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# PHARMACY REGISTRATION BOARD OF WESTERN AUSTRALIA

(A.B.N. 75 635 660 854)

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## Communiqué

29 April 2016

### Area for Private Consultation

Pharmacy is unique in that the profession is practised in full view of the public. This makes it essential that consumer privacy is upheld.

The Board notes that a number of pharmacies are incorporating more than one counselling area within the pharmacy, as they expand services into such areas as vaccinations, blood glucose testing etc. When these rooms/areas are being used for long consultations, clinics or for other uses, it is essential there is another area in the pharmacy which is suitable for private counselling of prescriptions. When a pharmacy has more than one "consultation" room/area, each of these areas must be "fit for purpose". In that regard, where any of these consultation rooms/areas are being used as an area for private consultation, as per Clause 7 of Schedule 1 of the Pharmacy Regulations 2010, then adequate arrangements should be in place to ensure that:

- confidential discussions can occur between a pharmacist and a consumer in privacy; and
- consumers' medicines are not able to be seen by a third party while being stored or provided to the client.

Pharmacists should also be familiar with the Board's [Guidelines](#) regarding areas for private consultation.

Privacy related complaints now comprise a significant proportion of complaints to AHPRA. Whilst AHPRA deals with these issues, it is preferable that adequate privacy provisions are in place to prevent issues arising.

Inadvertent verbal or visual disclosure also leads to potential security risks with Schedule 8 drugs being stolen from the consumer or from the consumer's house.

### Registration Renewals – 2016/2017 Year

Registration Renewal Statutory Declaration forms will be mailed to all pharmacy premises in early May. Both the registration fee of \$650 and the Statutory Declaration forms must be received by 30 June 2016. Australia Post has altered their delivery times and you need to make allowance for this if sending in the renewals by post.

As with previous years, the Board will undertake a random sample of completed Statutory Declaration forms. Should the audit of pharmacies providing the Statutory Declarations indicate significantly different information, a new Statutory Declaration will be required once all matters have been resolved, to enable the registration of the premises to be renewed. Further, the Pharmacist with Overall Responsibility may be required to appear before the Board to explain discrepancies in the original Statutory Declaration.

**John Harvey**  
Presiding Member