

WEST END DRUG

Code of Ethics and Conduct

West End Drug's pharmacy team, which includes pharmacists, technicians, management, owners, and clerks, is committed to providing patient centered and professional pharmacy services to our diverse set of customers and patients.

We are obligated to deliver the right medication and consulting services to the right patient at the right time for their needs. This Code of Conduct and Ethics is intended to publicly state the principles that form the fundamental basis of the roles, responsibilities, and actions of our pharmacy team. These principles restate our moral and ethical obligations and establish a guide for our relationships with customers, patients, employees, and other health professionals.

Respect the Relationship between the Patient and Our Pharmacy Staff

Our patients trust us to make their health our primary concern. We promise to help our patients achieve the best results from their medications. We are committed to the patient's welfare and to maintaining their trust.

Promote our Patient's Interests in a Caring, Compassionate, and Confidential Manner

Our patient's well-being is at the center of our business. We must consider needs stated by the patient as well as those defined by health science. Our pharmacy is dedicated to protecting patient dignity. With a caring attitude and a compassionate spirit, we focus on serving the patient in a private and confidential manner.

Respect the Autonomy and Dignity of Each Patient

Our team helps patients understand their pharmacy plan and recognizes individual self-worth by encouraging patients to talk to us about their health. We will communicate with patients in terms that are understandable, and in all cases, respectful to the personal and cultural differences among our patients.

Act with Honesty and Integrity in Professional Relationships

Our communications with other health professionals will be truthful, and our advice will be based on the patient's best interest. We are obligated to alert our owners of any actions, practices, behavior, or work conditions that could reduce or compromise patient safety.

Maintain Professional Competence

Our duty is to maintain our professional knowledge and follow pharmacy policies and procedures. This includes the completion of all continuing education required for certification. We must always strive to strengthen our abilities and accuracy in processing patient medication requests. We will add any new medications, devices, and technologies that become available to better serve our patients.

Respect the Values and Abilities of Colleagues and Other Health Professionals

We will work together as a team to serve our patients in a timely and accurate manner. When necessary, we will ask for the consultation of colleagues or contact other health professionals to make sure that the prescriptions we dispense are accurate and safe for our patients. We will act quickly to notify patients if their medications are deemed unsafe by the manufacturer or other industry experts.

Respect the Covenantal Relationship between the Patient and the Pharmacist

We will maintain the covenant and the gift of trust received from society. In return for this gift, we promise to help individuals achieve optimum benefit from their medications, to be committed to their welfare, and to maintain their trust.

Serve Individual, Community, and Societal Needs

We will expand our obligations at times beyond the individual to the community and society. In these situations, the pharmacist will recognize the responsibilities that accompany these obligations and act accordingly.

Seek Justice in the Distribution of Health Resources

When health resources are allocated, we will balance the needs of patients and society.

Avoid Conflicts of Interest

Our team will provide services and patient care that is free from any conflicts of interest or appearance thereof. We will avoid any situation that could compromise a team member's judgment or ability to conduct business in accordance with policy or the Code of Ethics.

Ensure Truth in Billing

We will follow all practices and procedures to prevent fraud, waste, or abuse in billing. In addition, every member of the team will report any suspected violations.