



Relief/Casual Pharmacists Policy Statement

Relief/Casual Pharmacists are an important resource for community pharmacies. They provide pharmacists with additional manpower within the pharmacy in order for the pharmacist to have days off or additional support on pre-planned busy days.

The requirements and responsibilities for relief/casual pharmacists with respect to patient care is the same regardless of the number of hours or days that a relief/casual pharmacist works within the pharmacy. It is therefore crucial that a relief/casual pharmacist has all the required information for providing the same level of patient care to the patient as when the non-relief/casual pharmacist is providing that care.

Therefore, it is the responsibility of both the pharmacy manager and the relief/casual pharmacist to either provide or obtain all the required information in order to provide this same level of patient care.

The following information should be provided **PRIOR** to the date the relief/casual pharmacist will be working:

- Phone number where pharmacy manager can be reached in the case of an emergency
- Location of communication logbook documenting anything the relief/casual pharmacist needs to know about the operations and daily procedures of the pharmacy or any relevant information, e.g. recent forgeries or physician issues
- Information on the set up of the pharmacy, e.g. how drugs are organized (by generic, by brand name, by company name); where to find references both printed and online; location of compounding equipment, etc.
- Computer training information
- Access to PIP – need to approve relief/casual pharmacist through HISC
- Access to a pharmacy technician or trained assistant
- Security codes for alarm system and location of alarm buttons in pharmacy
- For a relief/casual pharmacist to provide patients with continuity of care while the regular pharmacist is away, the relief/casual pharmacist requires the following information to be collected and documented on **ALL** patient profiles:
 - demographic information-name, address, date of birth, phone number, etc.
 - current medical conditions or indications in which patient is being treated
 - all prescription and non-prescription medications patient is taking
 - allergies or drug intolerances
 - relevant social history, e.g. cigarette/alcohol use, shift work, etc.
 - any relevant patient or physician interactions or interventions that relates to the patient's ongoing care

- any monitoring or follow-up that is required with each pharmacy visit
- general notes that would assist with providing optimal patient care

The relief/casual pharmacist should also document any relevant information (including interactions and/or interventions) on the patient profile that have occurred during the course of the day. The relief/casual pharmacist should also record in the communication book any relevant information that the pharmacy manager/pharmacist would need to know to maintain continuity of care.

It may be prudent for the relief/casual pharmacist to work with the pharmacy manager or pharmacist prior to being left in charge. This would ensure that the relief/casual pharmacist is properly oriented to the pharmacy procedures and has all the information required to provide the same level of care to patients as when the regular pharmacist is working.

Questions?
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