

Counseling Area Requirements

Upon inspection of remodeled pharmacies and new opening pharmacies there have been discussions as to the requirements to comply with:

Mn Rule 6800.0700 PHARMACY, SPACE, AND SECURITY.

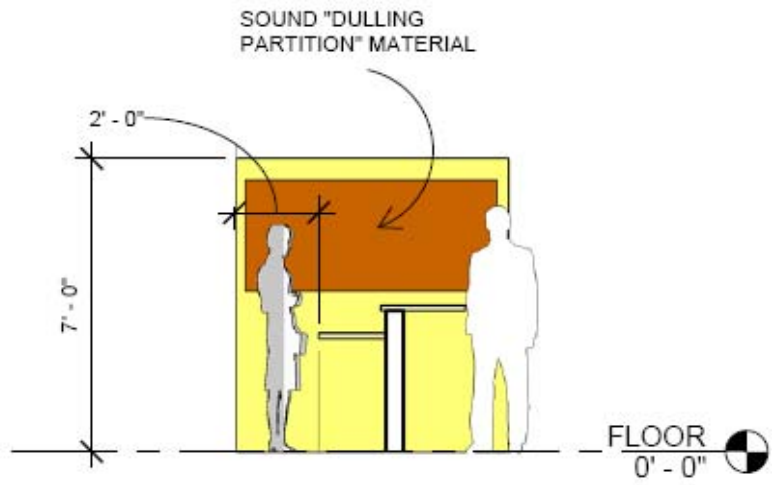
Subpart 1. Minimum requirements. No person shall be issued a license to conduct a pharmacy located in Minnesota unless the pharmacy:

E. in the case of a community/retail pharmacy, contains an area where consultation between the patient and the pharmacist may be conducted with an assurance of privacy. Community/retail pharmacies in existence on February 1, 1999, have until February 1, 2001, to comply with this item; and

These discussions center around the fact that the above rule is vague and subject to interpretation. In regards to this it has been suggested that in order to maintain consistency and offer guidance the Board should develop guidelines to meet the above rule. The recommendations for an adequate patient counseling area are:

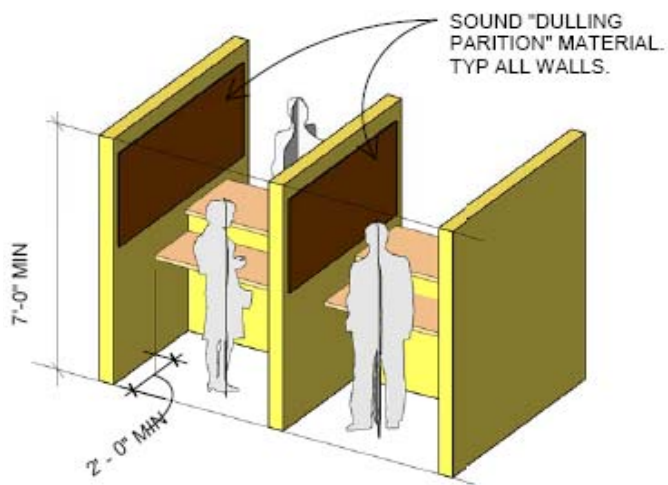
- A designated area that provides for a confidential discussion between the patient and the pharmacist using sound dulling partitions **at least** 7 feet high and **at least** 24 inches deep. Please keep in mind the patient must be able to step into this area so the barriers are on each side of the patient. (see sketches on next page)
- Consideration must be given to the proximity of the check-out or cash register, the volume of pedestrian traffic in and around the counseling area, the drive-thru from both inside and outside, and the presence of chairs, blood pressure machines and other items, so that all patients will be able to obtain counseling without being overheard by others in the area.
- The area must not contain any item for sale apart from the articles needed for counseling sessions. An accessible computer terminal for patient profile review and clinical documentation is also recommended.
- The area must be accessible to the patient from the outside of the prescription dispensing area and be open at all times when the pharmacy is open.

Approved by the Board 1/11/2006



Section 1

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Perspective

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