

Pharmacy (Inquiry)

GOVERNMENT NOTICE NO. 268 published on 17/4/2020

THE PHARMACY ACT,
(CAP. 311)

REGULATIONS

(Made under section 55(b))

THE PHARMACY (INQUIRY) REGULATIONS, 2020

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THE PHARMACY ACT,
(CAP. 311)

REGULATIONS

(Made under section 55(b))

THE PHARMACY (INQUIRY) REGULATIONS, 2020

PART I
PRELIMINARY PROVISIONS

- Citation 1. These Regulations may be cited as the Pharmacy (Inquiry) Regulations, 2020.
- Interpretation 2. In these Regulations, unless the context otherwise requires-
- Cap.311 “Act” means the Pharmacy Act;
“pharmacy” has the same meaning ascribed to it under the Act;
“pharmaceutical personnel” means a specialty pharmacist, registered pharmacist, enrolled pharmaceutical technician, enlisted pharmaceutical Assistant or recognized medicines dispenser;
“complainant” means any person who lodges a complaint against a registered, enrolled, enlisted or a recognized medical dispenser alleged to have committed a professional misconduct;
“Code of Ethics and Professional Conduct” means a code prescribed under the Fifth Schedule to these Regulations;
“complaint” means any information filed to the Registrar by a complainant;
“Committee” means the Disciplinary Committee established under the Act;
“inquiry” means an inquiry held by the Council into a complaint or charge against Pharmaceutical personnel;

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“performance assessment” means an assessment conducted by the Council to inquire into, and decide on the performance of a pharmaceutical personnel against whom a Committee found evidence of poor performance or of a pattern of such performance at an inquiry;

“preliminary inquiry” means an inquiry held to consider a complaint against pharmaceutical personnel in order to decide on the nature of an offence;

“professional misconduct” has the same meaning ascribed to it under the Act;

“pro forma complainant” means a lawyer or State Attorney appointed by the Registrar to represent the complainant before the Inquiry Committee or the Council; and

“respondent” means a person whose conduct is the subject of a complaint or an inquiry under these Regulations.

PART II
INQUIRY

Grounds for
conducting
inquiry

3. The Council may conduct inquiry on grounds that pharmaceutical personnel-

- (a) has failed to conduct his activities and practice in accordance with the profession of pharmacy as provided in the Code of Ethics and Professional Conduct;
- (b) has been engaged in or knowingly cooperated in fraud or material deception in the course of professional services or activities or in order to obtain a license to practice, including cheating on a licensing examination;
- (c) has been convicted of an offence which in the opinion of the Council render him unfit to practice;
- (d) is professionally incompetent;
- (e) has failed to keep abreast with current practices of the pharmacy profession;
- (f) has been proved by a panel of medical specialists to have mental disability that impairs him from rendering professional services;

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- (g) has allowed his name or a certificate issued under the Act to be used in connection with an individual who renders services illegally;
- (h) has diverted a drug or any other substances issued under a drug order for another person;
- (i) has knowingly prescribed, sold, or administered any drug classified as a narcotic, addicting, or dangerous drug to a habitue or addict, except as otherwise provided by relevant laws;
- (j) has failed to comply with the provisions of the Act and its Regulations; and
- (k) any other ground which the Council may consider fit and necessary to hold an inquiry.

Lodging of
complaints

4.-(1) A person who is aggrieved by the conduct of a pharmaceutical personnel shall lodge a complaint to the Registrar in a form set out in the First Schedule to these Regulations.

(2) Without prejudice to subregulation (1), the Registrar may upon receipt of a complaint, initiate preliminary inquiry against a person whose conduct is being complained of.

(3) The Registrar shall upon receipt of a complaint-

- (a) peruse and analyze a complaint received;
- (b) categorize the complaint according to its significance and seriousness;
- (c) record each complaint against the name of the respondent concerned as it appears in the register kept; and
- (d) attend complaints of minor transgressions.

(4) Where the Registrar is of the opinion that, no *prima facie* case has been established against pharmaceutical personnel to whom a complaint is made, shall inform both parties of the intention not to hold an inquiry and shall submit the decisions to the Committee for deliberation and determination.

(5) Notwithstanding the provision of subregulation (4), the Registrar may cause inquiry to continue if fresh evidence has been made available before the Council.

(6) When attending the act of minor transgression and

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the parties agrees to resolve the matter, the Registrar shall record the resolution and forward the matter to the Committee for determination.

(7) Where the Registrar is of the opinion that, either of the party is not satisfied with the resolution made under subregulation (6), he shall recommend the Committee to proceed with inquiry.

(8) For the purpose of this regulation, “minor transgression” means a conduct which, in the opinion of the Registrar and on the basis of the documents or records submitted, is unprofessional, but of a minor nature, that does not warrant the holding of an inquiry before the Committee.

Preliminary
inquiry

- 5.-(1) The Registrar shall, within seven working days-
- (a) after receiving a complaint, register it and call for further information on the allegations where necessary;
 - (b) issue a notice of preliminary inquiry to the respondent of the complaints by forwarding a copy of the complaint and request a written response within fourteen working days from the date of receipt of the notification as prescribed in the Second Schedule to these Regulations.
- (2) If the respondent fails to respond to the Registrars notice within the specified period, the Registrar shall-
- (a) declare that the respondent is in contempt of Council; and
 - (b) submit the complaint and any further information to the Committee together with the recommendations to proceed with the inquiry.
- (3) Upon receiving information, the Registrar shall submit to the Committee which shall-
- (a) conduct investigation on the complaints received;
 - (b) conduct hearing;
 - (c) call witnesses from both parties; and
 - (d) make recommendation and submit to the Council for determination.
- (4) The Committee after due consideration of the matter, shall forward its recommendation to the Council for-

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- (a) conducting inquiry; and
- (b) determine if there are no ground for any inquiry.

Procedure for
conducting
full inquiry

6.-(1) The Council shall, where it is of the opinion that a *prima facie* case is established by the Committee, direct full inquiry to be held.

(2) The Council shall give opportunity to the pharmaceutical personnel against whom misconduct is alleged to appear before the Council, and may be represented by a legal representative.

(3) Where pharmaceutical personnel fail to appear at the inquiry without reasonable excuse and the Council is satisfied that a notice was duly served to him, the Council may proceed with the inquiry as if the pharmaceutical personnel was present.

(4) The Council shall have power to summon any witness and may require such witness to produce any document for the purpose of the inquiry.

(5) The Council may, after due inquiry made in accordance with the provision of this regulation-

- (a) order the removal of the name of pharmaceutical personnel from the register, roll or list;
- (b) order suspension from the practice of the pharmaceutical personnel for such period as the Council may consider necessary;
- (c) caution, censure or otherwise reprimand the pharmaceutical personnel; or such other punishment as may be prescribed by the Council;
- (d) order payment of costs involved in the inquiry or such other cost as may be appropriate.
- (e) place pharmaceutical personnel on probation status and require the pharmaceutical personnel to-
 - (i) report regularly to the Council upon the matters that are the basis of probation;
 - (ii) limit practice to those areas prescribed by the Council;
 - (iii) refrain from performing any acts that the Council considers risk to the public interest;
 - (iv) be examined if his physical or mental capacity to practice safely is at issue; and

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(f) any other acts as Council may determine.

Holding of
inquiry

7.-(1) The Council shall, on receipt of the recommendation from the Committee, and if there is no response received by the due date as contemplated, direct the Registrar to formulate charge sheet and issue a notice to the respondent stating the date, time and place where inquiry will be held.

(2) The notice and the charge sheet shall be served on the respondent or his representative by hand, registered post or electronic communication at his address within fourteen days prior to the date of inquiry.

(3) The Notice and Charge Sheet shall be as prescribed in the Third and Fourth Schedules to these Regulations respectively.

Request for
additional
information

8.-(1) A request by the respondent or his legal representative for additional information or particulars of the charges as formulated by the Registrar shall be received by the complainant at least seven days before the date of the inquiry.

(2) The Registrar shall furnish his written reply to a request for further particulars to the respondent or his legal representative within seven days from date of receipt of the request.

(3) The Registrar shall not respond to any request for further particulars received out of seven days stated.

Plea bargain
prior to
Inquiry

9.-(1) In order to determine the issues in dispute, the Registrar shall arrange a pre-hearing session, which shall be attended by both parties or their legal representatives at least three days before the date of the inquiry.

(2) The issues in dispute shall be determined as follows:

- (a) the respondent or his legal representative shall indicate issues admitted and disputed;
- (b) the respondent or his legal representative shall indicate how he intends to plead to the charges;
- (c) copies of all documents, reports, notes, and any other exhibits which either party intends to use at

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- the inquiry shall be served to the other party;
- (d) perusal of the originals of the documents, reports, notes, and any other exhibits referred to in paragraph (c) is allowed;
 - (e) admissions may be made by both parties with regard to allegations or exhibits;
 - (f) a summary of the opinion of an expert witness that a party intends to call at the inquiry shall be furnished to the other party; and
 - (g) any other matter concerning the inquiry shall be resolved.

(3) Minutes of the pre-hearing session shall be kept and signed by both parties or their legal representatives for submission to the Council at the inquiry.

Place of
Inquiry and
procedures

10.-(1) The place where inquiry is held shall be open to the public, Provided that, the Council may, if it thinks fit, at any stage of inquiry exclude the public generally or any particular person.

(2) The chairperson of the Council shall ask the respondent or his legal representative to plead to the charge and the plea shall be recorded.

(3) If the respondent is not present at the inquiry after having been duly notified, the Council shall enter a plea of not guilty and proceed with inquiry,

Provided that, the Council may adjourn the hearing if the respondent's absence is duly known to the Council and is due to *bona fide* reasons.

(4) If the respondent or his legal representative refuses or fails to plead to the charge, the Council shall enter a plea of not guilty.

(5) If the respondent pleads guilty to the charge, the Council shall ask the respondent or his legal representative such questions as are necessary to determine whether all the elements of the charge are admitted.

(6) If the Council is satisfied that all elements of the charge are admitted, the proforma complainant shall address the Council and indicate whether the plea of guilty is accepted.

(7) If the plea of guilty is accepted, the chairman of the

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Council shall make a finding of guilty and allow the parties to address the Council in accordance with subregulation (4).

(8) If the respondent pleads not guilty or if a plea of not guilty is entered and if a plea of guilty is not accepted by the proforma complainant, the Chairman shall allow the proforma complainant to address the Council and conduct examination in chief and produce evidence in support of his case and re-examine witnesses after cross-examination by the respondent or his legal representative or complainant and thereafter close his case.

(9) The respondent or his legal representative may make a submission of no case to answer after the proforma complainant has closed his case.

(10) The chairman shall give the proforma complainant an opportunity to reply to the submission of no case to answer.

(11) The Council shall consider the application in camera and there after give its decision or ruling to the parties.

(12) If the submission of no case to answer is dismissed, the respondent or his legal representative may address the Council and lead evidence in support of his case, re-examine witnesses after cross-examination by the proforma complainant and thereafter close his case.

(13) The Council may, on application allow any of the parties to lead further evidence or to re-call a witness after his discharge and the other party shall be given an opportunity to cross-examine such witness.

(14) The Chairman and members of the Council may ask a witness questions for clarity on issues arising from witness's evidence.

(15) After all evidence has been adduced, the proforma complainant and the respondent or his legal representative shall address the Council and make summation on the evidence and the legal position.

(16) The proforma complainant may reply to any matter of law raised by the respondent or his legal representative in his address and may, with leave of the Council, reply to any matter raised by the respondent or his legal representative in his address.

(17) Oral evidence shall be taken under oath or on

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affirmation administered by the Chairman.

(18) Evidence on affidavit is admitted by the Council, Provided that, the opposing party may require the deponent of such affidavit to be present for purposes of cross examination.

(19) The record or any portion thereof of a lawfully constituted court, inquest court or disciplinary tribunal from any jurisdiction shall be accepted as *prima facie* evidence if it has been certified to be a true copy by that court or disciplinary tribunal.

(20) If it is practicable and appears just, the Council may, on application by either party and for the purpose of cross-examination, order the attendance of a witness whose evidence appears in a record of a court or disciplinary tribunal and which is presented as *prima facie* evidence.

(21) At the conclusion of the hearing, the Council shall deliberate in camera and then inform the parties of its findings within seven days.

(22) The findings of Council may include a finding or poor performance on the part of the respondent, in which case the Council shall refer the matter to the performance assessment committee to inquire into the performance of the respondent and decide on the appropriate management thereof.

(23) Where the respondent is found guilty of professional misconduct-

- (a) the proforma complainant shall address the Council and furnish details of previous convictions of the respondent on professional misconduct;
- (b) the proforma complainant may address Council on a suitable penalty and lead evidence in support of imposing such penalty;
- (c) the respondent or his legal representative may thereafter mitigate to the Council and the Council shall deliberate in camera and make verdict on the appropriate penalty to be imposed, and thereafter the Chairman shall proceed to pronounce decision to the respondent;
- (d) where the respondent is absent on the day of pronouncement of the verdict, the Council shall

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direct the Registrar to communicate the decision to the respondent.

(24) The verdict made and penalty imposed by the Council shall be in force and take effect from the date delivered.

(25) Proceedings of the Inquiry shall be recorded in writing or any other form of recording, and may be taken by a person appointed by the Council for that purpose and shall be kept as true records of the Inquiry; Provided that, in deliberation held in camera, the members present shall determine mode of taking such records.

Notification of decision of Council

11. After the conclusion of an inquiry, the Registrar shall serve a notice of decision of the Council to the respondent within seven days after conclusion of an inquiry.

Review before Council

12.-(1) At any time within fourteen days of service of notice, any party aggrieved by the decision of the Council may apply in writing to the Council for review of its decision, and shall state points of law or facts that if properly considered, could have led to a contrary findings or verdict.

(2) A person intending to apply for review shall, within seven days after completion of inquiry or delivery of a verdict, submit to the Registrar a written notice of his intention to seek redress by way of review before the Council.

(3) The Council may reject an application which does not conform with the requirements set under these Regulations.

Conduct derogatory to pharmacy profession

13. Any conviction by a court of law against pharmaceutical personnel or any other person against whom a complaint is made shall constitute a *prima facie* evidence that such pharmaceutical personnel conduct is against the reputation of the pharmaceutical profession.

PART III
GENERAL PROVISIONS

Issuance of notification

14. A notification issued under these Regulations shall be deemed to have been received on the day such notification is hand-delivered to the registered address of the respondent.

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- Code of conduct 15. A Pharmaceutical personnel shall comply with code of conduct prescribed in the Fifth Schedule.
- Appeals 16. A person aggrieved by the decision of the Council may, within thirty days after receiving the notice of decision of the Council appeal to the Minister.
- Revocation
GN. No.
42 of 2009 17. The Pharmacy (Procedure for Conducting Inquiry, Code of Ethics and Professional Conduct) Regulations are hereby revoked.

FIRST SCHEDULE

(Made under regulation 4(1))

PHARMACY COUNCIL



COMPLAINT FORM

(to be filled by the complainant and submitted to the Office of the Registrar)

1. Personal Details:
Name:.....

Address:.....

Phone number (s):.....
2. Are you the complainant? Yes [] No []
3. Are you complaining on someone else behalf? Yes [] No []
If 'Yes' what is your relationship to the someone behalf?
Wife [] Husband [] Son [] Daughter [] Sister [] Brother [] etc.
4. Details of the pharmaceutical personnel

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Full name of each pharmaceutical personnel you are complaining about
The address of each pharmaceutical personnel work at (if you know) or the address
where you were attended.

.....
.....
.....
.....

5. Give details of your complaint
Please describe your complaint, and state exactly what happened and, if possible
include dates, time and place of incident

.....
.....
.....

6. Do you have any documents (for example, letters or records) which might back up your
complaint? If you do, please attach copies and list them below. If needed, we will return
all original documents after taking copies.

7. Are there any other people who witnessed the acts you are complaining about? If yes,
please give their names below, and how they were involved.

8. Are those people be prepared to make written statements? Yes [] No []

9. We are always try to deal with most complaints through correspondence but, if it
becomes necessary, are you prepared to be a witness at an inquiry of your complaint?
Yes [] No []

10. Have you complained to any other organization about this matter (example where the
pharmaceutical personnel work?). If 'Yes', please say which organization you have
lodged your complaint to.

11. Give us brief details of what happened to your complaint, and send us copies of any
letters between you and that organization.

12. Declaration

I hereby certify that the information I have given in this form is complete and accurate,
and I solemnly make this declaration, conscientiously believing the same to be true.

Name: _____

Signature: _____

Date: _____

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SECOND SCHEDULE

(Made under regulation 5(1)(b))

PHARMACY COUNCIL



Mr./Mrs./Ms.....
Address:.....
Tel:

RE: A NOTICE OF PRELIMINARY INQUIRY

On behalf of the Chairman of the Council, I hereby give you notice that information and evidence have been received by the Council from the complainant, from which it is alleged that between dates, being a registered/ Enrolled or Enlisted Pharmaceutical Personnel

In relation to the facts so alleged, you are liable for professional misconduct, and I undertake to hold Preliminary Inquiry in respect thereof.

You are therefore required to answer in writing the above allegations levelled against you and attach therewith any document or evidence, which you intend to use in your defense.

You are further required to avail your response to the office of the Registrar within 14 days from the date of receipt of this notice.

Note that failure to respond as herein required shall warrant the Council to proceed with the inquiry against you in your absence.

REGISTRAR
C.C

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THIRD SCHEDULE

(Made under regulation 7(3))

PHARMACY COUNCIL



Ref:.....

Date:

INQUIRY NO.OF(year)

IN THE MATTER OF NAME OF (registered, enrolled or enlisted pharmaceutical personnel)

AND

IN THE MATTER OF THE PHARMACY ACT, CAP 311

TO: Name of complainant/defendant

NOTICE OF DATE OF HEARING

TAKE NOTICE that, the above Inquiry relating to complaint by....., regarding your failure to observe the Code of Ethics and Professional Conduct, and thereby on (date and time) at (place).....has been fixed for hearing before the Council.

You are required to appear before the Council sitting at aforementioned time and place without fail. You are urged to bring your witnesses and documents you intend to rely upon in your defense.

TAKE NOTE that, failure to appear as hereby required, shall warrant the Council to proceed with the matter and decide upon the charge in your absence.

GIVEN under my hand and the Seal of the Council on day of Month....., Year.....

REGISTRAR

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FOURTH SCHEDULE

RE: CHARGE SHEET
(Made under regulation 7(3))

PHARMACY COUNCIL



INQUIRY NO. OF

IN THE MATTER OF

(Prof/Dr/Mr/Mrs/Miss..... (REGISTERED, ENROLLED, ENLISTED
PHARMACEUTICAL PERSONNEL)

AND

IN THE MATTER OF THE PHARMACY ACT, CAP. 311

STATEMENT OF OFFENCE

Failure to exercise due diligence hence, infamous conduct in terms of Section of the
Pharmacy Act, Cap 311 and Regulations.

PARTICULARS OF OFFENCE

Prof/Dr/Mr/Mrs/Miss.....on or about the..... being
a fully registered/enrolled/enlisted/recognized pharmaceutical personnel stationed at
within you acted negligently by
thus causing

Dated at..... day of, 20.....

.....
REGISTRAR

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FIFTH SCHEDULE

(Made under regulation 15)

PHARMACY COUNCIL



CODES OF ETHICS AND PROFESSIONAL CONDUCT

WHEREAS, integrity, probity and uprightness are prized quality in almost every sphere of life;

AND WHEREAS, there is need for persons practicing pharmacy as pharmaceutical personnel to make a commitment to the society to adhere to and attain high ethical standards of conduct;

AND WHEREAS, it is desirable that the standards of conduct which pharmaceutical personnel should observe be prescribed and published;

NOW THEREFORE, the Code of Ethics and Profession Conduct for pharmaceutical personnel provides:

- Oath “I. At this time, vow to devote my professional life to the service of mankind through the profession of pharmacy. I will consider the welfare of humanity and relief of human suffering my primary concerns. I will use my knowledge and skills to the best of my ability in serving the public and other health professionals.
I will do my best to keep abreast of developments and maintain professional competence in my profession of pharmacy. I will obey laws governing the practice of pharmacy and will support enforcement of such laws. I will maintain the highest standards of moral and ethical conduct. I take these vows voluntarily with the full realization of the trust and responsibility with which I am empowered by the public”.
- Application 1. This Code of Ethics shall apply to all pharmaceutical personnel.
- Code of Ethics 2. The principles of the Code of Ethics are intended to capture the philosophical foundation of pharmacy practice and to express the responsibilities and professional values that are fundamental and inherent to the pharmacy profession.
- Breach 3. Pharmaceutical personnel are obliged to bring a breach of the Code of Ethics to the attention of the Registrar of the Pharmacy Council. However, who bring matters to the attention of the Registrar must do so in good faith. A breach of code of Ethics could form the basis of a complaint of the misconduct.
- Ethical problems 4.-(1) Situations often arise that present ethical problems for pharmaceutical personnel in their practice.

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- (2) These situations may fall but not limited to the following categories:
 - (a) Ethical violations involving the negligence of moral obligations of a failure to provide competent pharmaceutical service.
 - (b) Ethical dilemmas arise where ethical reasons both for and against a particular course of action are present and one option must be selected.
 - (c) Ethical distress occurs when pharmaceutical personnel experience the imposition of practices that provoke feeling of guilt, concern or distaste.
 - (3) With the above in mind there is a distinct need to clarify whether the problem is an ethical one or one of another sorts.
 - (4) Thus, the Code tries to provide guidance for those pharmaceutical personnel who face ethical problems.
 - (5) Proper consideration of the Code should lead to better decision-making when ethical problems are encountered.
- Regard for human life 5.-(1) Pharmacy profession aspires to improve the quality of human life through the provision of medicines and related services.
(2) Therefore, Pharmaceutical personnel have the highest regard for human life and are dedicated to increasing opportunities for individuals to enjoy the full benefits of healthy lives within limits of their natural endowments.
- Honour and dignity of profession 6.-(1) Pharmaceutical personnel by virtue of their mission are health care providers and therefore derive much respect from the community. They are also respected by other health care workers as experts on medicines and as a reputable source of information.
(2) Therefore, Pharmaceutical personnel rightfully regard and should portray themselves as responsible persons specialized on medicine activity, use and custodians. They uphold the honor and dignity of the profession and do not engage in any activity that may bring their profession into disrepute.
- Availability of safe, efficacious and quality medicines 7.-(1) Pharmaceutical personnel are involved in all activities that lead to the availability of medicines to patients: research, training, manufacture, supply chain, regulatory, advisory, policy development, prescribing and dispensing. In all these activities Pharmaceutical personnel are there to ensure that the medicines are safe, efficacious and of good quality.
(2) Pharmaceutical personnel should not be involved in schemes or activities that sacrifice wellbeing of the community for profit or prestige.
- Access to essential medicines 8. Equitable access to essential medicines is a major concern to Pharmaceutical personnel. There are patients who cannot afford medicines they need. Therefore, Pharmaceutical personnel should promote the use of cost-effective therapies and discourage the purchase or use of non-essential products.
- Promote and rational use of medicines 9. Technical, legal, social-cultural restrictions and lack of awareness prevent many clients from getting medicines they need and therefore, concern of pharmaceutical personnel. However, Pharmaceutical personnel should only participate in promotional methods and campaigns that encourage rational use of medicines, and in professional and business dealings that are marked by honesty, integrity and concern for the clients, therefore pharmaceutical personnel must ensure that promotions for medicine aimed at the public are in line with the laws and regulations.
- Pharmaceuticals al 10. Pharmaceutical personnel establish and maintain a unique relationship with each patient that is based on an ethical covenant. The word “covenant”

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personnel–
patient/clients
relationship

means that Pharmaceutical personnel have moral obligations in return for the trust given to them by society. Pharmaceutical personnel encourage shared responsibility for adherence to medication regimens and achieving desired drug therapy outcomes. This principle implies that the best pharmaceutical service, no matter how provided, occurs where the opportunity exists for direct contact between patient and pharmaceutical personnel.

Privacy
and
confidentiality

11. The pharmaceutical personnel preserves the confidentiality of information about individual patients acquired in the course of his or her professional practice and does not divulge this information except where authorized by the patient or required by law.

Pharmaceutical personnel protect their patients by serving them in a private and confidential manner. Pharmaceutical personnel's do not divulge information that identifies the patients; except in instances where there is a compelling need, in the pharmaceutical personnel's professional judgment, to share information in order to protect the patient or person from harm, or where authorized by the patient or required by law.

Competent
and
lifelong
learning

12. Pharmaceutical personnel should take responsibility to maintain their own competence and strive always to perfect and enhance their professional knowledge.

Pharmaceutical
personnel-
other health
care
providers
relationship

13. Close professional cooperation between Pharmaceutical personnel and other health care providers is encouraged to achieve the best possible outcomes for the client. Therefore, Pharmaceutical personnel should maintain an effective professional relationship with other health care providers and respect their abilities, opinions and achievements.

Well-being
of the
community

14. Pharmaceutical personnel understand that the well-being of the community rests on the good health of individuals that make it. They should promote healthy lifestyles and hygiene and provide health care services that promote individual's health. Also, they should lead lives that are exemplary to the rest of the community.

Honest

15. Pharmaceutical personnel shall be honest and candid when discharging duties.

Quality
services

16. Every pharmaceutical personnel has a duty to serve the public in a conscientious, diligent and efficient manner in order to provide quality services.

Dodoma,
27th December, 2019

UMMY A. MWALIMU,
*Minister for Health, Community
Development, Gender, Elderly and Children*