

THE PHARMACY BOARD OF TASMANIA

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GUIDELINES FOR THE PROVISION OF INTERNET PHARMACY SERVICES

1. When selling or supplying medicines via the internet, pharmacists must comply with all relevant legislative requirements. including the Poisons Act and Regulations, the Pharmacists Registration Act 2001 and the Pharmacy Code which has been issued by the Pharmacy Board of Tasmania under Section 12 of that Act, the National Health Act, and the Privacy Act.
2. When supplying to patients who are not resident in Tasmania, pharmacists must ensure that they also comply with the legislative requirements of the jurisdiction in which the patient resides.
3. Clause 4 of the Pharmacy Code requires all pharmacists registered in Tasmania to comply with standards issued by the pharmacy profession in Australia which are relevant to their area of practice.
4. The premises from where the sale or supply of a scheduled medication takes place must be registered in accordance with Part 6A of the Pharmacists Registration Act 2001.
5. Patients must be readily able to identify who is operating an internet site from a registered pharmacy premises. Pharmacy websites must clearly display:
 - the name of the pharmacy business
 - the name of the owner of the business.
 - the address of the pharmacy at which the business is conducted.
 - information about how to confirm the registration status of the pharmacy and pharmacist.
 - details of how to make a complaint about the services provided.
6. Patients must receive the same quality of pharmaceutical care as if the service is provided face to face on the pharmacy premises. Pharmacists must ensure that they have sufficient information to assess the patient's needs and must also satisfy themselves of the clinical appropriateness of supply
7. Pharmacy services must comply with Professional Standard 6 on Distance Supply issued by the Pharmaceutical Society of Australia (PSA) which states that "the pharmacist must provide distance supply services that consider the safe use of medicines, provide appropriate and adequate information, and safeguard privacy."

8. Pharmacy services must also comply with the requirements of the Pharmacy Code issued by the Pharmacy Board of Tasmania in relation to Remote Supply and Facsimile, Telephone and other electronically transmitted prescriptions.
9. A patient must be advised to consult a local pharmacy whenever a prescription indicates that their interests would be better served by a face-to-face consultation.
10. Prescription-only medicines must only be supplied in accordance with a legally valid prescription.
11. Patients must be given the option to have repeat authorisations returned to them, and if they elect to do so, the repeat authorisation and script must be sent with the medication.
12. The pharmacist must be alert to requests for large quantities of a product, or abnormally frequent requests, and refuse to make a supply where there are reasonable grounds for suspecting misuse and/or abuse.
13. Medicines of potential abuse, misuse and dependence such as those containing pseudoephedrine or codeine should not be available for sale via the internet because of the difficulty in ascertaining whether the purchaser is genuine and because of the difficulty in monitoring sales.
14. Generic healthcare advice (i.e. not specific to a patient) provided on pharmacy websites must be accurate, up-to-date and of a high professional standard.
15. All information relating to specific products must comply with the Therapeutic Goods Advertising Code, Consumer Medicine Information (CMI) leaflets and relevant legislative requirements.
16. An advertisement for therapeutic goods must contain only verifiably correct and balanced statements and claims, and must not be likely to arouse unwarranted and unrealistic expectations of product effectiveness, exploit the lack of knowledge of the consumer, or be likely to cause fear or distress.
17. The manner of communicating prices of therapeutic goods should not encourage the overuse or stock piling of such products.
18. The confidentiality and integrity of all patient information must comply with the Privacy Act and be protected to the standard specified by the International Organisation for Standardisation (ISO) in ISO/IEC 27001:2005: Patient data transmissions should be encrypted to prevent the possibility of the internet service provider or any other unauthorised party accessing patient information either accidentally or deliberately.
19. Professional indemnity insurance arrangements must adequately cover the supply of medicines and provision of other pharmaceutical services via the internet.