



PO. 01: Temporary Pharmacy Closures Policy

Approved by Council: March 18, 2020

Reviewed and Updated:

Resources: [Pharmacy Act](#)

PEI College of Pharmacy policies, together with legislation, practice directives, standards and guidelines outline the practice expectations of pharmacists and pharmacy technicians in the province.

Policies use “must” to indicate an action that is mandatory for a pharmacy professional. Policies use “may” to indicate that the registrant may use professional discretion.

There may be situations (both planned and emergency) where a managing pharmacist or permit holder must close a pharmacy on a temporary basis. Managing pharmacists and permit holders must ensure patient care is a priority when dealing with pharmacy closures.

Applicability

This policy applies to planned pharmacy closures less than 14 days in length or unplanned emergency closures. If a pharmacy is to permanently close the provisions in the *Pharmacy Act* will apply. Please contact PEICP for more information.

Notice to PEICP

If the closure is planned, the managing pharmacist must notify PEICP 14 days in advance of the closure in writing by email to info@pepharmacists.ca. In the event of an emergency unplanned closure, the managing pharmacist should notify PEICP at the earliest possible opportunity.

Notice to the Public

Notice must be provided to the public regarding the pharmacy closure. If the closure is planned, the public should be given as much notice as possible (ideally 30 days.) During an unplanned, emergency closure, notice should be provided to the public as soon as possible.

Notice to the public must be accomplished by:

1. A sign posted at the store entrance,
2. A message on the pharmacy’s voicemail or IVR system,
3. A media notice, and
4. A notice on social media accounts, if applicable.

The notice to the public should include:

1. The anticipated duration of the closure,
2. An emergency contact phone number, if available, and
3. The location of the nearest pharmacy.

If possible, prior to the closure, patients with prescriptions awaiting pickup should be contacted, advised of the closure and given an opportunity to pick up their prescriptions or make alternate arrangements. Options may include transferring the prescription to another pharmacy or delivering the prepared prescription.

Managing Pharmacist Responsibilities

During the temporary closure the managing pharmacist is responsible for the security of the drugs on site and the security of patient personal health information.