



PRINCE EDWARD ISLAND
COLLEGE OF PHARMACISTS

Member organization of National Association of Pharmacy Regulatory Authorities (NAPRA)

Code of Ethics

September 2014



Preamble

The Code of Ethics of the Prince Edward Island College of Pharmacists defines and seeks to clarify the ethical obligations of its registrants including pharmacists, pharmacy students, pharmacy interns, pharmacy technicians and pharmacy technician students to patients, society and their profession. It encourages registrants to use their knowledge and skills for the benefit of others, to be fair and just in their service to the public, to minimize harm and to respect patient autonomy.

For those within the profession, the Code educates registrants about the ethical expectations and obligations and serves as a tool for ongoing self-evaluation and peer review. For other health care professionals and the public, the Code identifies values and moral commitments which pharmacy regulators expect of registrants in return for the trust and respect given to them by society.

As the profession of pharmacy evolves, increasing pressures may present challenges to registrants in their practice. This code provides support in making ethical decisions, rather than the laws, governing pharmacy practice. Laws and ethics of health care overlap considerably, since both shares the concern that the conduct of health care professionals should reflect respect for the well-being, dignity and self-determination of the public. At the same time, there are situations in which the two domains of law and ethics may remain distinct and this Code of Ethics, while prepared with awareness of the law is addressed to ethical obligations.



Code of Ethics

As a registrant of the Prince Edward Island College of Pharmacists, I shall:

Patients

- I. Hold the health and well-being of each patient to be of primary consideration.
- II. Maintain a professional relationship with each patient.
- III. Honour the autonomy, values and dignity of each patient.
- IV. Respect and protect the patient's right of confidentiality.
- V. Respect the patient's right to receive care.

Society

- VI. Cooperate with colleagues and other health care professionals so that maximum benefits to patients and the public can be realized.
- VII. Contribute to the health care system and to societal health needs.

Profession

- VIII. Observe the law, preserve high professional standards and uphold the dignity and honour of the profession.
- IX. Continuously improve levels of professional knowledge and skills.
- X. Act in a manner that enhances the profession of pharmacy and promotes public trust and confidence.



Patient

Value I **Hold the health and well-being of each patient to be of primary consideration.**

1. Place the health and wellbeing of my patients at the center of my professional practice.
2. Provide optimal treatment and care.
3. Use my specialized knowledge to make informed and scientifically sound decisions in the best interest of my patients and the public.
4. Provide prescription and non-prescription medicines, services and health related products that are safe, effective and of good quality.

Value II **Maintain a professional relationship with each patient.**

1. Not discriminate inappropriately against any person in providing pharmacy services.
2. Maintain appropriate professional boundaries and ensure relationships are only for the benefit of those they serve. They do not enter into personal relationships, romantic or sexual, with persons in their care.
3. Respect the professional relationship with the patient and act with honesty, integrity and compassion in such a way as to build the patient's trust and confidence.
4. Understand that the nature of the relationship places me in a position of power and that this power must be carefully exercised in the patient's best interests.
5. Treat all those I serve with courtesy and respect.
6. Engage in patient centered care and encourage patients to participate in decisions regarding their health.
7. Listen to the patient and the patient's caregiver to seek to understand their health goals and to meet their unique communication needs.
8. Advocate for and protect the well-being of each patient, especially those who are vulnerable or disenfranchised.
9. Take all reasonable steps to prevent harm to patients.
10. Act with honesty and transparency in the event of an error or adverse event.



11. Limit treatment of themselves or immediate family members only to minor conditions, emergency circumstances or when another appropriate health professional is not readily available.

Value III Honour the autonomy, values and dignity of each patient.

1. Recognize and respect the patient's needs, beliefs, values, experiences and preferences, particularly as they apply to their attitudes to suggested treatments.
2. Promote the right to self-determination and provide, objectively, information that is truthful, accurate, objective and understandable so that patients are able to make informed choices in giving consent for their health care.
3. Only enter into or engage in any arrangement, agreement or business that does not limit or inappropriately influence a patient's free choice of who provides their pharmacy service.
4. Inform patients when personal values may influence their provision of care and do so in a manner that respects the patient's right to choose.
5. Respect the informed decisions of a competent patient to choose what is right for him or herself, including the choice to refuse treatment or services and to live at risk.
6. Respect the dignity of patients with diminished competence and seek to involve them to an appropriate extent, along with their substitute decision maker, in issues regarding their health.

Value IV Respect and protect the patient's right of confidentiality.

1. Understand, respect and comply with all relevant legislation pertaining to privacy and personal health information.
2. Protect and keep confidential all information acquired and opinions formed about patients in the course of professional practice.
3. Respect the patient's ownership of their health information.
4. Avoid public discussion or comments about patients that could reasonably be seen as revealing confidential or identifying information.
5. Only collect and access personal information for the purpose of providing care to the patient.



Value V **Respect the patient's right to receive care.**

1. Take all reasonable steps to provide appropriate medications and services to their patients. Those who are unable to provide prescribed medicines or services to their patients take reasonable steps to ensure patient care is not jeopardized.
2. Inform pharmacy management of any obligations to provide medicines or services to patients because of a conscientious objection including personal, moral or religious reasons. Pharmacy management must provide reasonable accommodation of the right of conscience and develop an appropriate means to ensure the medicines or services are provided in as timely and convenient a manner as possible.
3. Play a role in assisting patients to navigate the healthcare system, including referring them to other appropriate healthcare providers, services and community resources.
4. Continue to provide services to their patient until the services are no longer required or wanted; until another provider has assumed responsibility for the patient; or until the registrant has provided reasonable notice of termination of the relationship.
5. Not abandon the professional relationship with the patient simply because the patient is unable to pay.
6. Plan for continuity of care to their patients in the event of conscientious objection, contract disputes, labour action, pharmacy relocation or closure, natural disasters or other situations where continuity of care may be interrupted.

Society

Value VI **Cooperate with colleagues and other health care professionals so that maximum benefits to patients and the public can be realized.**

1. Respect the values and abilities of colleagues and other health care professionals.
2. Consult with colleagues or other health care professionals when appropriate to benefit the patient.



3. Refer their patients to other health care professionals or agencies when appropriate.
4. Work collaboratively with colleagues to ensure patients' needs are met including, but not limited to, transferring copies of prescriptions or inventory.
5. Seek opportunities to work with others to foster a collaborative approach to healthcare and continuing education.

Value VII Contribute to the health care system and to societal health needs.

1. Promote health, wellness and disease prevention.
2. Promote positive changes in the health care system by actively participating in health policy development, review and revision.
3. Support cost-effective therapies, the rational use of medicines and services and the prudent use of health care resources.
4. Promote fair and equitable access to health care resources and services.
5. Support the appropriate use, and the reduction of the abuse or misuse of drugs.
6. Serve as a health resource and participate in programs to educate the public about health.
7. Take appropriate measures to mitigate potential public risks that may arise from their practice decisions.
8. Responsible to the community and society as a whole in times of public emergencies.
9. Foster the advancement of knowledge by supporting appropriate research whenever possible.
10. Support environmental stewardship by promoting the safe disposal of drugs and related products.

Profession

Value VIII Observe the law, preserve high professional standards and uphold the dignity and honour of the profession.

1. Respect the values and abilities of colleagues and other health care professionals.



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5. Seek opportunities to work with others to foster a collaborative approach to healthcare and continuing education.

Value IX **Continuously improve levels of professional knowledge and skills.**

1. Assume the responsibility of continually evaluating and improving their professional competence and performance.
2. Remain aware of the limitations of my knowledge and skills and practice within the boundaries of their professional competence.

Value X **Act in a manner that enhances the profession of pharmacy and promotes public trust and confidence.**

1. Recognize that self-regulation of the profession is a privilege and that each registrant has an ongoing responsibility to support the public interest mandate of the Prince Edward Island College of Pharmacists.
2. Associate with organizations that strive to improve the profession of pharmacy to ensure the public is well served.
3. Contribute to the ongoing development of the profession by participating in the education and training of students, interns and other health care providers.
4. Exemplify leadership qualities, exhibiting a commitment to excellence and integrity in all undertakings

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