



# Pharmacy inspection compliance checklist

Updated January 2025

Pharmacy name: \_\_\_\_\_ Practice site #: \_\_\_\_\_

Licensee name: \_\_\_\_\_ ACP registration #: \_\_\_\_\_

Licence type (select all that apply):      Community      Compounding and repackaging      Mail order

Pharmacy practice consultant name: \_\_\_\_\_ Inspection date: \_\_\_\_\_

Inspection type (select all that apply):      Opening      Renovation      Relocation      Non-sterile compounding

Accompanying inspections (select all that apply):      Sterile compounding      Other: \_\_\_\_\_

This compliance checklist references requirements outlined in the [Foundational requirements: Guidelines for opening and operating a licensed pharmacy](#). Prior to applying for a new pharmacy licence, relocating an existing pharmacy to a new space, or renovating an existing pharmacy, the pharmacy must meet all legislative requirements. Depending on the pharmacy services provided, additional requirements may apply.

Reference #	Foundational requirements	Compliant	Comments
<b>Prescription department</b>			
<b>Size</b> 1	The physical facilities, size, and layout of the prescription department (dispensary and patient services area) match the scale drawing submitted and approved by ACP at the time of application.	Yes	
	The prescription department must <ul style="list-style-type: none"> <li>• be at least <b>355.2 ft² (33 m²) in area</b>;</li> <li>• have adequate lighting, ventilation, and humidity and temperature control; and</li> <li>• have an overall design that is professional in appearance and function, including any consultation rooms, fixtures, equipment, and signage.</li> </ul>	No	
<b>Safety and security</b> 2	The pharmacy has an <b>electronic security system and procedures</b> to protect against theft and diversion, prevent unauthorized access, and ensure security of drugs. All drugs and patient records must be secured from unauthorized personnel.	Yes	
		No	
<b>Drug storage and location</b> 3	The prescription department has the proper <b>storage</b> facilities to ensure that the quality and integrity of drugs and healthcare products are maintained.	Yes	
	Drugs will be kept in the <b>appropriate locations</b> within the prescription department, according to their scheduling under Part 4 of the <i>Pharmacy and Drug Act</i> . This includes ensuring <ul style="list-style-type: none"> <li>• <b>Schedule 3</b> drugs are within the patient services area within view of the dispensary, and</li> <li>• <b>homeopathic</b> products are displayed and advertised independently from other drugs.</li> </ul>	No	

Reference #	Foundational requirements	Compliant	Comments
<b>Maintenance</b>	The prescription department is maintained in a clean and orderly condition and all equipment is inspected, certified, and calibrated as required.	Yes	
<b>4</b>		No	

## Dispensary

<b>Physical specifications of a dispensary</b>	A dispensary must have		
	<ul style="list-style-type: none"> <li>at least <b>18 m<sup>2</sup> (193.8 ft<sup>2</sup>) in area</b> of contiguous space that does not consist of or include any <ul style="list-style-type: none"> <li>areas separated by publicly accessible space, or</li> <li>separate adjoining rooms dedicated to compounding or repackaging;</li> </ul> </li> <li>aisles and entranceways at least <b>90 cm (2.95 ft)</b> wide;</li> <li>a dedicated area for preparing drugs for dispensing, including a work area with at least <b>1.5 m<sup>2</sup> (16.1 ft<sup>2</sup>)</b> of uninterrupted counter space;</li> <li><b>drop-off and pick-up areas</b> <ul style="list-style-type: none"> <li>located a suitable distance from patient waiting and high-traffic areas;</li> <li>with suitable sound and visual barriers; and</li> <li>when the pharmacy shares premises, the drop-off and pick-up areas must not be in close proximity to the patient waiting area, the health professionals' reception desk, or impede the path of patients into the health professional's space;</li> </ul> </li> <li>a <b>physical barrier</b> that separates the dispensary from the patient services area; and</li> <li><b>sufficient space</b> and equipment to allow the practice of pharmacy to be conducted effectively and safely.</li> </ul>	Yes	
<b>5</b>		No	

Reference #	Foundational requirements	Compliant	Comments
Security and storage of drugs in the dispensary 6	The dispensary <ul style="list-style-type: none"> <li>has a <b>physical barrier</b> that prevents access by individuals not authorized by the licensee, and</li> <li>unauthorized individuals do not have access to Schedule 1 and Schedule 2 drugs.</li> </ul>	Yes	
	Drugs in the dispensary are stored <ul style="list-style-type: none"> <li>at appropriate temperatures;</li> <li>under appropriate conditions;</li> <li>in a manner that protects them from contamination; and</li> <li>in accordance with any manufacturer's requirements.</li> </ul>	No	
Time-delayed metal safe 7	The dispensary must have <ul style="list-style-type: none"> <li>a <b>metal safe</b> that is secured in place and equipped with a <b>time-delay lock</b> (at least five minutes and cannot be opened or overridden by any means before the time delay has expired), and</li> <li>Council-approved <b>signage</b>.</li> </ul>	Yes	
		No	
Additional requirements 8	A dispensary must have <ul style="list-style-type: none"> <li>adequate <b>shelf and storage space</b>;</li> <li>a laboratory-grade or full-size domestic <b>refrigerator</b> or appropriate temperature-controlled area with a <b>digital temperature monitoring device</b> supplied with an uninterrupted power source that indicates the minimum and maximum temperatures reached since the last reading;</li> <li>a <b>sink</b> with hot and cold running water that is <ul style="list-style-type: none"> <li>readily accessible for hand hygiene at all times, and</li> <li>located outside of segregated compounding rooms;</li> </ul> </li> <li>equipment to make and receive <b>telephone</b> calls.</li> </ul>	Yes	
		No	

Reference #	Foundational requirements	Compliant	Comments
<b>Electronic Infrastructure</b> 9	The dispensary has		
	<ul style="list-style-type: none"> <li>equipment that enables the electronic receipt and transmission of health information through a means that is secure (e.g., <b>fax</b>);</li> </ul>	Yes	
	<ul style="list-style-type: none"> <li>a <b>computer</b> or electronic device with an operating internet connection; and</li> <li>an effective system for the creation, maintenance, secure storage, and retrieval of all records (e.g., dispensing software, scanner).</li> </ul>	No	
	The system, equipment, and software must		
	<ul style="list-style-type: none"> <li>Meet the requirements outlined in Appendix A - Electronic infrastructure requirements of the <a href="#">Standards for the Operation of Licensed Pharmacies</a>.</li> <li>Be documented in a <b>privacy impact assessment (PIA)</b> that has been submitted to the Office of the Information and Privacy Commissioner of Alberta (OIPC).</li> <li>Submit and receive patient information from the <b>Alberta Netcare Electronic Health Record</b> system using real-time integration. To satisfy this requirement at pre-opening inspection, the licensee must have submitted the expedited PIA requirements to the OIPC. This includes the policies and procedures that support Sections B and E of the PIA requirements and the OIPC cover letter. <ul style="list-style-type: none"> <li>Both documents must be available upon request during the pre-opening inspection.</li> </ul> </li> </ul>		
<b>Compounding services</b> 10	A licensee must provide a patient <b>access to compounding services</b>		
	<ul style="list-style-type: none"> <li>by directly compounding preparations in the licensed pharmacy, <b>or</b></li> </ul>	Yes	
	<ul style="list-style-type: none"> <li>through an agreement with a pharmacy issued a compounding and repackaging licence.</li> </ul>	No	
	Pharmacies that do not compound preparations on site in the licensed pharmacy must		
	<ul style="list-style-type: none"> <li>have a current and valid compounding repackaging agreement with the compounding and repackaging pharmacy listed on the ACP compounding and repackaging pharmacy directory, and</li> <li>submit the declaration on compounding services to <a href="mailto:pharmacy@abpharmacy.ca">pharmacy@abpharmacy.ca</a>.</li> </ul>		

Reference #	Foundational requirements	Compliant	Comments
<b>Patient services area</b>			
<b>Private consultation area</b> <b>11</b>	A licensee must ensure the licensed pharmacy has a private consultation area <b>that</b>	Yes	
	<ul style="list-style-type: none"> <li>is attached to the dispensary or is immediately adjacent to the dispensary;</li> <li>is publicly accessible and is not located within or require public access to or through the dispensary;</li> <li>is not the only access point to the dispensary;</li> <li>is clean, safe, and well lit;</li> <li>is an adequate size;</li> <li>is dedicated to providing confidential communication with the patient (must not be used to store or display anything other than healthcare products, aids or devices, or patient information materials);</li> <li>accommodates barrier-free access for patients with mobility limitations;</li> <li>has suitable sound and visual barriers; and</li> <li>if sharing premises with another business or health professional, the private consultation area must be dedicated for pharmacy use and must not be located in or shared with the adjoining health professional or business.</li> </ul>	No	
<b>Additional requirements</b>			
<b>Signage</b> <b>12</b>	<p>The following <b>signs</b> are posted in the pharmacy:</p> <ul style="list-style-type: none"> <li>pharmacy licence in a conspicuous public part of the pharmacy,</li> <li>patient concerns poster in the prescription department,</li> <li>hours of operation at all public entrances to the pharmacy,</li> <li>Code of Ethics in the prescription department, and</li> <li>Council-approved signage (e.g., time delayed safe)</li> </ul> <p><b>Note:</b> The pharmacy must have all of the above signs posted. For new pharmacies, a placeholder demonstrating the location of the pharmacy licence must be in place and posted once the licence is received.</p>	Yes	
		No	

Reference #	Foundational requirements	Compliant	Comments
<b>Signage</b>	The licensee must ensure that signage used inside and on the exterior of the licensed pharmacy		
12	<ul style="list-style-type: none"> <li>is clear, accurate, and not misleading;</li> <li>is clearly visible to patients and the public;</li> <li>does not indicate or imply that a pharmacy is affiliated with another independent business; and</li> <li>does not make inappropriate, unsubstantiated, or unprofessional claims about professional services.</li> </ul>	Yes	
		No	
<b>References</b>	The pharmacy has access to current and appropriate <b>clinical resources</b> including		
13	<ul style="list-style-type: none"> <li>relevant electronic health and practice information;</li> <li>a library with all resources by the <a href="#">list of required reference sources</a> set out by the College; and</li> <li>all required reference sources must be dedicated for use in the licensed pharmacy and not shared with other sites or non-pharmacy personnel.</li> </ul>	Yes	
		No	
<b>Website</b>	If the pharmacy has a <b>public website</b> , it prominently displays		
14	<ul style="list-style-type: none"> <li>a copy of the pharmacy licence;</li> <li>the pharmacy's location, mailing address, email address, and telephone number;</li> <li>the licensee's name, practice permit number, and business address;</li> <li>the proprietor's name and business address and name of the proprietor's representative;</li> <li>a statement that the licensee is required to provide, on the request of a patient, the name and practice permit number of any regulated member who provides a pharmacy service to the patient or who engages in the practice of pharmacy with respect to a patient; and</li> <li>other information as required by the Council.</li> </ul>	Yes	
		No	
		N/A	
<b>Policies and procedures</b>	The pharmacy has an electronic general <b>policies and procedures</b> manual that		
15	<ul style="list-style-type: none"> <li>addresses the areas outlined in <a href="#">ACP's Policies and Procedures Manual template</a> and <a href="#">Non-sterile compounding policies and procedures manual</a> (if applicable), and</li> <li>includes a <b>pharmacy closure plan</b> and a <b>disaster recovery plan</b>.</li> </ul>	Yes	
		No	

Reference #	Foundational requirements	Compliant	Comments
Continuous Quality Improvement Program* 16	Licensees must <ul style="list-style-type: none"> <li>ensure the pharmacy has an active subscription to <ul style="list-style-type: none"> <li>a practice incident management platform, and</li> <li>a safety self-assessment tool,</li> </ul> </li> </ul> meeting the requirements outlined in the Guide to CQI+; <ul style="list-style-type: none"> <li>demonstrate that a Data Sharing Agreement (DSA) has been established between the licensee and the Institute for Safe Medication Practices Canada to facilitate submission of practice incident and close call data to the National Incident Data Repository; and</li> <li>establish site-specific policies and procedures to support the licensed pharmacy's CQI program.</li> </ul> <p>If the pharmacy's practice incident management platform involves the collection, disclosure, or use of patient information, it must be included in the pharmacy's PIA submitted to the Office of the Information and Privacy Commissioner.</p> <p><b>*The requirement for CQI+ must be in place by February 1, 2026.</b></p>	Yes	
		No	
Staffing 17	The pharmacy profile must be up to date in myACP including regulated members employed at the pharmacy (this includes part-time, temporary, and relief pharmacists and/or pharmacy technicians).	Yes	
		No	
Staffing 17	The licensed pharmacy requires a criminal record check from all unregulated individuals engaged by the pharmacy to support or provide assistance in the provision of a restricted activity or the delivery of a drug to a patient.	Yes	
		No	

Reference #	Foundational requirements	Compliant	Comments
<b>Nametag</b>	The licensee must ensure each member of the pharmacy team is clearly identifiable to the public and other regulated health professionals of the licensed pharmacy, and wears a nametag that		
<b>17</b>	<ul style="list-style-type: none"> <li>identifies their name;</li> </ul>	Yes	
	<ul style="list-style-type: none"> <li>for licensees, identifies them as the pharmacy licensee or pharmacy manager;</li> </ul>	No	
	<ul style="list-style-type: none"> <li>for regulated members, identifies their role using a title authorized in the <a href="#">Pharmacists and Pharmacy Technicians Profession Regulation</a> that they are entitled to use;</li> </ul>		
	<ul style="list-style-type: none"> <li>for other regulated health professionals who are part of the pharmacy team, identifies their role using a title authorized by their respective regulatory body that they are entitled to use; and</li> </ul>		
	<ul style="list-style-type: none"> <li>for unregulated employees, clearly differentiates them from regulated members.</li> </ul>		
<b>Public area and shared premise</b>			
<b>Public area</b>	The prescription department is physically delineated from the public area by the use of		
<b>18</b>	<ul style="list-style-type: none"> <li>variations in decor, flooring, or fixtures; or</li> </ul>	Yes	
	<ul style="list-style-type: none"> <li>physical separation and signage that reads "pharmacist, prescriptions, prescription department, or pharmacy."</li> </ul>	No	
<b>Shared premise</b>	A pharmacy that shares premises with other businesses or health professionals must		
<b>19</b>	<ul style="list-style-type: none"> <li>operate as a lock and leave pharmacy, and</li> </ul>	Yes	
	<ul style="list-style-type: none"> <li>operate independently of the other business or health professional.</li> </ul>	No	
	A licensee protects the public by ensuring that when it shares a premises with another business or a regulated health professional who is not part of the pharmacy team, the licensed pharmacy is secure when it is not open, and the prescription department is differentiated from the other business or the practice area of the regulated health professional.	N/A	



Reference #	Foundational requirements	Compliant	Comments
<b>Lock and leave</b> 20	If a licensed pharmacy is located where it does not occupy all of the premises, the licensee must advise the registrar that the pharmacy is operating as a lock and leave pharmacy.	Yes	
		No	
		N/A	

### Other licence categories

<b>Compounding and repackaging licence</b> 21	<p>A pharmacy with a compounding and repackaging (C&amp;R) licence must</p> <ul style="list-style-type: none"> <li>have appropriate infrastructure, including adequate space and equipment to perform the activities of the licensed pharmacy;</li> <li>meet the size and equipment requirements of a dispensary in a licensed community or satellite pharmacy as outlined in the legislative framework, or is of the appropriate size and has the appropriate equipment as determined necessary by the registrar to safely and effectively perform the services undertaken at the pharmacy;</li> <li>only provide drug products compounded or repackaged in accordance with the legislative framework and for other licensed pharmacies or institution pharmacies with which it has a compounding and repackaging agreement;</li> <li>in addition to the prescription labelling requirements required by the Standards of Practice for Pharmacists and Pharmacy Technicians, include a unique identifier on each prescription label for all drugs processed by a compounding and repackaging pharmacy that identifies the compounding and repackaging pharmacy; and</li> <li>not engage in manufacturing as defined by Health Canada.</li> </ul>	Yes	
		No	
		N/A	
<b>Compounding and repackaging licence ONLY</b> 21	<p>A pharmacy with a compounding and repackaging (C&amp;R) licence that does not have a community pharmacy licence is not required to have</p> <ul style="list-style-type: none"> <li>drop-off and pick-up areas,</li> <li>a private consultation area, or</li> <li>the requirements for the transmission of data to the Alberta Netcare Electronic Health Record.</li> </ul>	Yes	
		No	
		N/A	

Reference #	Foundational requirements	Compliant	Comments
<b>Mail order licence</b> <b>22</b>	A pharmacy with a mail order licence must:		
	<ul style="list-style-type: none"> <li>establish policies and procedures that enable regulated members to provide professional services in accordance with the standards; and</li> </ul>	Yes	
	<ul style="list-style-type: none"> <li>in addition to the records that must be kept in a community pharmacy, keep records that demonstrate that patients who receive mail order services meet criteria outlined in the <a href="#">Standards of Practice for Virtual Care</a>.</li> </ul>	No  N/A	

**Additional comments**

## Compliance readiness

Pharmacy name: \_\_\_\_\_ Practice site #: \_\_\_\_\_

Licensee name: \_\_\_\_\_ ACP registration #: \_\_\_\_\_

Licence type (select all that apply):      Community      Compounding and repackaging      Mail order

Pharmacy practice consultant name: \_\_\_\_\_ Inspection date: \_\_\_\_\_

Inspection type (select all that apply):      Opening      Renovation      Relocation      Non-sterile compounding

Accompanying inspections (select all that apply):      Sterile compounding      Other: \_\_\_\_\_

## If deficiencies identified

Any deficiencies identified by the pharmacy practice consultant during the inspection must be corrected. For newly opening pharmacies, all deficiencies must be corrected before the pharmacy is issued a pharmacy licence, and for renovating pharmacies, all deficiencies must be corrected before using the renovated pharmacy space. Once all identified deficiencies have been corrected, contact the pharmacy practice consultant as directed below.

## Next step(s) for the licensee

Submit your signed Professional Declaration form to the pharmacy practice consultant.

Submit digital evidence (e.g., photos) demonstrating compliance to the pharmacy practice consultant.

Complete a re-inspection. A re-inspection fee will apply.

Other (describe below).

When the pharmacy practice consultant has confirmed compliance with the legislative requirements, they will inform the licensee that the inspection is complete and to wait for a subsequent email from the registration team. A registration team member will receive a signed copy of this document and will email the licensee to confirm the opening date and issue the pharmacy licence.

## Professional declaration

This form is to be completed by the licensee if directed by the pharmacy practice consultant. Once the identified deficiencies have been corrected, complete this form and email a signed copy to the pharmacy practice consultant.

I, \_\_\_\_\_, the licensee, declare that all deficiencies identified by the pharmacy practice consultant during the inspection have been corrected for the following pharmacy.

Practice site #: \_\_\_\_\_

Proposed pharmacy opening date: \_\_\_\_\_

I acknowledge that ACP will be relying on the truth and accuracy of this professional declaration in determining whether to permit the pharmacy to provide pharmacy services. I understand that if there are any false or misleading statements in this professional declaration, this may result in a determination that the requirements for the pharmacy licence have not been met. I also understand that any false or misleading statements or representations made in this professional declaration may constitute as “unprofessional conduct” and may result in a referral to the complaints director as a formal complaint.

\_\_\_\_\_  
Licensee's signature

\_\_\_\_\_  
Date