

Reminder on **Designated Manager Responsibilities When Using Technology** to Deliver Pharmacy Services



Advancements in technology have made it possible to deliver pharmacy services in new ways, including online and through specialty apps. Regardless of the mechanism used to receive and dispense prescriptions, Designated Managers are reminded that they are responsible for the privacy and security of personal health information and that all services offered should be adhering to standards of practice, legislation, policies and guidelines. Due diligence is needed to ensure that the software being used has encryption and security in place that is satisfactory.

Additionally, the pharmacist dispensing the medication must ensure that they have the original prescription prior to the release of the product to the patient. It is the responsibility of the pharmacy to maintain proper documentation in this regard.

Review the policy on [Faxed Transmission of Prescriptions](#) on the OCP website and [the fact sheets](#) available from the Office of the Information and Privacy Commissioner of Ontario on safeguarding personal health information. 