

## The Charter - What does it mean for your business?



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The Community Pharmacy Service Charter (the Charter) is based on the Australian Charter of Healthcare Rights and has been adapted to community pharmacy after consultation with consumers, carers and other stakeholders.

Everyone who is seeking or receiving services in community pharmacy has certain rights regarding the nature of that service. These rights are described in the Charter.

The Charter allows patients, consumers, families, carers, you and your staff to share an understanding of the rights of people receiving services in your pharmacy. The rights in the Charter are likely reflected in many of your pharmacy's existing policies and procedures.

### What does it mean to you and your staff?

This factsheet describes each of the seven Charter rights, and provides some guidance to community pharmacy about the ways you can help uphold these rights.

#### Access

You and your staff will provide the right medicines, advice and pharmacy services to patients, consumers and carers. Your pharmacy services should be relevant to the needs of your community and be clearly displayed on your Customer Service Statement.

#### Safety

You and your staff should be qualified, trained, and comply with professional standards, guidelines and codes of conduct. As a health care provider, your pharmacy will ensure all patients or consumers are provided with the right medicine in the right quantity and in the right dose.

#### Respect

You and your staff will provide the same quality of service to the patient, consumer, carer or anyone else involved in the healthcare of the patient, ensuring that respect is given to different cultures, beliefs and values, at all times.

#### Communication

You and your staff should communicate with patients, consumers or carers in a way they understand. You can discuss different brands of medicines that may be available and entitlements available under the PBS. Where appropriate, you will communicate with other members of the patient's healthcare team.

Your pharmacy should be responsive to the particular cultural needs of your local community, for example, through providing access to interpreters.

#### Participation

You and your staff should actively engage patients in making decisions about their health. You will work with the patient's family and/or carers, and other members of a healthcare team (such as the GP) to ensure the best care is given to suit the needs of the patient. This recognises the right to ensure the patient remains included in the decisions and choices about their health care.

#### Privacy

You and your staff will recognise the importance of your patients' right to privacy and adhere to the professional codes of conduct, standards and guidelines, as well as privacy laws.

#### Comment

You and your staff will be attentive to the concerns of your patients, consumers and carers. Welcoming both negative and positive comments helps promote continuous improvement to the services provided by your pharmacy. If requested by the patient, consumer or carer, when necessary, you may be required to forward complaints to an outside organisation to be addressed.

The Charter is an accreditation requirement of QCPP and a key eligibility requirement of the PPI Program. To comply with QCPP and to be eligible to receive PPI payments, your pharmacy is required to display and comply with this Charter.

If your pharmacy is not accredited, or does not currently take part in the PPI Program, you should still consider displaying the Charter.

For general enquires contact: [support@5cpa.com.au](mailto:support@5cpa.com.au) or phone: **1300 555 262**

For further information visit [www.5cpa.com.au](http://www.5cpa.com.au)

