



New Brunswick College of Pharmacists

Ordre des pharmaciens du Nouveau-Brunswick

*Governing the practice of pharmacy for a healthier New Brunswick
Régir l'exercice de la pharmacie pour un Nouveau-Brunswick en meilleure santé*

Complaints - Shifting the Focus

Title of Incident	Final Notice: Minor Ailments Authorization
Summary of Incident	<p>During a routine site assessment in early 2019, the College discovered that a pharmacist had been assessing and prescribing for minor ailments without authorization from the College. There are no indications that it resulted in harm to patients. A complaint was subsequently lodged with the Administrator of Complaints.</p> <p>There have been 12 similar cases in just the past year alone, each having to be dealt with individually by the College.</p>
Analysis of Incident	<p>There are key sections of cornerstone documents of the College that pertain to this situation:</p> <p>Regulations of the New Brunswick College of Pharmacists</p> <ul style="list-style-type: none">- Sections 21.3 and 21.4 of the Regulations state only pharmacists who have completed the requirements set out by Council may prescribe for minor ailments. <p>NAPRA Model Standards of Practice for Pharmacists</p> <ul style="list-style-type: none">- The Section, "Expertise in Medications and Medication Use", states: "<i>Pharmacists provide evidence of application of their medication and medication-use expertise through documentation</i>".- The "Professionalism and Ethics" section states: "<i>Pharmacists demonstrate professionalism and apply ethical principles in their daily work</i>" and further, "<i>4. Adhere to applicable laws, regulations and policies applicable to pharmacy practice</i>" <p>Code of Ethics</p> <ul style="list-style-type: none">- Pharmacists and pharmacy technicians are to hold forth the independence, integrity, and honour of the profession. <p>In addition to the above cornerstone documents, the 'Practice Requirements' section on the College website states the following:</p> <ul style="list-style-type: none">- Prior to incorporating activities that relate to minor ailments into practice, pharmacists must declare to have participated in minor ailments orientation. The pharmacist must notify the College through their online profile.- When searching the directory of registrants, authorization for Minor Ailments is indicated next to the pharmacist's name and registration number. <p>The failure to complete and provide documentation of readiness to engage in prescribing for minor ailments contravenes the above listed practice requirements. It is the responsibility of</p>



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	<p>the pharmacist to ensure they meet all the requirements for practice and licensure with the College. Pharmacy Managers, according to the Regulations, “personally manage, control and supervise the pharmacy” and therefore have an obligation to ensure that staff possess the necessary qualifications (i.e. practice authorizations).</p> <p>Providing a service that is not authorized by the College is incongruent with the professions’ Code of Ethics with respect to upholding the duty of conduct to ensure integrity and honour of the profession. If the public were to learn that pharmacists were prescribing without authorization, it would damage the trust of the public. Loss of patient trust reflects negatively on the profession.</p> <p>Pharmacist or pharmacy technician digression from the recognized professional standards of practice may constitute professional misconduct.</p> <p>While the scenario described here may seem minor in terms of patient impact, this is an important documentation detail that must be attended to. Not all professionals are currently prepared for or willing to engage in what is considered an expanded practice (assessing and prescribing for minor ailments). The public must be able to discern whether their health professionals are qualified to provide this aspect of care.</p>
Resolution	<p>When the College brought the issue to the pharmacist’s attention, the individual immediately completed the declaration in their online profile, thereby notifying the College of meeting the mandatory training requirements and the intention to undertake the practice of prescribing for minor ailments.</p> <p>The College subsequently authorized the pharmacist to engage in this advanced practice. The authorization was reflected on their public profile.</p> <p>A caution was formally issued to the pharmacist and will remain on this pharmacist’s College file for a period of one year. It will also be disclosed in any letter of standing requested by the pharmacist.</p> <p>Similar resolution ensued for the 12 other cases.</p>
Messages and Recommendations for Pharmacy Professionals	<p>Pharmacists must confirm they have the appropriate authorizations by the College as per the Regulations. In order to confirm authorizations, they can search for themselves using the “Find a Member” online directory. If authorization has been granted it will be listed next to the pharmacist’s name and registration number.</p> <p>Managers must confirm documentation exists that staff members have any requisite licences, authorizations (such as administration of injections, minor ailments and collaborative practice agreements) and requirements for practice (insurance as well as First</p>



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	<p>Aid & CPR level C for direct client care registrants). Managers should implement a reminder system for monitoring.</p> <p>If a pharmacist desires to assess and prescribe for minor ailments and has already completed the mandatory orientation, the College is notified either by:</p> <ul style="list-style-type: none">- For new graduates: Application for registration as a pharmacist- For current registrants: Edit online profile and complete the declaration
Resources	<ol style="list-style-type: none">1. NBCP. Pharmacists' Expanded Scope: Minor Ailments June 2014. Electronic document. Available at: [LINK]2. NBCP. Minor Ailments Orientation 2014. Video. Available at: [LINK]
References	<ol style="list-style-type: none">1. NAPRA: Model Standards of Practice2. NBCP Code of Ethics3. Regulations of the New Brunswick College of Pharmacists