**Ethical Issues**

**Section:** Company and Employee Standards

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** PHARM Core 21, 27, 37

**ACHC Standards:** DRX2-7A

**Policy ID:** 1.5

**Approved by:**

**POLICY**

<insert practice name> through staff or contract personnel, shall involve the patient or his/her designated representative in the consideration of any ethical issues that arise out of patient care.

**PROCEDURE**

Ethics are the moral principles or practices conforming to a standard of appropriate behavior. <insert practice name> will resolve all ethical issues that may arise out of the course of care, and educate staff as to the appropriate mechanism for resolution. **[PHARM Core 27, 37]**

Examples or aspects of ethics that might need addressing may include:

* Death and dying issues
* Safety issues
* Patient compliance with physician’s orders
* Advance directives
* Reimbursement issues
* Confidentiality issues

At any time while servicing a patient should an issue arise that would be considered ethical in nature, the appropriate Supervisor/manager or Pharmacy Director will be contacted.

The appropriate Supervisor shall confer with the patient regarding the issue. To the extent necessary, the Supervisor will then consult with the Pharmacy Director, as well as with the Governing Body (Board of Directors), if appropriate.

As necessary, an “ad-hoc” team may be arranged to review the particular circumstances surrounding an ethical issue and offer its recommendation for resolution to the Pharmacy Director. This team may involve the physician, the patient or designated representative, the pharmacy employee delivering service, and the pharmacy employee’s supervisor.

All appropriate personnel will be informed of the decision of the Pharmacy Director, and will be assisted in meeting the particular needs of the patient/client.

A summary of all ethical issues and actions will be presented to the Quality Management Committee and the Governing Body quarterly. **[PHARM Core 21 (b-ii)]**

All employees will be instructed in ethical issues and the Code of Conduct **[PHARM Core 27 (a)]**

|  |  |  |
| --- | --- | --- |
| **DATE:** | **REVISED BY:** | **REVISION:** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |