Canada

*Approved by the National Association of Pharmacy Regulatory Authorities' (NAPRA) Board of Directors November 2021, published February 2022.*

© National Association of Pharmacy Regulatory Authorities, 2022.

All rights reserved. No part of this document may be reproduced in any form by any photographic, electronic, mechanical or other means, or used in any information storage and retrieval system, without the written permission of the author.

The National Association of Pharmacy Regulatory Authorities  
130 Albert Street, Suite 1800  
Ottawa, ON K1P 5G4  
Canada

E-mail: [info@napra.ca](mailto:info@napra.ca) | Telephone: 613-569-9658

# Contents

Introduction.....	4
Format of the document .....	5
Glossary.....	10
Domain 1: Providing care .....	12
Domain 2: Knowledge and expertise.....	20
Domain 3: Communication and collaboration.....	22
Domain 4: Leadership and stewardship.....	27
Domain 5: Professionalism .....	29
References .....	32
Appendix: Domains and standards quick reference guide.....	33

# Introduction

Pharmacy professionals include pharmacists and pharmacy technicians. Together, they play a critical role in the Canadian healthcare system.

Pharmacists collaborate with patients, their caregivers, and other health professionals to provide safe, appropriate, and ethical pharmacy care that benefits the health of the Canadian population. While there may be slight differences in the pharmacist scope of practice in each province and territory, the core role of the pharmacist is the same across Canada. Pharmacists use their medication expertise to provide care that promotes the optimal use of medications to achieve the patient's overall health goals. Examples of the care provided by pharmacists include completing clinical/therapeutic assessments; preparing individualized care plans; prescribing new medications; making changes to existing therapy; dispensing, administering, and compounding drug preparations; and providing general advice and education.

Pharmacy technicians also play a vital role in pharmacy care. While their scope of practice may vary slightly by jurisdiction, their core role is to provide the technical aspects of pharmacy services to support optimal pharmacy care for patients. Examples of the types of activities performed by pharmacy technicians include verifying the technical aspects of new and refill prescriptions, compounding drug preparations, gathering information, teaching patients how to use medical devices, completing documentation, completing medication histories, and performing other tasks to support pharmacists, such as preparing and/or administering injections.

Educators, pharmacy regulators, pharmacy professionals, and the public all benefit from a common understanding of professional practice standards, which articulate what can be expected of a pharmacy professional. To this end, the National Association of Pharmacy Regulatory Authorities (NAPRA) has developed model standards of practice for pharmacy professionals (MSOPs) that can be applied in all settings across Canada. As with all NAPRA documents, these standards of practice serve as a model, which the pharmacy regulatory authority (PRA) in each province or territory can adopt or adapt for implementation as they see fit, based on the needs in that jurisdiction. No matter how each jurisdiction chooses to use the MSOPs, having a common national document helps to harmonize the standard of pharmacy care across Canada to ensure patients receive quality pharmacy care regardless of their location.



# Format of the document

## Content organization

The model standards of practice are organized as follows:

- Foundations of practice – these underlie every activity of a pharmacy professional
- Domains – categories of activities
- Standards – statements of the minimum expectations for performance of activities
- Indicators – several examples for each standard are provided as indicators of what a person would expect to see if the standard is being met

These standards use the term *patient* or *patients* to refer to those with whom the pharmacy professional interacts. Throughout the document, this term applies equally to a patient's legally recognized representatives or decision-makers.

## Foundations of practice

The foundations of the practice of pharmacy are the themes that underlie all aspects of pharmacy practice. Pharmacy professionals are expected to apply these concepts in all their day-to-day activities.

### Patient-centred care

The needs of the individual or group seeking health care are the priority of all pharmacy professional activities. This means that in every aspect of the provision of pharmacy care, patients are shared decision-makers, and pharmacy professionals consider the overall needs and expectations of patients, respect their personal health goals, and treat patients with respect and dignity.

### Continuous quality improvement

Pharmacy professionals are committed to continuous and ongoing efforts to achieve measurable improvements in safety, efficiency, effectiveness, performance, and patient outcomes in all aspects of their practice. All activities undertaken by a pharmacy professional are subject to ongoing analysis for the purpose of identifying risks and planning and implementing improvements to ensure that the professional provides the best care possible. Further details can be found in the *Model Standards of Practice for Continuous Quality Improvement and Medication Incident Reporting by Pharmacy Professionals* on the NAPRA website.

# Format of the document

## Domains

Pharmacy professional practice standards can be grouped together by category, based on the knowledge that they require or the activities themselves. In this document, these groupings are called domains. There are five domains that provide an organizational framework for the standards, and this structure may help readers to locate the standards for which they are looking.

### Providing care

Pharmacy professionals partner with the patient to provide safe and appropriate care that meets the patient's unique needs, goals and preferences.



### Knowledge and expertise

Pharmacy professionals keep their knowledge and skills up to date and provide quality care based on best available evidence and the application of professional judgment.



### Communication and collaboration

Pharmacy professionals demonstrate sensitivity, respect, empathy, and inclusion, and ensure effective communication and collaboration with patients, the pharmacy team, other health professionals, and other stakeholders.



### Leadership and stewardship

Pharmacy professionals demonstrate leadership in accordance with their particular role, by taking responsibility for their actions, providing appropriate support to colleagues, being accountable to the regulatory authority, and acting as role models. Pharmacy professionals also have a duty to preserve and support community and population health and the overall healthcare system in Canada.



### Professionalism

Pharmacy professionals work with patients to prioritize their needs and earn the trust of the public through their actions, regardless of practice setting. For pharmacy professionals, there is an expectation that professionalism permeates all of their day-to-day activities and that they will strive to continually align their individual practice with the principles of professionalism for the profession of pharmacy.<sup>1</sup> Over and above this, there are specific standards that must be met to preserve professionalism.



<sup>1</sup> At the time of the publication of this document, NAPRA was leading work to develop principles of professionalism for the profession of pharmacy. This document is expected to be published on the NAPRA website once complete. Readers are referred to this document for a more in-depth discussion of professionalism and the expectations surrounding it.

# Format of the document

## Standards

Standards for pharmacy professionals describe the minimum expectations for the delivery of quality pharmacy care. The standards are set by considering the best interest of patients and the public in the context of what pharmacy professionals are trained and able to do. Information on what pharmacy professionals are trained and able to do can be found in the *Professional Competencies for Canadian Pharmacists at Entry to Practice* and *Professional Competencies for Canadian Pharmacy Technicians at Entry to Practice* documents on the NAPRA website.

While compliance with the standards is mandatory for those performing the activities the standards address, not all pharmacy professionals will perform all activities. Individuals may engage in different elements of practice depending on their own competencies, their practice environment, the nature of their practice, and their authorized scope of practice. Whenever an activity is performed by a pharmacy professional, it must be performed to the level set out in the standard. If the pharmacy professional delegates or assigns the activity to another individual such as a pharmacy assistant, the pharmacy professional must ensure appropriate supervision in accordance with regulatory requirements and remains responsible for ensuring that the activity is performed to the level set out in the standard.

Once the standards are implemented in a particular jurisdiction, compliance with them is mandatory. However, the standards are only one component of an overarching framework that governs the practice of pharmacy professionals. Additionally, pharmacy professionals are subject to laws, regulations, codes of ethics, and other rules that apply to their practice and to the operation of pharmacies. It is the duty of every pharmacy professional to be aware of their responsibilities. Readers can find more information about such additional responsibilities on the website of the pharmacy regulatory authority of each jurisdiction.



# Format of the document

## Indicators

Each standard includes indicators of what one would expect to see when the standard has been met. It is important to note that the indicators do not address every situation; pharmacy professionals may use the information and examples provided in this document to support their own professional judgment in decision-making in all situations.

When the expected behaviour for pharmacists and pharmacy technicians is generally the same for both professions, the indicator is listed once under *pharmacy professionals*, indicating that it applies to both professions. However, the indicators must always be read within the context of the scope of practice of each profession.

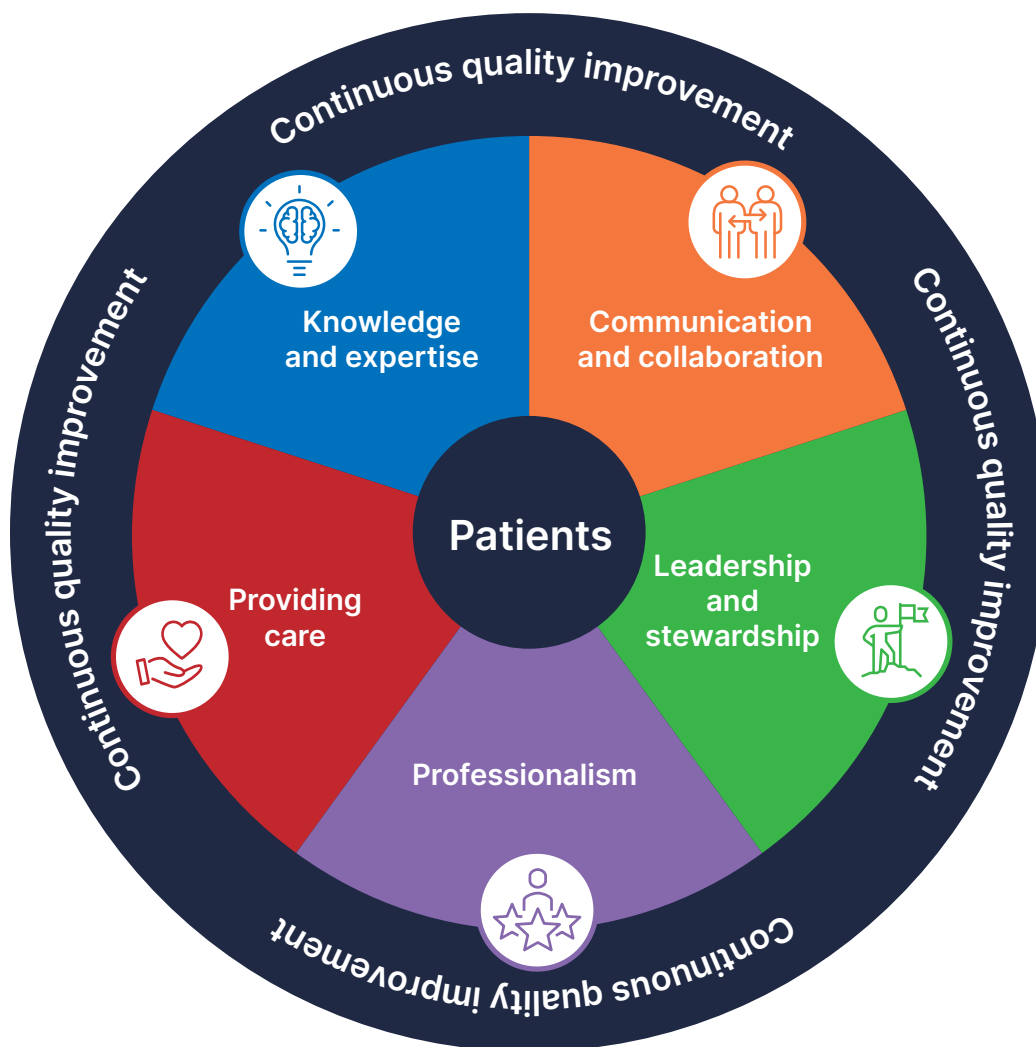
When the expected behaviours are significantly different for pharmacy technicians versus pharmacists or when a behaviour is expected of only one or the other profession, the indicators have been separated into those for pharmacists and those for pharmacy technicians. It is important to note that the indicators listed for pharmacy technicians are technically also within the scope of practice of pharmacists but are written to be specific to the role of the pharmacy technician. The corresponding indicator for pharmacists includes broader expectations.

The standards and indicators are grouped together for ease of reading but are not listed in any specific order of priority, hierarchy, workflow, or sequence.



## Format of the document

The following diagram illustrates the foundations and domains of pharmacy professional practice.



# Glossary

## Circle of care<sup>2</sup>

The group of health professionals and patient caregivers who require information to ensure that the patient receives optimal care.

## Evidence-based information

Information that is based on patient-centred research from credible and unbiased sources that is applicable to the particular problem or situation being considered.

## Evidence-informed<sup>3</sup>

The ongoing process that incorporates best available evidence from research findings, clinical expertise, patient preferences, and other available resources to inform decisions that are made about patients.

## Medication therapy needs<sup>4,5</sup>

Those health needs of a patient that have some relationship to medication therapy and for which the pharmacist is able to offer professional assistance. A medication therapy need includes the following circumstances in relation to a patient:

- Untreated condition: Requiring a drug but not receiving it
- Drug selection: Taking or receiving the wrong drug
- Sub-therapeutic dosage: Taking or receiving too little of the right drug
- Overdosage: Taking or receiving too much of the right drug
- Non-adherence: Failing to take or receive a drug, or taking or receiving a drug inappropriately
- Adverse reaction: Experiencing an adverse reaction to a drug
- Drug interaction: Experiencing a drug interaction including drug–drug, drug–food, drug–laboratory test, drug–disease, or drug–blood product
- No indication: Taking or receiving a drug for no medically valid indication or substance abuse

(Similar terms: drug therapy problem; drug-related problem)

## Patient

The person receiving pharmacy care. For the purpose of this document, the term *patient* applies equally to a patient's legally recognized representatives or decision-makers.

## Pharmacy professional

A person authorized to practise as a pharmacist or pharmacy technician by the pharmacy regulatory authority in one of the provinces or territories of Canada.

---

2 Definition derived from the report of the Virtual Care Task Force of the Canadian Medical Association, College of Family Physicians of Canada, and Royal College of Physicians and Surgeons of Canada (Virtual Care Task Force 2020).

3 Definition derived from a Canadian Nurses Association position statement (Canadian Nurses Association 2018).

4 Definition derived from *Pharmaceutical care practice: the patient-centered approach to medication management* (Cipolle et al. 2012).

5 List of circumstances derived from Alberta's *Standards of practice for pharmacists and pharmacy technicians* (Alberta College of Pharmacy 2020).

# Glossary

## Prescription<sup>6</sup>

An order given by an authorized prescriber directing that a stated amount of any drug, mixture of drugs, device, or other treatment specified therein be dispensed for the patient named in the order. (Also known as *order* or *medical order* in certain settings.)

## Professional boundaries<sup>7</sup>

Limits that define the parameters of a safe and effective professional relationship between pharmacy professionals and patients.

## Therapeutic knowledge

Knowledge required for the evaluation, selection, utilization, and monitoring of medication therapy and the provision of advice, education, and/or recommendations related to medication therapy that is:

- applied to the management of a particular patient's health and wellness, including disease states and symptoms; and/or
- applied to the identification, management, and/or resolution of medication therapy needs and other health needs for a particular patient.

## Therapy

For the purpose of this document, the term *therapy* refers to both treatments and preventative therapies and includes prescription, non-prescription, and non-pharmacological therapies.



<sup>6</sup> Definition derived from the *Food and Drug Regulations* (Minister of Justice).

<sup>7</sup> Definition derived from the *Therapeutic relationships resource guide for Alberta physiotherapists* (Physiotherapy Alberta 2017) and the *CPSO – glossary of terms* (College of Physicians and Surgeons of Ontario n.d.).

## Domain 1: Providing care



Pharmacy professionals partner with the patient to provide safe and appropriate care that meets the patient's unique needs, goals, and preferences.



Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.



### 1.1 Pharmacy professionals continuously assess the patient's unique needs, goals, and preferences related to health and well-being.

#### Pharmacy professionals

- 1.1.1 Gather all relevant information pertaining to a patient's health to inform the pharmacist's assessment of the appropriateness of care.
- 1.1.2 Complete best possible medication histories to support the decision-making of the pharmacy professional, the patient, and other health professionals upon request.



Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.



### 1.1 Pharmacy professionals continuously assess the patient's unique needs, goals, and preferences related to health and well-being. (cont'd)

#### Pharmacy technicians

*These indicators are also within the scope of pharmacists, but they are written to be specific to the role of the pharmacy technician.*

- 1.1.3a Review the information in all of the patient's available health records when requested, to inform the pharmacist's assessment.
- 1.1.4a Identify the potential for inappropriate use of medications and other substances based on the patient's dispensed medication history to inform the pharmacist's assessment.
- 1.1.5a Respect the patient's health goals, taking into consideration their knowledge of their condition, any relevant cultural, social, or religious factors, and their preferred course of treatment.
- 1.1.6a Gather and document the results of relevant laboratory, point-of-care, and diagnostic tests and other clinical assessments in the patient profile to inform the pharmacist's assessment.

#### Pharmacists

*These indicators are expected of pharmacists only and are not within the scope of practice of pharmacy technicians.*

- 1.1.3b Review the information in all of the patient's available health records when required to optimize care.
- 1.1.4b Determine whether the patient is using medications or other substances appropriately.
- 1.1.5b Identify and respect the patient's health goals, taking into consideration their knowledge of their condition, any relevant cultural, social, or religious factors, and their preferred course of treatment.
- 1.1.6b Order and/or interpret relevant laboratory, point-of-care, and diagnostic tests and other clinical assessments when required to optimize management of medication therapy.
- 1.1.7 Seek out clinical, evidence-based information, including guidelines or protocols, relevant to the patient's circumstances.
- 1.1.8 Assess the patient's health status and unique circumstances, including an assessment of the appropriateness of therapy, to determine and prioritize the patient's medication therapy needs and other health needs.



### 1.2 In collaboration with the patient and their circle of care, pharmacy professionals use their professional judgment to make evidence-informed decisions that are based on the patient's unique needs, goals, and preferences.

#### Pharmacy professionals

- 1.2.1 Assess and reconcile all available information to form a professional judgment, including when there is divergent, conflicting, or insufficient information.
- 1.2.2 Accept and support the patient's right to make informed, autonomous decisions.
- 1.2.3 Seek to involve the patient, the patient's primary healthcare provider, the original prescriber, or anyone else in the circle of care, when it would improve the quality and safety of care.

#### Pharmacy technicians

*These indicators are also within the scope of pharmacists, but they are written to be specific to the role of the pharmacy technician.*

- 1.2.4a Assist patients with selection of the most appropriate product when a diagnostic or monitoring test has been recommended by the pharmacist or other health professional and provide training on how to use the product.

#### Pharmacists

*These indicators are expected of pharmacists only and are not within the scope of practice of pharmacy technicians.*

- 1.2.4b Determine whether testing and therapy are appropriate for the patient, including non-pharmacological therapy, prescription therapy, non-prescription therapy, and diagnostic and monitoring tests.
- 1.2.5 Use professional judgment to determine whether additional therapy or changes to therapy are required to address the patient's medication therapy needs and other health needs, and improve safety, efficacy, or adherence.
- 1.2.6 Work with the patient to develop a care plan to address their medication therapy needs and other health needs.

Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.



### 1.3 Pharmacy professionals provide care and services that promote optimal outcomes that meet the patient's unique needs, goals, and preferences.

#### Pharmacy professionals

- 1.3.1 Supervise or perform the preparation of prescriptions, including computer processing, medication selection, counting, measuring, packaging, and labelling, to ensure the accuracy of dispensed prescriptions.
- 1.3.2 Adhere to supplemental standards of practice<sup>8</sup> and other requirements when compounding medications to meet the patient's unique medication therapy needs.
- 1.3.3 Verify the technical aspects of prescriptions to ensure the authenticity, legality, integrity, and accuracy of dispensed prescriptions.
- 1.3.4 Release prescriptions to patients only after verifying the patient's identity and ensuring that the technical and clinical verifications and all required consultations have been completed to ensure that the right patient receives the right prescriptions and the right information.
- 1.3.5 Recommend care by another pharmacy professional, another health professional, or other services in the community when the patient requires care or services beyond what the pharmacy professional is competent or permitted to provide or where the individual might otherwise benefit from such a recommendation.
- 1.3.6 Respond appropriately to emergency medical situations in accordance with their training and environment.
- 1.3.7 Report uncommon or serious adverse drug reactions to the Canadian Adverse Drug Reaction Monitoring Program (CADRMP)<sup>9</sup> and apply learnings about adverse drug reactions to improve care.

Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.

<sup>8</sup> Examples of supplemental standards of practice are the NAPRA *Model Standards for Pharmacy Compounding of Non-hazardous Sterile Preparations*, *Model Standards for Pharmacy Compounding of Non-sterile Preparations*, and *Model Standards for Pharmacy Compounding of Hazardous Sterile Preparations*, or the compounding standards of practice in place in the pharmacy professional's jurisdiction.

<sup>9</sup> Additional information can be found on the CADRMP section of Health Canada's website.





### 1.3 Pharmacy professionals provide care and services that promote optimal outcomes that meet the patient's unique needs, goals, and preferences. (cont'd)

#### Pharmacy technicians

*These indicators are also within the scope of pharmacists, but they are written to be specific to the role of the pharmacy technician.*

- 1.3.8a Safely and effectively administer medications in a suitable environment, once the pharmacist has confirmed that it is appropriate to do so.
- 1.3.9a Safely and effectively perform point-of-care tests in a suitable environment, once the pharmacist has confirmed that it is appropriate to do so.

#### Pharmacists

*These indicators are expected of pharmacists only and are not within the scope of practice of pharmacy technicians.*

- 1.3.8b Determine whether it is appropriate to administer a medication to a patient, and administer the medication safely and effectively in a suitable environment.
- 1.3.9b Determine whether it is appropriate to perform a point-of-care test for a patient, and perform the test safely and effectively in a suitable environment.
- 1.3.10 Ensure that prescriptions are therapeutically and clinically appropriate for the unique needs, goals, and preferences of the patient before release.
- 1.3.11 Appropriately modify, adapt, or extend existing medication therapy or prescribe new medications when required to ensure optimal medication therapy, or make such recommendations to another health professional when not authorized to do so independently.
- 1.3.12 Safely deprescribe or discontinue medication therapy when required to ensure optimal medication therapy, or make such recommendations to another health professional when not authorized to do so independently.

Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.



### 1.3 Pharmacy professionals provide care and services that promote optimal outcomes that meet the patient's unique needs, goals, and preferences. (cont'd)

#### Pharmacy technicians

*These indicators are also within the scope of pharmacists, but they are written to be specific to the role of the pharmacy technician.*

1.3.13a Assist the pharmacist in documenting and sharing information about changes in medication therapy with other health professionals.

1.3.14a Provide information that does not require clinical assessment, clinical analysis, or application of therapeutic knowledge and refer the patient to the pharmacist or another health professional in other instances.

#### Pharmacists

*These indicators are expected of pharmacists only and are not within the scope of practice of pharmacy technicians.*

1.3.13b Communicate changes in medication therapy to the patient, their primary healthcare provider, the prescriber, and others in the circle of care when appropriate.

1.3.14b Provide appropriate and evidence-informed advice and information that is tailored to the patient's individual health needs regarding appropriate therapy and general health and wellness.

Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.



### 1.4 Pharmacy professionals monitor patients and follow up with them to ensure that therapy continues to be optimal.

#### Pharmacy professionals

- 1.4.1 Follow up with patients they have referred to other services when possible and when it is in the patient's best interest.

#### Pharmacy technicians

*These indicators are also within the scope of pharmacists, but they are written to be specific to the role of the pharmacy technician.*

- 1.4.2a Review the patient's dispensing history at each encounter and bring forward concerns about inappropriate use to inform the pharmacist's assessment.
- 1.4.3a Gather and document the results of relevant monitoring parameters in the patient profile to inform the pharmacist's assessment.

#### Pharmacists

*These indicators are expected of pharmacists only and are not within the scope of practice of pharmacy technicians.*

- 1.4.2b Reassess the patient and their unique circumstances on an ongoing basis.
- 1.4.3b Determine and review monitoring parameters to support a patient's ongoing medication therapy.
- 1.4.4 Modify or suggest modifications to medication therapy when changes are indicated based on the patient's monitoring results, response to therapy, individualized follow-up plan, and overall health goals.

Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.

## Domain 2:

# Knowledge and expertise



Pharmacy professionals keep their knowledge and skills up to date and provide quality care based on best available evidence and the application of professional judgment.



Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.



## Domain 2: Knowledge and expertise

### 2.1 Pharmacy professionals develop and maintain their professional knowledge and skills and practise within their own scope of practice and competence.

#### Pharmacy professionals

- 2.1.1 Facilitate continuity of care by referring patients or ensuring they receive care from another pharmacy professional, another health professional, or another service when the patient's needs fall outside of their personal level of competence or scope of practice.
- 2.1.2 Ensure optimal use of healthcare resources by providing care that falls within their personal level of competence and scope of practice to avoid unnecessary referrals.
- 2.1.3 Engage in regular self-assessment to inform the development and maintenance of a lifelong learning plan and seek out opportunities to continuously improve their personal practice and maintain up-to-date knowledge and skills.
- 2.1.4 Maintain training and practise the skills required to provide care in emergency situations that might arise within their practice.

### 2.2 Pharmacy professionals incorporate evidence-informed practice in all aspects of professional care.

#### Pharmacy professionals

- 2.2.1 Critically analyze information to ensure best available evidence is used to make all decisions or recommendations.
- 2.2.2 Use professional judgment to apply evidence-based information to each patient's unique circumstances and goals, to provide optimal, evidence-informed care.

Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.

## Domain 3:

# Communication and collaboration



Pharmacy professionals demonstrate sensitivity, respect, empathy, and inclusion, and ensure effective communication and collaboration with patients, the pharmacy team, other health professionals, and other stakeholders.



Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.



### 3.1 Pharmacy professionals communicate effectively.

#### Pharmacy professionals

- 3.1.1 Present medication and related information in a way that the intended recipient understands (e.g., using visuals or demonstrations, as required).
- 3.1.2 Demonstrate sensitivity, respect, empathy, and inclusion in all communications and interactions.
- 3.1.3 Manage conflict respectfully and collaboratively.

Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.



### 3.2 Pharmacy professionals work in partnership with patients.

#### Pharmacy professionals

- 3.2.1 Develop and maintain an effective professional relationship with each patient, regardless of the model used to deliver care (in person, virtual, etc.).
- 3.2.2 Recognize and support the right of patients to have health beliefs and practices different from their own.
- 3.2.3 Facilitate or coordinate an effective transition of care when it is deemed necessary and appropriate to terminate a patient relationship.

#### Pharmacy technicians

*These indicators are also within the scope of pharmacists, but they are written to be specific to the role of the pharmacy technician.*

3.2.4a Assist patients to make informed choices and provide informed consent regarding selection of the most appropriate product when a diagnostic or monitoring test has been recommended by the pharmacist or other health professional, by identifying the options and explaining the benefits and risks of each option.

3.2.5a Ensure that patients are provided the opportunity to discuss their health condition, care plan, therapy, and required monitoring with the pharmacist.

#### Pharmacists

*These indicators are expected of pharmacists only and are not within the scope of practice of pharmacy technicians.*

3.2.4b Advise and assist patients to make informed choices and provide informed consent, by identifying the available options for testing and therapy and explaining the benefits and risks of each option.

3.2.5b Confirm that the patient understands their health condition, care plan, therapy, and required monitoring and provide additional information or referrals when required.

Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.





### 3.3 Pharmacy professionals work in partnership with pharmacy colleagues, other health professionals, and other stakeholders.

#### Pharmacy professionals

- 3.3.1 Communicate information to other pharmacy professionals, other health professionals, members of the public, and other stakeholders clearly and objectively.
- 3.3.2 Collaborate to ensure appropriate use of healthcare resources and leverage the expertise and availability of other pharmacy professionals and other health professionals.
- 3.3.3 Establish and maintain professional relationships with other pharmacy professionals and other health professionals to support collaborative care and continuity of care.
- 3.3.4 Accurately and securely transfer care, including prescriptions, to other pharmacy professionals when requested by the patient or when the pharmacy cannot provide the required care.
- 3.3.5 Appropriately refer, delegate, or assign or accept referrals, delegation, or assignment of tasks in accordance with the relevant laws, regulations, practice environment, policies, and other guidelines.

### 3.4 Pharmacy professionals document care, actions, and decisions to enable collaboration and continuity of care.

#### Pharmacy professionals

- 3.4.1 Document in a timely and effective fashion, using recognized formats that are easily understood by pharmacy professionals and other health professionals, including:
  - a) decisions/recommendations and rationale
  - b) interactions with, and care provided to, patients
  - c) interactions with other health professionals

Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.



### 3.5 Pharmacy professionals maintain appropriate records to enable collaboration and continuity of care.

#### Pharmacy professionals

- 3.5.1 Ensure that records of care, actions, and decisions are documented in the patient record and indicate the pharmacy professionals involved, the nature of the care/action/decision, the evidence-informed rationale, the time and date, and the location, where appropriate.
- 3.5.2 Maintain a unique record for each patient to whom care is provided, including patient characteristics, health history, health status, care plans, monitoring parameters, and products, care, and services provided.
- 3.5.3 Update or provide information for the patient's health records as required to facilitate continuity of care.
- 3.5.4 Maintain other pharmacy records as required to ensure safe and quality care (inventory, medication incidents/near misses, etc.).
- 3.5.5 Ensure all pharmacy records are accurate, legible, complete, easily accessible, and maintained for the appropriate length of time.

Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.

## Domain 4:

# Leadership and stewardship



Pharmacy professionals demonstrate leadership in accordance with their particular role, by taking responsibility for their actions, providing appropriate support to colleagues, being accountable to the regulatory authority, and acting as role models. Pharmacy professionals also have a duty to preserve and support community and population health and the overall healthcare system in Canada.



Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.



## Domain 4: Leadership and stewardship

### 4.1 Pharmacy professionals support colleagues and students and provide appropriate oversight, supervision, and leadership.

#### Pharmacy professionals

- 4.1.1 Contribute to and support opportunities for learning and improvement.
- 4.1.2 Supervise, monitor performance, and contribute to the performance assessments of others where appropriate.
- 4.1.3 Ensure individuals to whom they assign tasks are appropriately trained and supervised.
- 4.1.4 Accept responsibility for the safety and quality of care and services provided by themselves and those they supervise or to whom they have delegated or assigned activities.

### 4.2 Pharmacy professionals contribute to public and community health and safety.

#### Pharmacy professionals

- 4.2.1 Assist patients in accessing and receiving quality care and services in keeping with their health goals.
- 4.2.2 Use health resources responsibly and appropriately.
- 4.2.3 Provide consistent evidence-informed advice about the potential benefits and risks of preventative health activities.
- 4.2.4 Inform and advise patients about relevant resources relating to health and medications.
- 4.2.5 Engage in public and community health initiatives where possible.
- 4.2.6 Recognize and consider the effects of the social determinants of health on public and community health and safety.

Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.

## Domain 5: Professionalism



Pharmacy professionals work with patients to prioritize their needs and earn the trust of the public through their actions, regardless of practice setting. For pharmacy professionals, there is an expectation that professionalism permeates all of their day-to-day activities and that they will strive to continually align their individual practice with the principles of professionalism for the profession of pharmacy.<sup>10</sup> Over and above this, there are specific standards that must be met to preserve professionalism.



Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.

<sup>10</sup> At the time of the publication of this document, NAPRA was leading work to develop principles of professionalism for the profession of pharmacy. This document is expected to be published on the NAPRA website once complete. Readers are referred to this document for a more in-depth discussion of professionalism and the expectations surrounding it.



### 5.1 Pharmacy professionals practise in compliance with the code of ethics applicable in their jurisdiction and all relevant legislative and regulatory requirements.

#### Pharmacy professionals

- 5.1.1 Adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.
- 5.1.2 Adhere to the code of ethics applicable in their jurisdiction.
- 5.1.3 Stay informed about changes to legislation, regulations, policies, and other requirements and adjust their practice as required to remain current.
- 5.1.4 Avoid or manage any real, potential, or perceived conflicts of interest.

### 5.2 Pharmacy professionals maintain appropriate professional boundaries.

#### Pharmacy professionals

- 5.2.1 Do not engage in inappropriate relationships with patients, colleagues, students, or others connected with their practice.
- 5.2.2 Adhere to laws, regulations, policies, codes of ethics, and other requirements related to maintaining professional boundaries.
- 5.2.3 Do not provide pharmacy care or services for themselves or family members unless it is an emergency or when there is no other pharmacy professional readily available.

Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.



### 5.3 Pharmacy professionals respect and maintain the confidentiality and privacy of patients.

#### Pharmacy professionals

- 5.3.1 Ensure that access to personal information and personal health information is available only to those who are authorized to see it and is accessed only when required to provide or improve care.
- 5.3.2 Provide all care and services in an appropriate setting, minimizing interruptions and maintaining auditory and personal privacy.
- 5.3.3 Adhere to laws, regulations, policies, or other requirements related to maintaining confidentiality and privacy.

### 5.4 Pharmacy professionals promote and maintain a safe workplace environment.

#### Pharmacy professionals

- 5.4.1 Ensure that documented and retrievable policies and procedures are in place to ensure the safe provision of care and services.<sup>11</sup>
- 5.4.2 Adhere to policies, procedures, standards of practice, and other requirements for the delivery of quality care.
- 5.4.3 Adhere to policies, procedures, standards of practice, and other requirements related to ongoing continuous quality improvement and medication incident reporting for pharmacy professionals.<sup>12</sup>
- 5.4.4 Make best efforts to ensure that the workplace environment supports physical, cultural, and emotional safety for patients, pharmacy team members, and others who use the space.

Specific rules and scopes of practice vary depending on the place the care is delivered. Each of the standards and the indicators provided must be taken within the context of the legislation, scope of practice, and other rules that apply in the particular jurisdiction and work environment.

See also 5.1.1. Pharmacy professionals adhere to the spirit and letter of laws, regulations, policies, and other requirements that pertain to practice in their jurisdiction.

<sup>11</sup> Pharmacy managers have the additional responsibility to develop, maintain, and enforce these policies.

<sup>12</sup> These may include the NAPRA *Model Standards of Practice for Continuous Quality Improvement and Medication Incident Reporting by Pharmacy Professionals* or other standards and requirements in place in the pharmacy professional's jurisdiction.

## References

Alberta College of Pharmacy. (2020). *Standards of practice for pharmacists and pharmacy technicians*. Edmonton (AB): Alberta College of Pharmacy. (online) Available: [https://abpharmacy.ca/sites/default/files/ACP\\_SPPPT.pdf](https://abpharmacy.ca/sites/default/files/ACP_SPPPT.pdf) (accessed 2021 Jul 29).

Canadian Nurses Association. (2018). *Position statement: evidence-informed decision-making and nursing practice*. (online) Available: [https://hl-prod-ca-oc-download.s3-ca-central-1.amazonaws.com/CNA/2f975e7e-4a40-45ca-863c-5ebf0a138d5e/UploadedImages/documents/Evidence\\_informed\\_Decision\\_making\\_and\\_Nursing\\_Practice\\_position\\_statement\\_Dec\\_2018.pdf](https://hl-prod-ca-oc-download.s3-ca-central-1.amazonaws.com/CNA/2f975e7e-4a40-45ca-863c-5ebf0a138d5e/UploadedImages/documents/Evidence_informed_Decision_making_and_Nursing_Practice_position_statement_Dec_2018.pdf) (accessed 2021 Jul 29).

Cipolle RJ, Strand LM, Morley P. (2012). *Pharmaceutical care practice: the patient-centered approach to medication management*. 3rd ed. New York (NY): McGraw-Hill Medical.

College of Physicians and Surgeons of Ontario. (n.d.). *CPSO - glossary of terms*. Ottawa (ON): College of Physicians and Surgeons of Ontario. (online) Available: [https://www.cpso.on.ca/Public/Services/Find-a-Doctor-\(1\)/Glossary-of-Terms](https://www.cpso.on.ca/Public/Services/Find-a-Doctor-(1)/Glossary-of-Terms) (accessed 2021 Jul 29).

Minister of Justice. *Food and Drug Regulations*, c. 870 C.R.C. § C.01.001 (online) Available: [https://laws-lois.justice.gc.ca/eng/regulations/c.r.c.,\\_c.\\_870/index.html](https://laws-lois.justice.gc.ca/eng/regulations/c.r.c.,_c._870/index.html) (accessed 2021 Apr 1).

Physiotherapy Alberta. (2017 Jul). *Therapeutic relationships resource guide for Alberta physiotherapists*. Edmonton (AB): Physiotherapy Alberta College + Association. (online) Available: [https://www.physiotherapyalberta.ca/files/guide\\_therapeutic\\_relations.pdf](https://www.physiotherapyalberta.ca/files/guide_therapeutic_relations.pdf) (accessed 2021 Jul 29).

Virtual Care Task Force. (2020 Feb). *Virtual care: recommendations for scaling up virtual medical services*. Ottawa (ON): Canadian Medical Association, College of Family Physicians of Canada, Royal College of Physicians and Surgeons of Canada. (online) Available: <https://www.cma.ca/sites/default/files/pdf/virtual-care/ReportoftheVirtualCareTaskForce.pdf> (accessed 2021 Apr 1).



# Model Standards of Practice for Pharmacists and Pharmacy Technicians in Canada: Domains and Standards Quick Reference Guide

## Domain 1: Providing care

**Pharmacy professionals partner with the patient to provide safe and appropriate care that meets the patient's unique needs, goals, and preferences.**

- 1.1 Pharmacy professionals continuously assess the patient's unique needs, goals, and preferences related to health and well-being.
- 1.2 In collaboration with the patient and their circle of care, pharmacy professionals use their professional judgment to make evidence-informed decisions that are based on the patient's unique needs, goals, and preferences.
- 1.3 Pharmacy professionals provide care and services that promote optimal outcomes that meet the patient's unique needs, goals, and preferences.
- 1.4 Pharmacy professionals monitor patients and follow up with them to ensure that therapy continues to be optimal.



## Domain 2: Knowledge and expertise

**Pharmacy professionals keep their knowledge and skills up to date and provide quality care based on best available evidence and the application of professional judgment.**

- 2.1 Pharmacy professionals develop and maintain their professional knowledge and skills and practise within their own scope of practice and competence.
- 2.2 Pharmacy professionals incorporate evidence-informed practice in all aspects of professional care.



## Domain 3: Communication and collaboration

**Pharmacy professionals demonstrate sensitivity, respect, empathy, and inclusion, and ensure effective communication and collaboration with patients, the pharmacy team, other health professionals, and other stakeholders.**

- 3.1 Pharmacy professionals communicate effectively.
- 3.2 Pharmacy professionals work in partnership with patients.
- 3.3 Pharmacy professionals work in partnership with pharmacy colleagues, other health professionals, and other stakeholders.
- 3.4 Pharmacy professionals document care, actions, and decisions to enable collaboration and continuity of care.
- 3.5 Pharmacy professionals maintain appropriate records to enable collaboration and continuity of care.



## Domain 4: Leadership and stewardship

**Pharmacy professionals demonstrate leadership in accordance with their particular role, by taking responsibility for their actions, providing appropriate support to colleagues, being accountable to the regulatory authority, and acting as role models. Pharmacy professionals also have a duty to preserve and support community and population health and the overall healthcare system in Canada.**

- 4.1 Pharmacy professionals support colleagues and students and provide appropriate oversight, supervision, and leadership.
- 4.2 Pharmacy professionals contribute to public and community health and safety.



## Domain 5: Professionalism

**Pharmacy professionals work with patients to prioritize their needs and earn the trust of the public through their actions, regardless of practice setting. For pharmacy professionals, there is an expectation that professionalism permeates all of their day-to-day activities and that they will strive to continually align their individual practice with the principles of professionalism for the profession of pharmacy. Over and above this, there are specific standards that must be met to preserve professionalism.**

- 5.1 Pharmacy professionals practise in compliance with the code of ethics applicable in their jurisdiction and all relevant legislative and regulatory requirements.
- 5.2 Pharmacy professionals maintain appropriate professional boundaries.
- 5.3 Pharmacy professionals respect and maintain the confidentiality and privacy of patients.
- 5.4 Pharmacy professionals promote and maintain a safe workplace environment.





National Association of Pharmacy Regulatory Authorities<sup>®</sup>  
Association nationale des organismes de réglementation de la pharmacie

**National Association of Pharmacy Regulatory Authorities**  
130 Albert Street, Suite 1800  
Ottawa, Ontario K1P 5G4  
Canada