



Pharmacy Council – St. Lucia

**Standards of Conduct, Ethics and Performance
For Pharmacists**

Version I, February 16, 2013

Purpose of this code.

This Code articulates the values of the pharmacy profession and expected standards of behaviour of pharmacists towards patients and society. It is designed to guide and support professional practice.

Application of this code

The principles contained in this Code apply to every pharmacist irrespective of the role, scope, level or location of practice. Clearly there will be instances where some principles may not be directly relevant to an individual pharmacist's usual practice, for example, where the area of focus is on business practices. However, it is expected that all pharmacists will embrace the underlying tenet of each principle and be responsible for propagating the profession's core values.

The Code of Ethics cannot be read and applied in isolation. It must be read together with and in the context of the legislative and regulatory framework which includes the Pharmacy Act Cap 11.21.

Principles

1. Make patients your first concern.
2. Respect each patient's autonomy and dignity.
3. Maintain a professional relationship with each patient.
4. Respect each patient's right to confidentiality.
5. Respect each patient's right to healthcare.
6. Public trust.
7. Advance public health and prevent disease.
8. Use health resources responsibly.
9. Serve as an essential health resource.
10. Ensure that I am competent.
11. Act with honesty and integrity.
12. Demonstrate responsibility for self and other health professionals.
13. Nurture the profession.
14. Collaboration.

Patients

Principle I. Make patients your first concern

To uphold this principle, I:

1. Act in the best interest of each patient.
2. Provide appropriate treatment and care.

3. Actively seek out information to make informed decisions.
4. Utilize expert knowledge and provide care in a compassionate and professional manner.
5. Advocate for appropriate drug therapy that meets each patient's values and health goals.
6. Provide drugs, non-prescription medicines or health-related products that are from safe and proven sources.
7. Dispense, distribute or promote drugs, non-prescription medications or health-related products that are of good quality only.
8. Safeguard the well-being of each patient and in particular any patient who is vulnerable.
9. Prevent harm to each patient; but, should harm occur, disclose it to the patient, and initiate steps to mitigate/treat the harm.
10. Do not exploit a patient for personal advantage.
11. Avoid conflict of interest and declare any personal or professional interests to any patient who may be affected.
12. Resolve any conflict of interest that may arise in the interest and for the well-being of the patient affected.
13. Do not allow my professional judgment to be impaired by personal or commercial benefits such as monetary or financial gain or incentive targets. I do not ask for or accept gifts, inducements, hospitality or referrals that may affect or be perceived to affect my professional judgment.
14. Do not provide rewards or incentives that have the potential to cause harm to a patient.
15. Cooperate with colleagues and other health professionals to assist a patient to achieve the patient's health care goals.
16. Consult with other health professionals to benefit a patient as appropriate.
17. Promote good health and wellbeing.

Principle II. Respect each patient's autonomy and dignity

To uphold this principle, I:

1. Listen to each patient and the patient's caregivers and seek to understand the patient's values and health goals.
2. Meet the individual communication needs of each patient.
3. Provide each patient with any information that the patient needs to make informed decisions about the patient's health and health care and discuss that information with the patient.
4. Properly inform each patient about drug therapy and reasonable alternatives.
5. Respect the right of a competent patient to accept or reject any treatment, care or other professional services.
6. Respect the autonomy of a patient who is a minor and who is able to make decisions about the patient's health and health care and is able to consent to care.
7. Avoid discriminating against any patient on grounds such as age, gender, marital status, medical condition, national or ethnic origin, physical or mental disability, political

affiliation, race, religion, sexual orientation or socioeconomic status. (This does not restrict the right to refuse to accept an individual as a patient for legitimate reasons.)

8. Respect the intentions of a patient who is not competent where those intentions were expressed before the patient became incompetent (e.g., through directions provided in a personal directive or through the appointment of an agent under an advance directive).
9. Give each patient access to information in that patient's record unless restricted by law or unless it is not in the patient's best interest.

Principle III. Maintain a professional relationship with each patient

To uphold this principle, I:

1. Actively engage each patient and work with the patient in a manner that builds a relationship and confidence in my professional abilities.
2. Treat each patient politely and considerately.
3. Maintain proper professional boundaries in relationships with each patient, taking special care when dealing with a vulnerable individual.
4. Limit treatment of myself or members of my immediate family only to minor conditions, emergency circumstances or when another appropriate health professional is not readily available.

Principle IV. Respect each patient's right to confidentiality

To uphold this principle, I:

1. Inform each patient about the use that will be made of the patient's personal information, unless otherwise authorized by law.
Disclose a patient's personal information only pursuant to the patient's consent or for the purpose of providing care to the patient, unless otherwise authorized by law.
2. Inform the patient to whom and for what purpose the patient's personal information will be disclosed, unless otherwise authorized by law.
3. Use information obtained in the course of professional practice only for the purposes for which it was obtained, unless otherwise authorized by law.
4. Seek only information that is necessary to make informed decisions about the patient's health and the treatment alternatives that align with the patient's treatment goals, unless otherwise authorized by law.
5. Protect each patient's privacy during any consultation.
6. Recognize and respect patient diversity, culture, beliefs, values and characteristics, and not discriminate on any grounds.
7. Respect the patient's choice including the right to refuse treatment, care or advice, or to withdraw consent at any time.
8. Ensure confidentiality of the patient's information.

Principle V. Respect each patient's right to healthcare

To uphold this principle, I:

1. Continue to provide professional services until they are no longer required or wanted, until another suitable pharmacist or other regulated health professional has assumed responsibility for the patient or until the patient has been given reasonable notice of my intent to terminate the relationship.
2. Take appropriate action in emergency situations to provide care and reduce risks to my patients and the public, taking into account my competence and other options for assistance or care available.
3. Assist each patient to obtain appropriate pharmacy services from another pharmacist or health professional within a timeframe fitting the patient's needs if I am unable to provide the pharmacy service or will not provide the service due to a conscientious objection.
4. Arrange the condition of my practice so that the care of my patients will not be jeopardized when I will not provide certain pharmacy services due to a conscientious objection.
5. Do not abandon the professional relationship with my patient in situations where the patient is unable to pay. (However, there is no obligation to provide drugs and services for free.)
6. Recognize my limitations and, when indicated, refer my patient to other health professionals whose expertise can address the patient's need.

Principle VI. Public trust

To uphold this principle, I:

1. Demonstrate accepted standards of professional and personal behaviour.
2. Respect the trust that individuals and society place in the profession.
3. Provide accurate, truthful, relevant and independent information in a form that is appropriate for and not misleading to patients.

SOCIETY

Principle VII. Advance public health and prevent disease

To uphold this principle, I:

1. Participate in programs to educate the public about being healthy and preventing disease.
2. Incorporate practices that prevent the growth and transmission of pathogens.

3. Act as a steward for the environment by providing safe disposal of drugs, non-prescription medications and health-related products and support other environmental initiatives related to pharmacy.
4. Advance knowledge by conducting, participating in or promoting appropriate research projects.
5. Participate in research only if it is evaluated both scientifically and ethically and is approved by a research ethics board that meets current standards of practice.

Principle VIII. Use health resources responsibly

To uphold this principle, I:

1. Seek cost-effective therapies that ensure quality care.
2. Create a work environment that allows pharmacists and pharmacy technicians to comply fully with the law governing the practice of pharmacy and the operation of pharmacies.
3. Maintain the appropriate human resources to ensure that the law governing the practice of pharmacy and the operation of pharmacies is complied with and patient health needs are met.
4. Incorporate technologies and systems into practice that improve effectiveness and efficiency in the delivery of healthcare.

Principle IX. Serve as an essential health resource

To uphold this principle, I:

1. Maintain access to pharmacist services and care.
2. Am accessible and make resources available to care for patients and to mitigate further risk during public emergencies.
3. Serve patients who seek care unless limited by competence or the lack of information or resources necessary to do so.

PROFESSION

Principle X. Ensure that I am competent

To uphold this principle, I:

1. Recognize the importance of lifelong learning and self-development and their impact on professional competence, and commit to this concept in their current role, responsibility and scope of practice.
2. Continuously improve my level of professional knowledge and skill.
3. Take responsibility for maintaining a high standard of professional competence.
4. Evaluate my individual practice and assume responsibility for improvement.

5. Keep informed about new pharmaceutical knowledge.
6. Respond constructively to the outcomes of competence assessments and practice visits, as well as other appraisals and reviews of my professional performance and undertake further training when necessary.
7. Restrict my practice within the limitations of my professional competence.

Principle XI. Act with honesty and integrity

To uphold this principle, I:

1. Comply with both the letter and the spirit of the law that governs the practice of pharmacy and the operation of pharmacies.
2. Am honest in dealings with:
patients; other pharmacists, pharmacy technicians, health professionals and the Pharmacy Council; and contractors, suppliers and any others encountered in business dealings related to the practice of my profession or the operation of a pharmacy.
3. Seek and expect fair remuneration for drugs, devices and professional services.
4. Am accurate and transparent in the fees that are charged, consider the ability of the patient to pay and, where appropriate, discuss options with the patient.
5. Am accurate and impartial when teaching others.
6. Am accurate and impartial when providing or publishing information to ensure that others are not misled or that any claims made can be justified.
7. Do not enter into any arrangement with a prescriber of drugs that could reasonably be perceived as affecting the prescriber's independent judgment in the prescribing of drugs.
8. Do not participate in efforts to deceive a patient.
9. Do not condone unethical or unprofessional conduct by colleagues, co-workers or other health care professionals and report any unethical or unprofessional behaviour to the appropriate authorities.
10. Respond honestly, openly and courteously to complaints and criticism.
11. Share formulations that are important to the care of a specific patient.

Principle XII. Demonstrate responsibility for self and other health professionals

To uphold this principle, I:

1. Seek help from colleagues and appropriately qualified professionals for personal problems that might adversely affect the provision of service to patients, society or the profession.
2. Protect and enhance my personal health and well-being.
3. Practice only when fit and competent to do so.
4. Promptly declare to appropriate individuals any circumstances that may call into question my fitness to practice or bring the pharmacy profession into disrepute,

including ill health that impairs my ability to practice, criminal convictions and findings by other regulatory bodies or organizations.

5. Exercise professional autonomy, objectivity and independence, and manage actual and potential situations of conflict of interest.
6. Do not misuse or abuse substances.
7. Take appropriate steps to prevent and act upon the misuse or abuse of substances by patients, co-workers, colleagues or other health professionals.
8. Challenge the judgment of colleagues and other health or social care professionals if I have reason to believe that their decisions could compromise the safety or care of others.

Principle XIII. Nurture the profession

To uphold this principle, I:

1. Practice only under conditions where the freedom to exercise professional judgment is not compromised.
2. Maintain professional relationships with colleagues and other health care professionals.
3. Contribute to the future of the profession by participating in the education of provisional pharmacists and technicians and students, including multi-disciplinary and collaborative experiences.
4. Raise concerns if policies, systems, working conditions or the actions, professional performance or health of others may compromise patient care or public safety.
5. Take appropriate action if something goes wrong or if others report concerns to me.
6. Recognize that self-regulation of the profession is a privilege and that each pharmacist and pharmacy technician has a continuing responsibility to merit this privilege and to support their professional institutions.

Principle XIV – Collaboration

To uphold this principle, I:

1. Exercise professional independence and judgment and be cognizant of own scope of professional practice when providing support and advice to other health professionals.
2. Respect and understand the expertise of other health professionals.
3. Consult and work cooperatively with other health professionals to achieve expected health outcomes for the patient.
4. Establish good working relationships and promote agreed communication paths with other health professionals to enable the delivery of best possible outcomes.

More Information.

If you would like copies of this document please go to

www.pharmacycouncilslu.org.

Where you can download a PDF copy.

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