



MicroSCOPE



April 2021

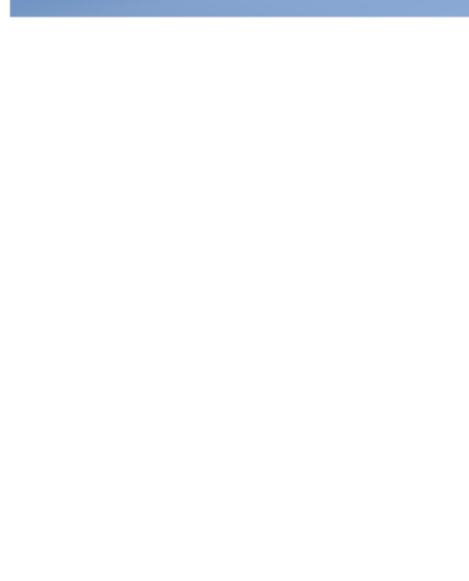


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What's new



COVID-19 Updates

FAQs for Vaccine Admin by Community Pharmacists

Saskatchewan's [COVID-19 Immunization Program](#) now has some helpful bulletins available including a FAQ on [COVID-19 Vaccine Administration by Community Pharmacists](#).

Vaccine Hesitancy Training Options Available

The Ministry of Health (MoH) and the Saskatchewan Health Authority (SHA) have approved the options below for vaccine hesitancy training. Immunizers are required to take one of the approved training options below.

- [Vaccine Hesitancy and Other COVID-19 Challenges - Lessons From Behavioural Science](#)
- [Moving to Acceptance: How to address vaccine hesitancy in your busy practice](#)

COVID-19 Vaccine Error Prevention Help

The Institute for Safe Medication Practices (ISMP) Canada has released a [safety bulletin](#) available to help health care professionals as they prepare to administer COVID-19 vaccines in Saskatchewan's mass immunization program.



SAQ Survey Gets Great Response

The recent Safety Attitudes Questionnaire received 340 responses, which is 110 more responses than the 2018 survey.

The amount and rate (25 per cent in 2021 over 18 per cent in 2018) of responses tell a story of members who value and prioritize safety no matter the current climate in pharmacies. With all the extra work required of pharmacists and pharmacy technicians during the COVID-19 pandemic, members are commended for taking the time to engage in the on-going conversation around safety in medication practices in pharmacies.

Stay tuned in the coming months for findings from the survey. This data will serve as the foundation for resources to support a shift from blame-and-shame culture to just-and-safe culture around medication incidents and near misses.



Reminders for Licence Renewal Season (Opening Soon)

Online application, [fees](#), and requirements must be received by the SCCP office on or before June 1 of the renewal year or be subject to a late payment penalty fee.

Note that Criminal Record Checks (E-PICs) and Harm Reduction Training are requirements for licensure – members will not be able to renew their practising licence without first completing these requirements.

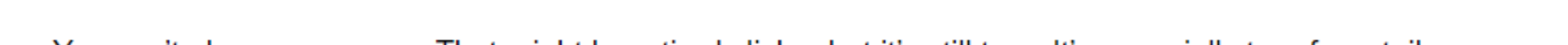
Memberships not renewed by June 30 will be terminated. If you know that you will be terminating your membership, please email SCCP to advise at SCPPRegistration@saskpharm.ca.

We encourage members to renew early to aid in receiving your licence in a timely manner.

Required	Required-by Date	How to Submit	Applicable to
Malpractice Insurance	By renewal	Declaration during renewal	Practising Pharmacists and Pharmacy Technicians
Criminal Record Check (E-PIC)	March 31, 2021	Upload E-PIC Certificate to your member profile	Practising and Non-Practising Pharmacists and Pharmacy Technicians, and Dispensing Physicians
15 Continuing Education Units	From April 1 to June 1 of the new licensing year	Declaration during renewal	Practising (required) and Non-Practising (recommended) Pharmacists and Pharmacy Technicians
Harm Reduction Primer or Advanced Harm Reduction	May 31, 2021	Information provided by CPDPP	Practising Pharmacists and Pharmacy Technicians
Advanced Method Certification (AMC)	By renewal if a member wishes to administer medications by injections and other means and obtain a licence without conditions	Declaration during renewal	Practising Pharmacists only
Exempted Low-Dose Codeine Products Training	If a member intends to sell exempted low-dose codeine as a Schedule II drug	Information provided by CPDPP	Practising Pharmacists and Pharmacist Interns

Note:

- Harm Reduction training and Criminal Record Checks must be completed prior to licence renewal as they are conditions of licensure. Note that you must complete the survey at the end of the harm reduction training in order to show as complete with CPDPP.
- AMC and Exempted Codeine Products training are only required for those pharmacists planning to perform these activities.
- Those who do not complete the AMC training will not be able to inject and will have a "condition A" on their licence and would not have acceptable malpractice insurance should they continue to provide drugs by injection or other routes.
- In order to renew their AMC, members must have current First Aid and CPR Level C, and have administered an injection in the past 24 months.
- Those with AMC who have not provided an injection in the past 24 months will need to complete the Injection Refresher Workshop.



A Step-by-Step Guide for Dealing with Difficult Pharmacy Patients

SCPP has been made aware of the below article which members may find helpful as it pertains to the complaints process.

You can't please everyone. That might be a tired cliché, but it's still true. It's especially true for retailers, and even truer for pharmacies. A long wait time. A failed prior authorization. An outdated prescription. A system or technician error. Simply a bad day.

How you respond to the inevitably disgruntled patient can either bolster or batter your bottom line.

Not only can dissatisfied patients cost you their own business, they could potentially cost you the business of their friends and family. If they choose to share their experience with others, especially online, their negative review could harm your pharmacy's good reputation.

When difficult patients are angry or disappointed, it can seem difficult or impossible to turn their negative experience into a positive one. By taking a few well-planned steps, you and your pharmacy employees can turn a negative experience into an example of excellent customer service.

Click here for a [step-by-step guide](#) you can use the next time you encounter a difficult patient.

Reprinted with permission from Elements magazine "A Step-by-Step Guide for Dealing With Difficult Pharmacy Patients" by Greyson Honaker, © Copyright 2021, PBA Health

[Learn more](#)



Amendments to Safeguard Use of Tramadol

Effective March 31, 2022, Tramadol will officially be re-scheduled as a narcotic.

The following listing has been added to the Controlled Drugs and Substances Act and the Narcotic Control Regulations:

Tramadol (2-[(dimethylamino) methyl]-1-(3-methoxyphenyl) cyclohexanol), its salts, isomers and salts of isomers and the following derivatives of tramadol and the salts, isomers and salts of isomers of those derivatives:

- (1) *O-desmethyltramadol (3-[2-[(dimethylamino)methyl]-1-hydroxycyclohexyl]-phenol)*
- (2) *N,O-didesmethyltramadol (3-[1-hydroxy-2-[(methylamino)methyl]cyclohexyl]-phenol)*

"Recent evidence has shown that tramadol, an opioid pain reliever, poses the same risks of potential dependency and problematic use as other opioids, such as morphine," read the advisory. "These regulatory amendments will provide additional safeguards around the use of tramadol to help prevent problematic substance use and other harms, while also protecting access to these medications for patients that need them."

Please see the following for more information:

- [Order Amending Schedule I to the Controlled Drugs and Substances Act \(Tramadol\)](#)
- [Regulations Amending the Narcotic Control Regulations \(Tramadol\)](#)



Providing PHI to the PRP

Are pharmacy professionals authorized to provide personal health information (PHI) to the Prescription Review Program (PRP)?

Before you release PHI to anyone, it is essential to obtain patient consent or understand the legislation that authorizes the release of the requested information.

The PRP is administered by the College of Physicians and Surgeons (CPSS) of Saskatchewan. The services of the PRP include:

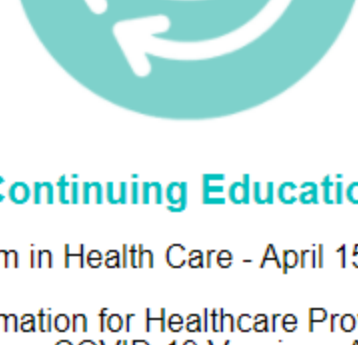
- Generate and review prescription information in attempt to identify possible misuse of medication(s) by patients or inappropriate prescribing by provider groups;
- Upon request from a prescriber, provide accurate and up-to-date prescribing information;
- Issue initial, "alert letter", to providers where data suggests inappropriate use of medication(s) by patients, or provide the information to a provider's regulatory body to allow that regulatory body to provide such alert letters;
- Generate prescriber, patient and pharmacy profiles relevant to the panel of monitored drugs; and
- Generate statistics and report relevant to the panel of monitored drugs.

In monitoring for appropriate prescribing of high-risk medications, sometimes the program pharmacist(s) and/or pharmacy technician(s) require PHI.

Section 27(4)(h) of *The Health Information Protection Act* is the general provision that permits disclosure of PHI to CPSS without patient consent and section 6.3 of *The Health Information Protection Regulations* is specific to the PRP:

A health professional may disclose to the college (CPSS) or to a health professional body personal health information in his or her custody and control without the consent of the subject individual if the disclosure is made for the purposes of a program.

For more information, please see the CPSS document [Release of PHI to PRP](#).



Continuing Education

Racism in Health Care - April 15, 2021

Information for Healthcare Providers about Moderna COVID-19 Vaccine - April 21, 2021

[Learn more](#)



COVID-19 Page

Check SCCP's COVID-19 web page regularly for up-to-date COVID-19 news.

[Learn more](#)