

# Preparing for Your Pharmacy Survey

*We're with you. Every step of the way.*

*To help prepare for your Pharmacy's site survey, we suggest you double-check that you are ready with the following:*

## Patient Care

- Private consultation area
- Comfortable waiting area
- Medication safety policy and procedures

## Interior Signage (posted in public view)

- Licenses, registrations, and certificates
- Compliant officer name and contact information
- Signs designating drop off and pick up

## Pharmacy Exterior

- Handicapped Parking space(s)
- Wheelchair entrance(s)
- Sign & numbered address (identifying your facility)
- Entrance, doorways, hallways, and public areas (must meet ADA standards)

## Human Resources

- Appropriate personnel
  - Pharmacist
  - Pharmacy Tech
- Employee Manual
- Employee files

## Information Management

- Business Associate Agreements
- HIPAA

## Performance Management

- Medication Error log
- Complaint resolution log
- Patient satisfaction surveys
- Adverse Events

## Immunizations (if applicable)

- Vaccine Coordinator
- Storage/inventory control
- Licensed Immunizer or other healthcare professional
- Maintain Standing Orders
- Emergency protocols
- Intake process
- Vaccine disposal
- CDC recommendations

## Compounding Pharmaceuticals (if applicable)

- Safe environment
- Licensed (where applicable)
- Storage of chemicals and components