

alberta college of
pharmacists



safe, effective, responsible
pharmacist practice

acp news

In this issue...

- 2** • Council election update
 - On the path to professional pharmacist practice
- 3** • Registration renewal time
 - Renew online and WIN!
 - Registration fees
 - CE requirements for registration renewal
- 4** • Your learning portfolio responsibilities
 - Online Continuing Professional Development Plan
 - ACP/RxA Conference: Register now and save!
- 5** • Therapeutic substitution or managing ongoing therapy?
 - TPP prescription pad changes
 - Legislation Orientation Authorization
- 6** • Evaluate hand washing practices
 - PEBC assessors needed
- 7** • Off-label uses of drugs
 - Poor literacy can equal poor health
- 8** • Investigating Committee reports
- 10** • Health Canada advisories
- 11** • Did you graduate in '78?
- 12** • ACP is coming to a town near you
 - Dean's Tournament of Golf
 - In memory

Meet ACP's new Complaints Director, Jim Krempien



He can build igloos out of milk jugs, tame an unwieldy yo-yo, and likes to complain. How fitting then, that Jim Krempien has taken on the

role of Complaints Director with the Alberta College of Pharmacists.

Jim was attracted to pharmacy by its promise of allowing him to listen to people's problems and concerns. Armed with his BSc Pharm ('91) from the UofA, Jim set out to help people resolve their medication and health

issues. After working as a pharmacist with the Canadian Armed Forces, Co-op Pharmacy, and most recently, Canada Safeway Pharmacy, Jim says that it is the ability to positively influence someone's health that he enjoys most about the profession.

Jim has been actively involved in the profession for a number of years. He was an RxA board member from 2000-02, and an ACP council member from 2005-07. He says, "I've always said that you don't get to complain about a situation unless you're willing to be part of the solution. Anyone who has worked with me knows how much I like to complain, so it seemed natural that I would be drawn towards getting involved with both the Association and the College."

When asked what he thinks the biggest challenge is for pharmacists right now,

continued on page 2



ACP President Dianne Donnan robes a first-year student at the UofA's Faculty of Pharmacy and Pharmaceutical Sciences fourth annual White Coat Ceremony. See article on page 2.

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The deadline for submissions is April 7, 2008 for the May/June 2008 issue. Information about content and length of articles can be obtained from Karen.

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Lane Casement, District 5
Anjali Acharya, District 5
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Merv Bashforth, District 6

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Joan Pitfield
Pat Matusko

Councillors and our public members can be reached by email via our website at pharmacists.ab.ca under *About ACP/ Council*, or by using the search feature to locate them by name.

Staff Directory

All staff are available at (780) 990-0321 or 1-877-227-3838 or by fax at (780) 990-0328.

Their email addresses are available on our website at pharmacists.ab.ca under *Contact Us*.

Registrar: Greg Eberhart
Deputy Registrar: Dale Cooney
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Complaints Director: Merv Blair
Quality Pharmacy Operations Director: Jill Moore
Patient Safety Advocate (Pharmacy Operations): E. Randy Frohlich
Business Manager: Lynn Paulitsch
Registry Leader: Linda Hagen
Communications Leader: Karen Mills

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**New Complaints Director**

continued from page 1

Jim replied, "The changes to our scope of practice and the expectations of others are just the first step. To truly have an impact, pharmacists need to put these new privileges into practice. Pharmacists need to continue to engage themselves as medication management experts and work with their employers, College, Association and others to make these recent changes meaningful."

Jim will join the ACP administrative team on March 3, and will replace Merv Blair on May 1, 2008 upon Merv's retirement after nearly 18 years of service with the former Alberta Pharmaceutical Association and ACP. Jim is looking forward to working with pharmacists and others to demonstrate to all Albertans that "the trust earned by our profession continues to be exercised responsibly." Welcome Jim! ■

Council election update

ACP issued a call for nominations to voting members in Districts 3 (Edmonton) and 5 (Calgary). With the resignation of Jim Krempien from council, a new candidate will be elected in District 3. Lane Casement is the incumbent in District 5, eligible for a second term on council.

An election will not be held in District 2 (Lethbridge/Medicine Hat) this year, as

Rick Siemens has been installed as President Elect. However, an election for a two-year term will be held in this district next spring (2009). This is a change permitted through ACP's new by-laws to accommodate improved succession planning on council. ■

On the path to professional pharmacist practice

On the crisp evening of January 10th, the Faculty of Pharmacy and Pharmaceutical Sciences held its fourth annual White Coat Ceremony at the UofA. Guest speaker Bunny Ferguson spoke of professionalism, integrity, and leadership—qualities that will be essential in the everyday lives of these future healthcare professionals. Next, the students were "robed" in their white dispensing jackets and were led through the Code of Ethics by ACP registrar Greg Eberhart.

It was a proud and symbolic evening for many. Emotions ran high as MC Matt Tachuk and Class of '57 alumnus Vic Harrison spoke of their passion for pharmacy and the incredible opportunity and adventure that the class of 2011 is embarking on. To commemorate the evening, each student was given a ceramic mug, crafted by Mr. Harrison and donated by Wyeth Consumer Healthcare. ■



The class of 2011 reciting the Pledge of Professionalism.

SPRING

is registration renewal time

Registration renewal packages will be mailed in early April. Be sure to call our office if you have not received your package by April 30. Some key notes to keep in mind:

- The **renewal deadline for pharmacists is June 1, 2008**. Your registration still expires on June 30, but the college must receive your completed renewal form and payment or online renewal by June 1.
- Pharmacists who do not renew before July 1 will be immediately suspended and will be assessed a \$247.80 reinstatement fee (\$236.00 + \$11.80 GST) in addition to their annual permit renewal fees. ■

Renew online and WIN!

This year, registering online could make you a winner. Not only can you save time and postage, one lucky registrant who renews online before June 1, 2008 will win the equivalent of his or her 2008/09 renewal fee.

Your name will be entered automatically when you renew online, even if your payment is submitted by cheque. Don't forget that you can also update your registration profile and maintain your Continuing Professional Development Log online. ■

2008/09 annual registration fees

The annual registration fee for the 2008/2009 licensing year will be:

- Clinical Pharmacist 2008/2009 - \$743.40 (\$708.00 + \$35.40 GST)
- Associate - \$215.25 (\$205.00 + \$10.25 GST)

The increase from 2007/2008 represents a cost of living adjustment.

Individuals renewing after July 1 will be also be assessed a Reinstatement Fee of \$247.80 (\$236.00 + \$11.80 GST).

The complete schedule of fees for 2008/2009 is posted on the ACP website at http://pharmacists.ab.ca/Content_Files/Files/FeescheduleJul2008toJun2009.pdf.

The pharmacist registration fee does not include malpractice insurance. Malpractice insurance is a personal responsibility of each pharmacist and is available through a variety of sources. ■

CE requirements for registration renewal

Remember, your registration renewal must be received at our office by June 1. Have you already acquired the minimum 15 CEUs required for registration renewal? Or will you be scrambling for continuing education activities in May? We encourage you to consider what learning needs you have and undertake learning activities to address these identified needs.

We encourage you to try the online Continuing Professional Development Log. You can find this in the *My Registration Profile* section of our website (pharmacists.ab.ca). Most accredited Canadian continuing pharmacy education courses are entered into the database, so you can choose your course from a drop down list. Once you find the correct course you just enter the date you took the course and the number of CEUs you're claiming and click Submit. When you're ready to renew your registration you can do the entire registration renewal process online, including submitting your electronic CPD Log. ■

New email address?

Please remember that ACP can not redirect pharmacist email to another account; we don't have access to or permission from your Internet service provider. The only address that will be registered at the college is the one first assigned upon licensure (e.g., 1234@pharmacists.ab.ca or the alias first.last@pharmacists.ab.ca). To forward your email to another account:

1. Go to the ACP website (<http://pharmacists.ab.ca>) and log on to *Registrant Mail* (the envelope icon on the left side of the homepage).
2. Choose *Options* from the menu on the left side of the screen. A page with a list of headings will appear.
3. Choose *General*, the first option in the list. A new page will appear.
4. Approximately half way down the page is a box entitled *Forward all mail to the following address*. Enter the email address you would like your messages forwarded to in this box.
5. Directly beneath that box is a very small box entitled *Don't deliver to this mailbox*. Click on the small box to add a check mark to it. The check mark signifies NOT to deliver to the Registrant Email inbox, but to forward the mail to the new email address you indicated. If you choose not to add the check mark, any email communications will be forwarded to both the new address and the Registrant Email inbox, creating duplicates of the same message.

By redirecting the account, you will ensure that you don't miss any important information from the college.



So much to learn, so little time!

CONTINUING PROFESSIONAL DEVELOPMENT (CPD) PLAN

Your learning portfolio responsibilities

As we approach registration renewal time, ACP's competence department reminds you of your responsibilities regarding your personal learning portfolio and declaration of continuing professional development activities.

The competence committee has directed that if you are selected for audit of your learning portfolio, you may not renew your registration until you have fulfilled the requirements of the learning portfolio audit.

Further, the *Health Professions Act* states that the competence committee *must* make a referral to the complaints director if, on the basis of information obtained from a practice visit or continuing competence program, the competence committee is of the opinion that a regulated member has intentionally provided false or misleading information

related to their participation in the competence program. In other words, signing an intentionally false or misleading declaration regarding continuing professional development activities will result in a referral to the complaints director.

Preparing for registration renewal

As you complete your learning activities for the 2007-08 registration year and prepare to submit your Continuing Professional Development Log for registration renewal, ensure that you:

- have supporting documentation for all learning activities claimed on your CPD Log; acceptable supporting documentation includes certificates for accredited programs and non-accredited learning records for non-accredited learning activities;
- file all your learning portfolio documents in a safe, accessible place; and

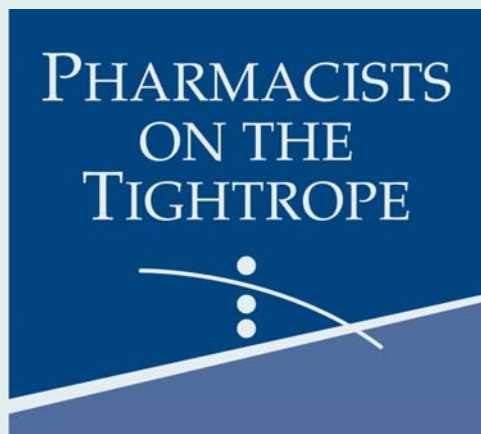
- carefully consider the professional declaration before you sign it and ensure you understand what you are declaring by signing it. ■



Online Continuing Professional Development Plan

ACP has completed the initial development of the online Continuing Professional Development Plan. Currently, several pharmacists are piloting this new tool. They will provide useful feedback to us on how to improve the system. We hope to roll this system out to all Alberta pharmacists by June 2008 so you can begin the new registration year by completing a self-assessment and developing your learning plan for the coming year. Stay tuned for more updates! ■

REGISTER NOW AND SAVE



ALBERTA COLLEGE OF PHARMACISTS
ALBERTA PHARMACISTS' ASSOCIATION
2008 JOINT CONFERENCE

The advance program for the *Pharmacists on the Tightrope* conference is included with this issue of *acpnews*. This event promises to be an invigorating mix of inspiring speakers, celebratory moments, motivating workshops, and fun-filled time with peers. You won't want to miss it. And you won't want to miss the early bird registration deadline either. **Register by April 23 and save!**



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Therapeutic substitution or managing ongoing therapy? A practice tip for you

Pharmacists must consider the factors involved in therapeutic substitution on a case to case basis. In all situations, pharmacists must be diligent in applying Standard 2 – “Pharmacist’s Duty to Consider Relevant Information” before making a substitution decision. Fundamental to these considerations is an understanding of the disease condition being treated, the drug prescribed and any alternatives being considered, and the therapeutic goal or target. For example, one should consider that not all statins have the same therapeutic effect, and therefore can not simply be interchanged just because they come from the same therapeutic class.

Limitations on therapeutic substitution

It is important to remember the distinction between adapting a prescription by therapeutic substitution – an activity that all clinical pharmacists* can perform – and managing ongoing drug therapy, which requires additional prescribing authorization from ACP.

Adapting a prescription by therapeutic substitution will almost always be limited to new prescriptions. *Any pharmacist registered on the clinical register who has completed the

orientation program delivered by the college is authorized to adapt a prescription.

Therapeutic substitution occurring at the time of refill to address side effects or inadequate therapeutic effect is considered management of ongoing drug therapy and may only be performed by pharmacists who have been granted *additional prescribing authorization* under s16(3) of the regulation. ■

TPP prescription pad changes – easier and safer to use

As part of a quality improvement initiative, the Triplicate Prescription Program (TPP) is making changes to its TPP prescription pads in 2008.

The size of the form and information required remain the same, but several design changes have been put in place to make the pads easier and safer to use. What changes will you see?

- Larger spaces provided for patient’s health care number.
- Two additional lines provided for written directions for use.
- Areas of the form that must be completed are clearly indicated
- Blue ‘thermochromic’ ink at the top of the form has been added to prevent TPP pad forgeries. (The ink is heat sensitive – holding your thumb on the ink or breathing on it will make the ink disappear. It reappears shortly afterwards.)

These changes will make faxed TPP prescriptions more legible for pharmacists.

When will the changes occur?

TPP will begin filling prescription pad orders with the new forms once existing supplies are used up, which is expected in March 2008. Until this time, prescribers should continue to use their ‘old’ TPP prescription pads. Pharmacists can accept TPP prescriptions written appropriately on either version of the TPP prescription form. Transition to the new forms across the province will take several months.

The process for submitting forms is not changing. Pharmacists should continue to mail copies of TPP prescriptions to the CPSA as usual.

For more information:

Contact the Triplicate Prescription Program at (780) 423-4764, toll free at 1-800-561-3899, email cweppler@cpsa.ab.ca or visit www.cpsa.ab.ca/collegeprograms/tpp_resources.asp. ■

Legislation Orientation Authorization – have you received yours?

Under our new legislation, clinical (practising) pharmacists in Alberta are eligible to prescribe for the purposes of adapting prescriptions and for emergency situations. **You can only do this if you have completed an orientation to the new legislation.** We still have over 300 pharmacists who have not completed this yet! Pharmacists wishing to continue to practice after July 1, 2008 **must complete this orientation by June 2008** in order to renew their practice permit. The orientation can be completed online through our website (http://pharmacists.ab.ca/news_events/default.aspx?id=5899). ■

New digs?



Have you moved recently and forgotten to let the college know?

Don’t take a chance on not receiving news and information. Update your information online using *My Registration Profile*, drop us an email at registrationinfo@pharmacists.ab.ca, or send us a fax at 780-990-0328—but let us know where you are so we can keep you up to date.

Evaluate hand washing practices

On Jan. 16, 2008, Hon. David Hancock, Minister of Health and Wellness, announced a provincial *Infectious Disease Strategy*. "The strategy and standards were developed in response to findings of the *Provincial Infection Prevention and Control Review*, released in August 2007. A key component of the strategy is the *Alberta Hand Hygiene Strategy*, developed in consultation with regional public health and IPC specialists, representatives of the Community and Hospital Infection Control Association Canada, the Canadian Patient Safety Institute, the federal First Nations and Inuit Health Branch of Health Canada, and other stakeholders."

"Adequate hand hygiene is the most effective means of reducing the spread of infection in the health-care setting, other service sectors and the community."

A copy of the strategy and associated standards are at http://health.gov.ab.ca/resources/pub_infection-prevention.html. Much of the strategy focuses on governance and practice within regional health authorities; however, the standard on hand-washing is relevant to all pharmacists. Pharmacy licensees and regional directors of pharmacy are encouraged to review this standard in conjunction with existing infrastructure and operating policies and procedures. Ask yourself:

- Does your practice setting have an adequate area and equipment to facilitate routine hand washing by your staff?
- What hand washing practices do you expect of your pharmacist team?
- When and how often do you expect that hand washing occur?
- Have you considered incorporating "sanitizing dispensers" in your pharmacy for your staff, and/or in patient access areas to your pharmacy for patients?
- Do your practices comply with the provincial standards?

PEBC assessors needed for May 25 exam

The Pharmacy Examining Board of Canada invites interested pharmacists to apply as assessors for the national certification exam on Sunday, May 25, 2008 at sites in both Edmonton and Calgary.

To qualify you must have been licensed in Canada for at least three years and you must currently be a member in good standing and providing or directly supervising patient care services, including dispensing, clinical and drug information services.

Assessors will be involved in the objective structured clinical examination (OSCE).

Preceptors in the practice setting (e.g., for structured practical training, internship and clerkship programs) and occasional teaching assistants in years 1 and 2 of the academic program would normally qualify as assessors.

Information about the exam, guidelines for the selection of assessors, as well as an assessor interest survey and response form, can be found on the PEBC website at: www.pebc.ca/EnglishPages/OSCEAssrs/AssrHomePage.html

Interested pharmacists outside of Edmonton and Calgary are welcome to apply as assessors. Some travel expenses may be paid to out-of-town assessors.

Edmonton contact:

Please send your response form by email (preferred) or fax to:
Judith Makarowski
Fax: 780-492-2874
Email: jkm9@ualberta.ca

Calgary contact:

Please send your response form by email (preferred) or fax to:
Yoshiko Shimizu
Fax: 403-475-0566 (between 9am-9pm)
Email: pebc-calgary@shaw.ca ■

Poor literacy can equal poor health

Poor reading skills can make the difference between taking three pills once a day or one pill three times a day.

Canada spends \$2 billion a year on hospital admissions as a result of people taking their medications incorrectly in their home. People with low literacy skills experience more health problems; prescription labels and written instructions about medications are useless to patients who can't understand them.

And health information on the Internet is often at an even higher level, making it incomprehensible to most of the people accessing medical information online.

A recent Ontario literacy council report showed that at least 42 per cent of Canadians hide their low literacy skills and are less likely to feel confident to ask questions of their health-care



providers. The study found they may also overestimate their literacy skills and few health-care workers are aware of how common literacy problems are, or how to identify people who have poor reading and writing skills.

"Literacy is hidden. It's a shameful thing. People who have literacy issues don't disclose it. They don't disclose it to the people who really need to know it, who are their family practitioners or their pharmacists," said Julie Patterson, a literacy and health program manager at the North Bay Literacy Council.

In addition to following the steps in Standard 7 of the *Standards for Pharmacist Practice* (Pharmacist's duty to provide sufficient information to patients in relation to Schedule 1 drugs and Schedule 2 drugs), take into consideration the possibility of low literacy when counselling patients. Verbal instructions, having the patient repeat back and/or paraphrase instructions, and using diagrams when possible may increase patient understanding and compliance. ■

Off-label uses of drugs – exercise caution

Pharmacists are reminded that it is good practice to critically evaluate and reflect on information gained through continuing professional development, regardless whether the learning activity is accredited or non-accredited. It is through reflection that you can consider the new information – the validity of the information, how it fits with other knowledge you have, if you need further information, and how you may incorporate this new knowledge into practice. You may want to seek additional information from independent, objective, and peer-reviewed scientific literature.

You may want to be particularly diligent when considering information provided regarding off-label uses of approved drugs. It is not illegal to dispense drugs prescribed for unapproved indications, nor is it illegal or contrary to accreditation guidelines for a continuing education program to discuss unapproved indications. (It is contrary to the *Food and Drug Act* for

pharmaceutical manufacturers to promote their approved drugs for unapproved conditions.) However, lack of approval means that Health Canada has not reviewed the safety and effectiveness of this drug for this indication.

You are reminded that the *Standards for Pharmacist Practice* state that a pharmacist must not dispense a drug until the pharmacist has determined that the prescription is appropriate. The Standards go on to say that when determining the appropriateness of a prescription, the pharmacist should consider whether the prescription orders a drug for an indication that is approved by Health Canada, considered a best practice or accepted clinical practice in peer-reviewed clinical literature, or part of an approved research protocol.

With regards to prescribing, the Standards state that a pharmacist must not prescribe a drug or blood product unless the intended use:

1. is an indication approved by Health Canada,
2. is considered a best practice or accepted clinical practice in peer-reviewed clinical literature, or
3. is part of an approved research protocol. ■

Resources

Reminder

Don't forget to put into practice the guidelines in *Ensuring Safe & Efficient Communication of Medication Prescriptions in Community and Ambulatory Setting*. The document, jointly published by CPSA, CARNA, and ACP is available on ACP's website at http://pharmacists.ab.ca/practice_ref_library/standard_guidelines.aspx

Investigating Committee report summaries

Three investigations into the professional conduct of pharmacists have recently concluded. Following are summaries of the Investigating Committee reports for each case. You can find the full reports on ACP's website (pharmacists.ab.ca) under *Complaints Resolution/Investigating Committee Reports*.

ACP is publishing these reports for two reasons. First, ACP is committed to establishing and maintaining a transparent complaints resolution process for our registrants and the public whom we serve. Secondly, we believe that there are important lessons to be learned from each case and hope that by publishing these summaries, others will gain a clearer understanding of what constitutes acceptable professional pharmacist practice.

Case 1

Introduction

The Council of the Alberta College of Pharmacists appointed an Investigating Committee to investigate a pharmacist's conduct as both a pharmacist and as the licensee/pharmacy manager, under the terms of Part 7 of the *Pharmaceutical Profession Act*, R.S.A. 2000, c. P-12.

Allegations

The Investigating Committee held a hearing to inquire into the following complaints or matters that arose from on-site visits by representatives of the ACP:

1. The state of the dispensary area was so cluttered, messy and disorganized that two representatives of the Alberta College of Pharmacists were concerned that public safety was at risk.
2. The pharmacist/licensee did not maintain the dispensary equipment or area in clean and sanitary condition and in proper working order. The condition of the dispensary area was such that the pharmacist/licensee was not able to ensure that he could comply with the requirements regarding the storage and disposal of drugs and nonprescription medicines.
3. The pharmacist/licensee had not demonstrated that he was knowledgeable about the proper storage and disposal of drugs and nonprescription medicines. Neither did the pharmacist/licensee ensure that his pharmacy's operations were designed to protect the public and the people working on the premises. The general disarray, clutter, disorganization and condition of the dispensary placed patient safety at

risk and failed to protect and advance the health and safety of clients of the pharmacy.

It was alleged that this conduct on the part of the pharmacist/licensee constituted unskilled practice of pharmacy or professional misconduct or both, and that it also constituted proprietary misconduct.

Findings

The committee found that the pharmacist/licensee engaged in conduct of professional misconduct and/or proprietary misconduct. The committee noted that the operations were in such continuous disarray and carried on in such an unprofessional manner as to create the potential for danger to the public. The committee also held that the pharmacist's workload was a danger both to himself and to the public and that staffing levels were totally inadequate. (The pharmacist was the only pharmacist practicing at the location.)

After the committee made its findings of professional misconduct and proprietary misconduct, it was advised that the pharmacist had been disciplined on three previous occasions over the last 20 years for similar concerns.

Orders

The Investigating Committee ordered that:



1. The pharmacist be suspended from the practice of pharmacy for a three-month period.
2. The pharmacist must not engage in the *sole practice* of pharmacy for a period of 10 years. During this 10 year period, the registrant must practice pharmacy as a pharmacist only under the supervision of a pharmacy licensee/manager.
3. The pharmacist cannot be a licensee of a pharmacy in Alberta for a period of 10 years.
4. The pharmacist be fined a total of \$30,000 as a result of the findings of professional and proprietary misconduct from the decisions of the Investigating Committee.
5. Random pharmacy inspections of the location by the College will occur six times per year for the first two years. Then, four times per year for the balance of the 10-year term that the pharmacist is not a licensee of a pharmacy. The costs of these inspections are to borne by the pharmacist/licensee.
6. The Investigating Committee further recommended that all official College pharmacy visits or inspections be documented each time by the College when visiting any pharmacy in Alberta. The pharmacist and/or pharmacy licensee in turn will also acknowledge that such a visit or inspection has occurred.
7. All costs associated with this hearing and the investigations by the College are to be the responsibility of the pharmacist/licensee.

In making these orders the committee noted the previous disciplinary actions involving the pharmacist and stated that it was necessary to make clear to the pharmacist how serious the situation was and to set conditions to ensure that this conduct was not repeated.

Case 2

Introduction

The Council of the Alberta College of Pharmacists appointed an Investigating Committee to investigate the conduct of

Laurel Rankine under the terms of Part 7 of the *Pharmaceutical Profession Act*, R.S.A. 2000, c. P-12.

Allegations

The Investigating Committee inquired into the following complaints or matters.

It was alleged that Laurel Rankine:

1. Entered into arrangements with Sullivan Health Care (SHC) which involved dispensing drugs to patients in circumstances where Ms. Rankine and her pharmacy were unable to comply with the obligations of the *Pharmaceutical Profession Regulation*, and the *Standards of Practice*;
2. Entered into arrangements with SHC that assisted SHC, a non-pharmacy to sell drugs to U.S. customers in breach of the *Food and Drug Act*, the *Food and Drug Regulations*, and the *Pharmaceutical Profession Act*;
3. Participated in arrangements with SHC where prescriptions were received from Drs. M and A daily in circumstances which Ms. Rankine should have known did not comply with the Code of Ethics;
4. Participated in arrangements with SHC whereby SHC Budget Rx received a financial benefit facilitated by Ms. Rankine's pharmacy in return for prescriptions being directed to Ms. Rankine's pharmacy to have prescriptions filled;
5. Breached the Internet Pharmacies Guideline Policies of the Council of the Alberta College of Pharmacists;
6. Failed to comply with the Drug Error Management Policy of the Alberta College of Pharmacists and Standard 6.4 of the *Standards of Practice* from March 2003 to October 2004;
7. Failed to comply with section 15(6)(h) of the *Pharmaceutical Profession Regulation* for the period from March 2003 to July 23, 2003;
8. Maintained patient records jointly with SHC in a manner that failed to comply with section 17(2)(a) and

17(3)(d) of the *Pharmaceutical Profession Regulation*;

9. Generally engaged in conduct in respect to the arrangements with SHC that displayed a lack of knowledge of or a lack of skill or judgment in the practice of pharmacy.

Findings

The hearing proceeded by way of an Agreed Statement of Facts and Admissions. It involved a situation where SHC, a non-pharmacy operating a call centre in Manitoba referred large volumes of prescriptions to an Alberta pharmacy. SHC handled all aspects of dealing with the clients except for the actual dispensing and shipment of the prescriptions for which the pharmacy received a dispensing fee. SHC ordered and paid for the drugs delivered to and used by the pharmacy and paid all shipping charges. All invoicing was done by SHC which determined the price to be charged to the patient and the pharmacist did not know what markup was charged to the patients or what fees were charged by SHC.

The Committee accepted the agreed statement of facts and admissions and determined that the allegations against Ms. Rankine were indeed well founded, and that the conduct of the member constituted professional misconduct.

Orders

The Investigating Committee ordered that Laurel Rankine:

1. Receive a letter of reprimand for her actions that stays permanently on her personal registration record at ACP,
2. Be fined \$2500.00,
3. Be assessed the cost of the investigation and hearing in the amount of \$12,500.00,
4. Be ordered that in her future practice, she:
 - a. Shall not enter into arrangements directly or indirectly with any Canadian physician to review and co-sign American (U.S.) or other international prescriptions

continued on page 10

Health Canada advisories

After the last edition of the newsletter went to print, Health Canada placed the following advisories on its website.

You can obtain a copy by using the links below or by contacting Janet Spence at the college office at (780) 990-0321 or 1-877-227-3838, or by email at Janet.Spence@pharmacists.ab.ca.

The links will take you to the Health Canada website.

■ Safety Advisory - Alertec

www.hc-sc.gc.ca/dhp-mps/medeff/advisories-avis/prof/2007/alertec_hpc-cps_e.html

■ Recall of Ultiva (remifentanyl hydrochloride) 1 mg vials

www.hc-sc.gc.ca/dhp-mps/medeff/advisories-avis/prof/2007/ultiva_hpc-cps_e.html

■ Unauthorized health products manufactured by Wild Vineyard may pose health risks

www.hc-sc.gc.ca/ahc-asc/media/advisories-avis/_2007/2007_179_e.html

■ Foreign product alerts

www.hc-sc.gc.ca/ahc-asc/media/advisories-avis/_fpa-ape_2008/index_e.html

Investigating Committee reports

continued from page 9

without the opportunity to see the patient, unless Ms. Rankine can confirm with the physician's medical college that the proposed arrangements are satisfactory and Ms. Rankine provides a copy of this confirmation to ACP,

- b. Shall not knowingly enter into any arrangements with any non-pharmacist that permits the non-pharmacist to participate in the sale of drugs,
- c. Shall not knowingly enter into any arrangement whereby she or any pharmacy she is associated with provides something of value to another party in return for having patients or prescriptions referred to the pharmacy.

The committee noted in making its orders that one of the factors it considered was Ms. Rankine's forthright cooperation with the investigative process conducted by the College.

In its letter of reprimand to Ms. Rankine, some of the concerns noted by the committee included the following:

- Almost all contact with the patient was managed by SHC and in most circumstances the prescription would be dispensed to a patient without any contact with the patient so no professional relationship was developed with the patient and there was no verbal counseling;
- The business arrangement with SHC allowed a non-pharmacy to sell prescription drugs and enabled SHC to act as a call centre and marketing agent to patients requiring a professional service;
- Participating in an arrangement whereby Canadian physicians co-signed prescriptions written by U.S. physicians without seeing the patient and establishing a proper professional relationship;
- Allowing SHC to benefit financially by directing prescriptions business to the pharmacy breached section 32(8) of the *Pharmaceutical Profession Regulation*.

Case 3

Introduction

The Council of the Alberta College of Pharmacists appointed an Investigating Committee to investigate the conduct of Andrew Kwok Fai Wong under the terms of Part 7 of the *Pharmaceutical Profession Act*, R.S.A. 2000, c. P-12.

Background

The College made several attempts, using different delivery modes, to serve notice of the hearing to Mr. Wong. Mr. Wong did not respond to any of the notices. The Investigating Committee determined that the College had met the requirements of proof of service under section 65 of the *Pharmaceutical Profession Act*. The Investigating Committee proceeded to hear the matter in the absence of Mr. Wong.

Based on the evidence presented at the hearing, the Investigating Committee found that Mr. Wong breached:

1. Principles VI "A pharmacist acts with honesty and integrity" and VII "A pharmacist preserves high professional standards" of the Code of Ethics when he:
 - a. Appeared before an Investigating Committee on October 13, 2006 with a signed Agreed Statement of Facts and a Joint Submission on Penalty confirming that he had:
 - i. Voluntarily ceased his Internet pharmacy business in May 2005,
 - ii. Terminated business relations with Canadian Budget Rx,
 - iii. Terminated his relationship with Dr. Richard Heinrichs, and
 - iv. Wished to cease activities not approved by ACP.
 Mr. Wong declared these statements to be true when in fact they were not and he intentionally misled ACP and the Investigating Committee.
 - b. Allowed the Investigating Committee to rely on the Agreed Statement of Facts and Joint

Submission on Penalty to determine their penalty which included reduced costs and penalties.

- c. Continued his Internet pharmacy business from the location of his new pharmacy (Concerned Care Pharmacy).
 - d. Maintained his deception throughout the discipline process that led to the Agreed Statement of Facts submitted to the October 2006 Investigating Committee.
 - e. Continued a business relationship with Canadian Budget Rx.
 - f. Continued his relationship with Dr. Richard Heinrichs.
 - g. Continued participating in activities which were not approved by ACP despite having matters referred to Investigating Committees and despite having represented that he had stopped these activities.
2. Sections 57(a)(i) "Conduct of a member or proprietor that (a) is detrimental to the best interests of the public" and 57(a)(v) "by displaying a lack of knowledge of or a lack of skill or judgment in the practice of Pharmacy" of the *Pharmaceutical Professions Act* by misrepresenting his intentions to the Investigating Committee and ACP.

The Investigating Committee considered that Mr. Wong's intentional disregard for authority and his willful intention to mislead an Investigating Committee and ACP as detrimental to the public's best interest and as displaying a lack of judgment in the practice of pharmacy.

Findings

The Investigating Committee determined that Andrew Kwok Fai Wong had engaged in professional and proprietary misconduct by breaching Principles VI and VII of the Code of Ethics and sections 57(a)(i) and 57(a)(v) of the *Pharmaceutical Professions Act* and, more seriously, had shown blatant disregard towards his professional obligations as shown by his conduct towards ACP and the Investigating Committee appointed for a previous hearing held on Oct. 13, 2006.

Orders

The Investigating Committee ordered that:

1. The Alberta College of Pharmacists immediately revoke Andrew Kwok Fai Wong's certificate of registration,
2. Mr. Wong be assessed a fine of \$10,000 for professional misconduct,
3. Mr. Wong pay the total costs of the investigation, and
4. That the Registrar inform all provincial pharmacy regulators regarding this decision. ■

Date:
September 13, 2008

Location:
Village Creek Inn, Pigeon Lake
1.877.688.006 (please book rooms)

Email for more details:
Karen Brown at nkbrown2@gmail.com

Deposit:
Send \$75.00 per person for hall/dinner/breakfast to:

Marg Barr
5238 – 42 Street
Ponoka, AB T4J 1C9

Don't forget to call your classmates and let them know about the reunion!



acp xPress

- Jan. 31** ■ Call for council nominations (Districts 3 and 5 only)

acp emails

Issued between Dec. 18, 2007 and Feb. 6, 2008.

External

- Dec. 18** ■ The OCP joins NAPRA
- Jan. 2** ■ Jan. 2008 issue of Adverse Reaction Newsletter now available
- Jan. 3** ■ Due Quarterly notice
■ Input: Chronic Disease Management & Alternate Remuneration Programs
- Jan. 9** ■ New model, new fees? We need your input
- Jan. 23** ■ PEBC assessors needed for May 25 exam
- Jan. 28** ■ New model, new fees? We need your input this week
- Feb. 6** ■ New model, new fees? More input needed

Operations

- Jan. 28** ■ Additional prescribing authorization process approved
- Jan. 30** ■ ACP announces changes to staff and council
- Jan. 31** ■ Send us your nominations!

Practice Issues

- Dec. 18** ■ Notice of pharmacist suspension

See Health Canada advisories on page 10.



Did you graduate in '78?

If you did, you won't want to miss the UofA Pharmacy Class of 1978 Reunion!



ACP is coming to a town near you

ACP is hosting a series of meetings throughout the province to update you on the changes to pharmacist practice, ask for your input on some key issues, and answer any questions you might have about the new practice framework, college initiatives, and any other practice-related issues. We'd love to see you there!

Mark your calendars

All meetings will be held in March and will run from 7 to 9 p.m. unless indicated otherwise.

- Mar. 4 – Hinton
- Mar. 6 – Grande Prairie
- Mar. 11 – Vermilion
- Mar. 12 – Red Deer
- Mar. 13 – Edmonton
- Mar. 18 – Medicine Hat (7 to 8:30 a.m.)
- Mar. 18 – Lethbridge
- Mar. 19 – Calgary

Meeting venues will be announced by email.

Participants can record their attendance as non-accredited learning in their CPD logs. The names of all meeting participants will also be entered into a draw for one free registration to this May's Pharmacists on the Tightrope conference. Two lucky attendees, one from northern Alberta and one from the south, will also each win a \$150 chapters.indigo.ca gift certificate. ■



**9TH ANNUAL
Dean's
Tournament
of Golf**

Tuesday, June 3, 2008
at the Blackhawk Golf Club



Registration forms at
www.pharmacy.ualberta.ca.
Click on *Upcoming Events*.

In memory



Robert Fahlan passed away suddenly on Feb. 3, 2007 at the age of 68 years. He was born in Regina, Saskatchewan and received his degree in pharmacy from the University of Saskatchewan in 1964. After working for many years in hospital and retail pharmacy he returned to his first passion, horticulture.

Robert had great love and respect for the natural world and left soft footprints as he worked in it and walked through it. He always brought his warm and generous nature to everything that he did and is lovingly remembered by his wife Lynne, family, and friends.

Donald Victor French died on Dec. 27, 2007 at the age of 70 years. Born June 5, 1937, in Edson, Alberta, he received his B.Sc. in Pharmacy from the UofA in 1960, where he was a member of Phi Kappa Pi.

Among other locations, Don worked for 10 years at the Brewerton Medical Centre Apothecary in Calgary. In 1988, Don moved to South Carolina and began working at White Oak Pharmacy. He met and married his wife, Mary Miller French, in 1998, became a US citizen in 2005, and retired in August 2007. Don is missed dearly by his wife Mary and all of his family and friends.

Arn Irion passed away on Sept. 16, 2007 at the age of 65. A 1966 graduate of the UofA, Arn most recently worked at Legal Drugs in Legal, until his retirement in 2005. Arn will be very much missed by his family and friends.



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