Professional Notice

To: Pharmacy Practitioners and Owners
From: Nova Scotia College of Pharmacists
Date: October 10, 2018
Re: Private Consultation Rooms Policy – June 30, 2020

The Nova Scotia College of Pharmacists has established the Private Consultation Rooms Policy to provide clarity to pharmacy owners and managers on the criteria that a patient consultation area must meet. The goal of the policy is to ensure that the pharmacy practice environment enables pharmacy practitioners to meet the Standards of Practice regarding conversations with patients about their health and drug therapy.

The NSCP has set a deadline of June 30, 2020 for all pharmacies in Nova Scotia to have at least one private consultation room that meets the criteria set out in the Policy. This date was set in consultation with pharmacy owners and the Pharmacy Association of Nova Scotia in consideration of annual budgetary cycles and the often-busy fall season for pharmacies. This timing allows pharmacy owners to defer planning for any additional expenses to their 2020 budget while ensuring that improvement projects do not disrupt the provision of the 2020 flu vaccinations.

1 The Pharmacy Practice Regulations s. 25(ii) requires pharmacies to have "an area for patient consultation where counselling and the provision of drug information may take place without being overheard by others and which respects the privacy needs of every patient."

2 This is set out in various places in the Pharmacy Act, Regulations, and Standards of Practice, and in general requires pharmacy professionals to “provide a safe, private and quiet environment to encourage the patient to express any needs, views and concerns” and to “carry out conversations regarding patients in a manner that cannot be overheard.”