POLICY STATEMENT:
This policy establishes guidelines for pharmacist investigators regarding pharmacy operations permitted in community/retail pharmacies during normal hours of operation when the pharmacist is not physically present in the pharmacy. This guidance document does not apply to approved telepharmacy practice.

DEFINITIONS:

Immediate and direct access: Immediate and direct access shall mean that the pharmacist is on the premises and maintains contact with the pharmacy.

Dispense: Dispense means the interpretation of a prescription or order for a drug, biological, or device and, pursuant to that prescription or order, the proper selection, measuring, compounding, labeling, or packaging necessary to prepare that prescription or order for delivery.

Deliver: Deliver or delivery means the actual, constructive, or attempted transfer from one person to another of a drug or device, whether or not there is an agency relationship.

BACKGROUND:
The pharmacist must be accessible to the patient or patients’ representative when a prescription requires counseling or counseling is requested.

**GUIDELINES:**
No new prescription or medication that requires counseling shall be delivered without immediate and direct access to a pharmacist, excluding prescriptions delivered outside the pharmacy premises.

If a pharmacist is readily available but not within direct and immediate access, the pharmacy may continue with dispensing, non-discretionary functions and delivery of prescriptions that do not require counseling.