



# acp news

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Healthy  
Albertans  
through excellence  
in pharmacy practice

## Two new faces on ACP Council



**Ahmed Metwally** has been elected to council by acclamation in District 3 (Edmonton). Ahmed will fill the position formerly held by Catherine McCann.

Ahmed owns iPharmacy, a community pharmacy in Edmonton. He will bring to council his experience from many facets of pharmacy. He completed his B.Sc.Pharm. in Egypt, in 1997. Since then, he served as Chief Pharmacist Officer in the Armed Forces in Egypt for two years, and then worked in the pharmaceutical industry, as staff pharmacist in several Alberta locations, and as a pharmacy manager in Sylvan Lake.

“Adapting to change is my main theme of interest in pharmacy practice. As Harold Wilson said, ‘He who rejects change is the architect of decay.’ Patient communication, customer service and new pharmacist entrepreneurs are my major areas of interest. My experience in retail pharmacy and the pharmaceutical industry made me passionate about how to deliver the right message to patients and what it means to make them happy.”



**Kelly Olstad** has been elected to council by acclamation in District 4 (Central Alberta). Kelly will replace Dianne Donnan, who is completing her second consecutive

three-year term on council. Dianne is currently ACP’s board member to, and

president of, the National Association of Pharmacy Regulatory Authorities (NAPRA).

Kelly is a Director of Pharmacy Operations with Alberta Health Services, having responsibility for the Royal Alexandra Hospital, Glenrose Hospital, Long Term Care, Ambulatory Care, and Home Parenteral Therapy. Kelly served as a member of ACP’s working group that reviewed and provided recommendations to enhance ACP’s Code of Ethics and is chairman of the Medication Safety Steering Committee at the Royal Alexandra Hospital. In 2008, he received a REACH Award from the Royal Alexandra Hospital for achieving performance excellence.

“I am passionate about the role of the pharmacist in direct patient care and will work hard to support this role. I have extensive experience in retail pharmacy, hospital pharmacy, and executive/management roles within the profession and a keen interest in leadership. Within pharmacy management I have a keen interest in Human Resources (recruitment, retention, and staff development), strategic planning for pharmacy services (clinical and distributive), advancing the roles of pharmacists and pharmacy technicians by having them work to their full scope of practice, change management, and providing leadership and support to staff and coworkers.”

Ahmed and Kelly will commence their three-year terms on May 16, 2010.

acpnews is published four times per year by the Alberta College of Pharmacists. Send submissions for publication to:

Karen Mills, Communications Leader  
karen.mills@pharmacists.ab.ca

The deadline for submissions for the Summer 2010 issue is June 1, 2010. Information about content and length of articles can be obtained from Karen.

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Donna Galvin, District 5  
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Council members can be reached by email via our website at [pharmacists.ab.ca](http://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](http://pharmacists.ab.ca) under *Contact Us*.

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Communications Leader: Karen Mills



## Ordering of laboratory tests approved for July 1, 2010

At their April 8 meeting, ACP council approved amendments to Standard 2 of the Standards for Pharmacist Practice, with an effective date of July 1, 2010. This means pharmacists with a PRAC ID may begin ordering lab tests July 1. ACP will be working with DynaLIFE Labs now to support effective implementation of this privilege.

The form to apply for a PRAC ID is available on the ACP website under *Pharmacist resources/Forms/PracIDApp*.

## Pharmacists Profession Regulation consultation beginning

Amendments to the Pharmacists Profession Regulation are needed to support the regulation of pharmacy technicians. After reviewing Draft 4 of the government's proposed amendments, ACP council has approved amendments for the purpose of consultation. Alberta Health and Wellness will be commencing this consultation in early May.

## ACP annual report now online

Whew, 2009 was quite a year! Read about the many ways the college and pharmacists worked to ensure we achieve ACP's vision of *Healthy Albertans through excellence in pharmacy practice*. You'll find them, the financial statement, and many other interesting tidbits, in the 2009-10 ACP annual report on the ACP website under *About ACP/Annual reports*.



## ACP wants you! Join ACP's committee roster

Our success as a self-regulating profession depends on the active contribution of registrants. ACP is compiling a roster of candidates interested in participating on ACP committees and working groups. Please complete a biographical sketch of yourself using the form located on the ACP website under *Pharmacist Resources/Forms/Others*. Submit your completed biography by **June 15, 2010** to:

Rachel Schofield  
Executive Assistant to the Registrar  
Email: [Rachel.Schofield@pharmacists.ab.ca](mailto:Rachel.Schofield@pharmacists.ab.ca)  
Fax: 780.990.0328

When submitting your biographical sketch, please indicate which of the following ACP core business areas you are interested in participating in.

- Registration and entry to practice
- Competence and Continuing Education
- Quality pharmacist practice, including standards of practice and pharmacist performance
- Ethics
- Complaints Resolution, including Hearing Tribunals

If you select more than one area, please identify your choices in order of preference.

# It's spring. It's registration renewal time. It's ALL ONLINE.

## There are two changes to registration renewal to note this year:

1. **Online renewal is mandatory this year.** No paper renewal forms will be produced or mailed. Instructions and details have been sent to you in a separate renewal package.
2. ACP Council has approved the **introduction of non-compliance fees.** These fees will be charged to any clinical pharmacist or licensed pharmacy that has not submitted a complete annual renewal by the deadline stipulated in the by-laws.

## Pharmacists

Notices for online registration renewal were mailed in April. Be sure to go online to renew or give our office a call or if you have not received your renewal package yet.

1. Registrants must renew before **June 1, 2010.** Your current registration expires on June 30, but your renewal and payment must be submitted before June 1.

**For clinical pharmacists,** a complete practice permit renewal means the submission of:

- a Continuing Professional Development (CPD) Log indicating completion of a minimum of 15 CEUs between June 1 of the previous year and May 31 of the current year;
- a completed declaration of compliance with insurance requirements, and
- the applicable fees for permit renewal.

2. If **any** portion of a clinical pharmacist's permit renewal remains outstanding as of June 1, they will be assessed a \$78.75 **non-compliance fee** (\$75.00 + \$3.75 GST) in addition to their annual permit renewal fees.
3. Pharmacists whose renewal remains outstanding as of **July 1, 2010,** will be **immediately suspended** and will be assessed a \$257.25 **reinstatement fee** (\$245.00 + \$12.25 GST) in addition to their annual permit renewal fees.

### Professional liability insurance

The pharmacist renewal fee does **not** include professional liability insurance. Professional liability insurance coverage is a personal responsibility of every pharmacist who wishes to be registered on the clinical register. If you wish to remain on, or reinstate to the clinical register, you must maintain professional liability insurance coverage **even if you are not working AND/OR not living in Alberta.**

### Don't get caught unprepared!

Ensure you have completed your CEUs prior to May 31 and have entered them on your online CPD Log in preparation for mandatory online practice permit renewal in 2010.

## Pharmacies

Pharmacy licence renewal packages were mailed in April to each pharmacy. Be sure to contact our office if you have not received your pharmacy renewal package yet. Some key dates to keep in mind:

1. **Completed pharmacy licence renewal forms and payment are due before June 16, 2010.** The pharmacy's current licence expires on June 30, but the renewal form and payment must be received before June 16.

A complete pharmacy licence renewal form includes:

- An undertaking statement signed by the licensee;
- An undertaking statement signed by the proprietor's agent;
- A statutory declaration sworn and signed by the licensee;
- A statutory declaration sworn and signed by the proprietor's agent;
- Completion of a review of the ownership and pharmacy staffing information;
- Provision of the pharmacy's hours of operation;
- Responses to questions regarding methadone dispensing, lock and leave, sterile compounding and practical training sites;
- Submission of applicable fees for the pharmacy licence category selected.

*continued on page 4*



## Registrar renewal time

continued from page 3

2. If **any** portion of a licensed pharmacy's licence renewal remains outstanding as of June 17, the pharmacy will be assessed a \$110.25 **non-compliance fee** (\$105.00 + \$5.25 GST) in addition to the annual licence renewal fee.
3. Pharmacies whose licence renewal is outstanding as of **July 1, 2010**, will have their licences **immediately suspended** and the pharmacy will be closed. A \$257.25 **reinstatement fee** (\$245.00 + \$12.25 GST) will be assessed in addition to the annual licence renewal fees prior to reinstating the pharmacy licence.

## Attention licensees and proprietors:

Pharmacy renewal forms are due at ACP before **June 16, 2010**. However, if your pharmacy is paying the renewal fees for your employees as well as for your pharmacy, remember that the payment for your pharmacists must reach our office **before June 1**.

If you have questions about the pharmacy licence renewal process, please contact:

Linda Hagen  
(linda.hagen@pharmacists.ab.ca),

Toni Bos  
(toni.bos@pharmacists.ab.ca), or

Cheryl Serna  
(cheryl.serna@pharmacists.ab.ca),

or telephone 780-990-0321  
or 1-877-227-3838.

## Congrats to a class act

Congratulations to all the pharmacists who completed the *Anticoagulation: On the Road to Practice Change* course offered by Practice Development in the fall of 2009. This course is designed to prepare health professionals to take on a more active role in managing anticoagulation therapy for their patients, from improving patient assessment and education to interpreting laboratory values and adjusting therapy.

Here is what people are saying about the course:

*"Overall the course is excellent. I really felt I learned a lot and I was able to use my learning immediately in my practice. I found it practical and the resources are wonderful."*

– Silvia Adamson

*"I liked the mix of lectures and patient cases – it allowed me to take what I was learning and apply it immediately."*

– Anonymous

The following pharmacists completed all the requirements of this course and have demonstrated a strong commitment to learning:

Silvia Adamson  
Doaa Abdel Azim  
Gwendolen Bileski  
Chelsey Cabaj  
Maryann Chmilar  
Travis Featherstone  
Carol Furrer  
Ian Hamilton  
Jeanette Leong  
Margaret Lo  
Judy Lorenz  
Melanie Pope  
Kyla Radu  
Shawna Reynolds  
Darlene Rowe  
Audrey Smycniuk  
Dennis Strong  
Tammy White  
Cecili Zenuk

## Change of address or email?



Don't take a chance on not receiving important practice information from ACP. Keep your contact information with ACP up to date.

To update your information online:

1. Go to the ACP homepage (pharmacists.ab.ca).
2. Click on the *Registrant profile login* icon.
3. Log in and then click on *View Profile*.
4. Click the "edit" icon in the section you would like to change.
5. Make and save your changes and then logout.

Remember that you must also inform ACP when you change work locations too!

## Disciplinary report summary

An investigation into the professional conduct of a registrant has recently concluded. Following is a **summary** of the Investigating Committee report. You can find the full report on ACP's website under *Complaints Resolution/Investigating & hearing tribunal reports*.

### Professional and proprietary misconduct by an owner/licensee

An investigating committee made a finding of professional and proprietary misconduct against Greg Rudy, owner and licensee of First Line Pharmacy, who:

1. dispensed medications for American customers and then shipped the medications into the United States;
2. entered into business arrangements with various entities, whereby First Line Pharmacy would pay these entities amounts on a per-prescription basis for referring the patient to First Line Pharmacy and assisted a non-pharmacy to sell drugs or participate in the sale of drugs;
3. contracted Canadian physicians to review American prescriptions and issue prescriptions for American patients they had not seen;
4. failed to cooperate with ACP's investigator;
5. destroyed the records of First Line Pharmacy to ensure he would be unable to comply with any notice to produce or any order given to him to supply records and information at a hearing; and

6. destroyed prescription and patient records that he was required to maintain for two years after the last change to the information in the record was made.

The Investigating Committee ordered that Mr. Rudy must:

- be issued a letter of reprimand, which is to remain on his file with the ACP and be available to any pharmacy licensing body that requests it;
- pay fines totaling \$35,000;
- pay the costs of the investigation and hearing; and
- have his registration and practice permit with ACP permanently cancelled.

The Investigating Committee also ordered that a summary of the decision and orders be published in the *acpnews* and a copy of the decision be provided to all other pharmacy regulators in Canada.

The Investigating Committee delivered the orders on December 1, 2008. Mr. Rudy then appealed the decision to ACP's council. Circumstances prevented an appeal hearing until December 2009. Council determined that all allegations were well founded and upheld all orders.



## Releasing patient information to a home care nurse

Pharmacists are allowed to disclose a patient's prescription information to a home care nurse. Section 35(1)(b) of the *Health Information Act* states:

- 35(1) *A custodian may disclose individually identifying diagnostic, treatment and care information without the consent of the individual who is the subject of the information*
- (b) *to a person who is responsible for providing continuing treatment and care to the individual*

This then means that a pharmacist may disclose prescription information to a patient's home care nurse without requiring the patient's consent first.

For tips on what else you should consider, view the Feb. 9, 2010 edition of *The Link*. You can find it, and all back issues, on the ACP website under *News & Events/ACP newsletters/The Link*.

## Potential for mix up with Angeliq

Angeliq is **NOT** indicated for contraception. It is indicated for the treatment of the climacteric syndrome (vasomotor symptoms) in postmenopausal women. However, its packaging is very similar to 28-day packages of birth control pills.

A pharmacy reported that at two different clinics in their community, physicians have given Angeliq samples to young women as birth control. In both cases, the women had taken Angeliq for several months. The problem was only identified when the women brought in their new prescriptions for Angeliq. According to the clinics, Angeliq samples were stored in the same location as birth control pill samples.

Bayer and the medical clinics have been notified and letters alerting Health Canada and the Institute for Safe Medication Practices (ISMP) are being drafted.

## RCMP contacts for pharmacy

In collaboration with various Alberta police services, the Alberta College of Pharmacists has compiled a list of police contact names and numbers for drug and organized crime awareness. The list identifies policing contacts for pharmacists throughout Alberta.

Pharmacists should liaise with their applicable police service on all matters that may jointly relate to the practice of pharmacy / operation of a pharmacy and policing matters.

The policing points of contact are available to:

- report forgeries,

- inquire about open and ongoing files,
- seek assistance and advice about the pre-cursor/narcotic security measures, and
- other pharmacy issues that may have criminal implications.

View the list on the ACP website under *Pharmacist Resources/Info sheets & posters*.

The list is viewable by registrants only.

For information on disclosure of information to the police, see *Highlights from Alberta's Health Information Amendment Act* on the ACP website under *Pharmacist Resources/Provincial legislation*.

## From the faculty



**Sharon Marsh** has joined the Faculty as an Assistant Professor. She has a PhD in Medical Genetics and 10+ years experience in the field of cancer pharmacogenomics,

with a particular focus on chemotherapy drug pathway analysis.

**Lars Oliver "Ole" Klotz** will be joining the Faculty in August as its first Canada Research Chair. He comes from the University of Düsseldorf, Germany, where he is an Associate Professor in the Environmental Health Research Institute. He is a recognized leader in the areas of free radicals, oxidative stress and antioxidants.

**New website launched.** Please check out [www.pharmacy.ualberta.ca](http://www.pharmacy.ualberta.ca) for current information of interest to prospective students, current students, clinical and scientific researchers and alumni.

The Faculty has received tentative government approval to begin offering an **entry level PharmD program**. They expect to enroll the first cohort of 13

students, selected from the third year class, in fall 2011.

Planning for the **relocation** of the pharmaceutical sciences research faculty and laboratories to the Katz Centre for Pharmacy and Health Research is complete. Target date for occupancy is June 2011.

**Administrative restructuring** announcements were made on March 1.

**Dr. Dion Brocks** was appointed Associate Dean for Undergraduate Student Affairs. **Terri Schindel** was appointed to the new position of Assistant Dean for Undergraduate Programs. As part of these changes, Terri will relinquish her duties as Director of Continuing Pharmacy Education/Practice Development.

**Cindy Nelson** will assume the role of Acting Director for this unit. All of these changes will take effect April 1, 2010.

**Ann Thompson** will be joining the Faculty as a Clinical Assistant Professor in the new position of Director of Experiential Education, beginning April 19, 2010.

## PEBC assessors needed for May 30 exam

The Pharmacy Examining Board of Canada (PEBC) invites interested pharmacists to participate as assessors for the PEBC Qualifying Examination – Part II (OSCE). The national exam will be held on Sun., May 30, 2010 in both Edmonton and Calgary.

For more information, go to the PEBC website at [www.pebc.ca/EnglishPages/OSCEAssrs/AssrHomePage.html](http://www.pebc.ca/EnglishPages/OSCEAssrs/AssrHomePage.html)

### How do you apply?

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 site please contact:

#### Judith Makarowski

Tel.: (780) 492-2527

Fax: (780) 492-2874

Email: [judith.makarowski@ualberta.ca](mailto:judith.makarowski@ualberta.ca)

Calgary site, please send your response by email to:

#### Yoshiko Shimizu

Tel.: (403) 475-0566

Email: [pebc-calgary@shaw.ca](mailto:pebc-calgary@shaw.ca)

## White Coat Ceremony


The first year U of A Faculty of Pharmacy and Pharmaceutical Sciences class participated in the 2010 White Coat Ceremony on Jan. 7. The ceremony, witnessed by family, friends, and faculty, is an important rite of passage symbolizing a student's induction into the profession of pharmacy. The ceremony emphasizes the importance of professionalism and affirms the students' commitment to the highest standards of ethics and patient care.


The crowd learned some eye-opening facts from guest speakers S/Sgt. Ian Sanderson and Sara Houlihan. S/Sgt. Sanderson is the Northwest Region Coordinator for Drugs and Organized Crime Awareness and oversees Alberta, Saskatchewan, Manitoba, NWT, and Nunavut. Sara is a pharmacy graduate, current medical student, and past director of the SHINE clinic, an inner-city facility staffed by student volunteers and their preceptors. Both speakers emphasized the important role pharmacists play in educating patients, being alert to drug-related problems, and protecting the integrity of the drug distribution system.

After being introduced to the Alberta Pharmacy Students' Association Pledge of Professionalism, each student was "robed" with their dispensing jacket by representatives from ACP, RxA, CSHP, and the Alumni Association. The newly robed students then signed an enlarged version of the pledge, recited the ACP Code of Ethics, and then marked the occasion with family and friends at a reception.



## In memory...

 **Robert Ellis Shea** passed away on Sept. 13, 2009. Bob received his Pharmacy degree from the U of A in 1955. In 1959, he and his wife, Mae, founded Cambrian Drugs and partnered in two other pharmacies, all in Calgary.

 **Andy Troszok** died suddenly on Jan. 4, 2010 in a skiing accident in southern BC. Andy received his BSc Pharm from the U of A in 1995. He spent his career working in the Calgary area.

*Whitecoat Ceremony - Class of 2013.  
Photo courtesy of Hugo Leung*

## Submit TPP forms at least weekly

It has come to the college's attention that some pharmacies are falling behind in sending the "pharmacy copy" of TPP prescriptions to the College of Physicians & Surgeons of Alberta (CPSA). This is **unacceptable**.

**Pharmacists must forward the CPSA copy of the triplicate prescription at least weekly.**

Submitting the prescription copies regularly enables the database created from the information to be kept up to date. Statistics and reports are more reliable and problems can be identified sooner.

An increasing number of health professionals are accessing the data collected by the TPP as part of the information they consider when providing direct patient care. Delays in sending the pharmacy copy of triplicate prescriptions to the CPSA may result in sub-optimal care for patients or even adverse events.

Self-addressed envelopes are available from ACP.

For complete TPP program information, see the *Triplicate Prescription Program: Information for the Pharmacist* on the ACP website under *Pharmacist Resources/TPP program*.

## Reminder: Age restrictions for pharmacist-administered immunizations

Alberta Health and Wellness has stated that, when participating in provincially funded seasonal influenza or H1N1 programs, pharmacists may not immunize:

- individuals under nine years of age against seasonal influenza,
- individuals under ten years of age against H1N1 influenza, and
- pregnant women.

Children from six months to eight years (seasonal influenza), children six months to nine years (H1N1) and all pregnant women will be immunized by AHS Public Health.

Also remember that, for all other injections, Standard 17.4 of the Standards for Pharmacist Practice states that, "A pharmacist must not administer an injection to a child younger than five years old."

## Schedule changes for fluconazole and sodium picosulphate

Effective March 9, 2010:

Fluconazole when sold in a concentration of 150 mg per oral dosage unit and indicated for the treatment of vaginal candidiasis, **in package sizes containing no more than 150 mg of fluconazole** – Schedule 3

*Note: Fluconazole, except when sold in a concentration of 150 mg per oral dosage unit and indicated for the treatment of vaginal candidiasis, is Schedule 1.*

Oral purgatives containing sodium picosulphate 10 mg per pack (when sold in preparations with magnesium oxide 3.5g and citric acid 12g) – Schedule 2

## Novo-Methylphenidate ER C requires a triplicate prescription

Until further notice, Novo-Methylphenidate ER C and any new methylphenidate products will require a triplicate prescription. This is pursuant to a past decision made by the Triplicate Prescription Program (TPP) to include all methylphenidate products (except Concerta) on the TPP list of medications.

The TPP working group will consider over the next few months whether to change TPP requirements for long acting stimulants as a group. Together with the College of Physicians & Surgeons of Alberta (CPSA), we will notify pharmacists and physicians of any upcoming changes to the TPP.



# Employers take note: PEBC results arrive in July now

The timeline for release of the results for Parts I and II of the Pharmacist Qualifying Examination has been changed to 30 business days after the examination date. For the spring 2010 examination, **the results will be released on July 12, 2010.** This is in contrast to previous years when examination results were released on June 30.

A pharmacy intern can not be licensed as a clinical pharmacist until ACP receives confirmation that the intern has successfully passed the Qualifying Examination. **Interns must continue to work under supervision until they are licensed as a clinical pharmacist.**

Why did PEBC change the timeline?

There are several reasons for the change in the timeline:

- The total number of candidates being tested is continually increasing. This has resulted in an increase in the number of examination sites, as well as number of tracks for Part II (OSCE) of the Qualifying Examination, adding to the complexity involved in collation and analysis of candidates' results.
  - For each Part of the examination, there are numerous sequential steps involved in determining candidates' results, including audits of examination papers, data processing, quality assurance processes, and hand-scoring of borderline candidates. With an increased number of candidates, these steps require additional time to complete.
  - For Part II (OSCE), standard setting occurs after each sitting of the examination. This process requires a panel of practitioner experts to thoroughly review all 15 scored stations in the examination to determine the passing score, thereby ensuring that variations in difficulty from one examination to the next are taken into account.
  - Examination dates vary according to calendar year and statutory holiday dates. Thus, in some years the examination dates occur later than in other years; a 30-business-day release timeframe takes into account these yearly fluctuations.
- The new timeline for release of results from PEBC remains significantly shorter than that of other similar testing organizations in Canada (e.g., Medical Council, Alliance of Physiotherapy).

**Your pharmacist... a key player on your health team**

Tim's asthma meant that he missed more games than he played. But not any more, thanks to our pharmacist.

She showed Tim how to use his inhaler properly and what to do for an attack. And now that she knows Tim better, she can watch for changes as he grows.

Our pharmacist can even renew Tim's inhaler prescription so he never misses a game!

COLLEGE OF PHARMACISTS OF BRITISH COLUMBIA  
www.bcpharmacists.org

ALBERTA COLLEGE OF PHARMACISTS  
www.pharmacists.ab.ca

## Your pharmacist – a key player on your health team!

The fourth wave of the college's public awareness campaign launched the week of March 15, 2010. In addition to province-wide radio spots, which will run for four weeks, this campaign also features a print ad ("We found our way back into the game") in Readers Digest, Canadian Living and Today's Parent along with some interactive online messaging.

The campaign supports the college's strategic objective of increasing public awareness and understanding of the role and value of pharmacists with the continuation of the theme: *Get to know your pharmacist – the more they know you, the more they can help.* In keeping with our objective and the theme of this wave's ad, we introduced the tagline: *Your pharmacist – a key player on your health team.*

In order to leverage advertising dollars and expand the reach of the campaign, ACP has partnered this year with the College of Pharmacists of BC (CPBC). The next wave of the campaign, with similar components, is scheduled for this fall.

# New pharmacy policies and procedures manual from ACP

ACP Professional Practice Director Shao Lee and her team have created a new resource for pharmacies. The Pharmacy Policy and Procedure Manual template is now available for pharmacy managers to download and customize. You can find it on the ACP website under *Pharmacist Resources/Forms/Pharmacies*.

This is a “starting place” document in which you can fill in the blanks with the specifics that suit your staff and work setting.

## Why a policy and procedure manual template?

Feedback from pharmacists, pharmacy managers, and ACP Pharmacy Practice Consultants indicate three related challenges:

- a lack of clear policies and procedures in pharmacies,
- managers feeling overwhelmed or not knowing where to start when drafting a manual, and

- “generic” policy and procedure manuals that make information hard to access and/or not suited to a specific practice environment.

For tips on how to start customizing the manual for your practice, see the Feb. 9, 2010 edition of *The Link*. View subsequent issues for section-specific tips. You can find all issues of *The Link* on the ACP website under *News & Events/ACP newsletters/The Link*.

# Pharmacy technician regulation

## Q&A

*Questions continue to come forward as we move closer to regulating pharmacy technicians. Following are answers to some of the more common questions. Watch for the next edition of Transition Times which will be dedicated to this topic.*

### Q: Why is the college pursuing the regulation of pharmacy technicians?

A: Regulated pharmacy technicians will be permitted to perform certain restricted activities, accepting full responsibility, accountability, and liability for their actions. Regulated technicians will complement pharmacists' roles by taking more responsibility for functions within dispensing and compounding, thereby freeing pharmacists to spend more time with patients to address their drug therapy needs.

Regulating pharmacy technicians is an important step to optimizing the use of pharmacists' knowledge and skills to improve the appropriateness of drug therapy, patient monitoring, and treatment outcomes.

### Q: Will current technicians simply be 'grandfathered' into becoming regulated pharmacy technicians?

A: No. Regulated pharmacy technicians are a new regulated profession. This requires standardized educational experiences and the completion of examinations to demonstrate competencies required at entry to practice. These requirements are common to all regulated professions.

Candidates must either graduate from an accredited pharmacy technician program or demonstrate academic equivalence through completion of a four-course bridging program. All candidates must successfully pass the entry to practice examinations (written and practical) administered by the Pharmacy Examining Board of Canada. (PEBC)

### Q: What will a regulated pharmacy technician be able to do (scope of practice)?

A: Schedule 19 of the *Health Professions Act* provides the following role statement for pharmacy technicians:

In their practice, pharmacy technicians promote safe and effective drug distribution and, in relation to that, do one or more of the following under the direction of a pharmacist:

- a) receive, gather, enter and store prescription and patient information,
- b) store and repackage products,
- c) participate in the management of systems for drug distribution and inventory control,
- d) participate in the research, development, implementation and

*continued on page 11*

Q&A continued from page 10

evaluation of quality assurance and risk management policies, procedures and activities,

- e) provide restricted activities authorized by the regulations,
- f) instruct patients about the use of health aids and devices, and
- g) teach the practice of pharmacy technicians.

Subsection (e) of this role statement will be further defined in the regulations.

**Q: Will I be required to hire regulated pharmacy technicians?**

A: No. Pharmacy licensees will not be required to hire a pharmacy technician. However, only individuals who are regulated by the Alberta College of Pharmacists will be able to be called a pharmacy technician and only these regulated individuals will be permitted to practice unsupervised and conduct the final quality assurance check on dispensed prescriptions. Unregulated individuals working in the pharmacy may be referred to as pharmacy assistants.

Technician regulation is an evolving process. To keep up to date, periodically check the *Pharmacy Technician Information* link in the Bulletin Board section of the ACP website.

# Congratulations 2010 winners!

The APEX Awards recognize excellence in pharmacy practice in Alberta. Initiated in August 2007, the awards are jointly funded, promoted, and presented by the Alberta Pharmacists' Association (RxA) and the Alberta College of Pharmacists (ACP).



**M.J. Huston**  
Pharmacist of Distinction

*Dr. Christine Hughes*  
Clinical Associate Professor, U of A; Advanced Pharmacotherapy Practitioner, Northern Alberta HIV Program



**W.L. Boddy**  
Pharmacy Award

*Coleman Remedy'sRx Pharmacy*  
Stephen Little, Manager, Coleman, AB



**Wyeth Consumer Healthcare Bowl of Hygeia**

*Igor Shaskin*  
Owner, Stafford Pharmacy & Home Healthcare, Lethbridge, AB



**Friend of Pharmacy**

*Dr. Earle Waugh*  
Co-Director, Centre for the Cross-Cultural Study of Health and Healing, U of A



**Partners in Practice**

*Geriatric Assessment Team, Seniors Clinic*  
Misericordia Community Hospital, Edmonton, AB

Team members:

- Gwen Berdan, occupational therapist;*
- Dr. Marjan Abbasi, physician;*
- Dr. Cheryl Sadowski, pharmacist;*
- Lisa Robanske, administrative assistant;*
- Elizabeth Sharma, nurse*

## Come and celebrate!

Come celebrate the achievements of these outstanding individuals at the APEX Awards Gala on May 15, 7:00 p.m., Calgary Telus Convention Centre.

There is no cost to attend the Gala, but you must pre-register. Contact Khean Murphy to reserve your spot.

khean.murphy@pharmacists.ab.ca  
780-990-0321 or toll free at 1-877-227-3838.



# ACP Professional Development Symposium and AGM

Register to attend *Chat, check and chart: Patient assessment and documentation demystified*. This is ACP's professional development symposium that will be held at the Calgary Telus Convention Centre on Saturday, May 15, in conjunction with ACP's annual general meeting.

This event will give you practical tools, tips, and coaching in two areas critical to succeeding in the expanding practice framework: patient assessment and documentation.

In the symposium, you will:

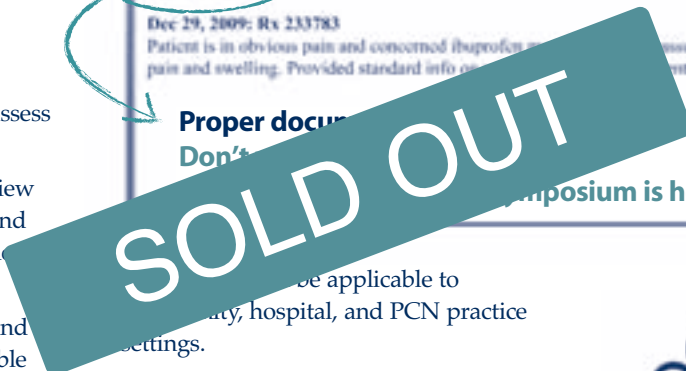
- Observe "real time" patient assessments and learn how to assess and document efficiently.
- Demystify documentation. Review examples of different systems and receive practical tools to document clearly, accurately and quickly.
- Contemplate new work flows and opportunities that will be possible when regulated technicians can take on more of the dispensing functions.
- Work in small groups, participate in panel discussions, and get hands-on experience applying proven techniques.

Address	101 Sky Tower Edmonton, AB T6C 2G4	Organized by	ACP			
Telephone	780-552-1800	Medical History	None			
Rx #	Date	Name / Strength	Qty	Directions	Refill#	Prescriber
233783	Jan 5, 2010	IBUPROFEN 600mg	21	Take ONE white film coated tab	0/1	L.R. Jackson
233783	Dec 29, 2009	IBUPROFEN 600mg	21	Take ONE white film coated tab	1/1	L.R. Jackson

*Note: Issues are 30 days after initial issue or 3 months inventory.*

Non-Pharmaceutical / Alternative Therapies Issues	Pharm Notes: 100% Coverage Plan
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**Comments/Notes**  
Dec 29, 2009: Rx 233783  
Patient is in obvious pain and concerned ibuprofen is not working. Provided standard info on pain and swelling. Provided standard info on when to return in 7 days if needed - KMJ




**Proper documentation is critical.**  
**Don't miss this symposium is here.**


...be applicable to  
...ity, hospital, and PCN practice  
settings.  
Go to the ACP homepage  
([pharmacists.ab.ca](http://pharmacists.ab.ca)) to view the advance  
program and registration form. **Don't  
delay – spaces are limited.**  
**The early bird registration deadline is  
April 15!**



ACP emails and newsletters are official methods of notification to pharmacists licensed by the college. In addition to providing you with timely information that could affect your practice, college emails serve in administrative hearings as proof of notification. Make sure you get the information you need to practice legally and safely by reading college newsletters and ensuring ACP emails are not blocked by your system.



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