COMMUNITY PHARMACY V2.0
STANDARDS AT-A-GLANCE

RISK MANAGEMENT (C-RM)
- C-RM 1: Regulatory Compliance
- C-RM 2: Business Continuity Risk Management
- C-RM 3: Information Systems Risk Management

CONSUMER PROTECTION AND EMPOWERMENT (C-CPE)
- C-CPE 1: Protection of Consumer Information
- C-CPE 2: Healthcare Ethics
- C-CPE 3: Consumer Protection
- C-CPE 4: Consumer Empowerment

OPERATIONS AND INFRASTRUCTURE (C-OPIN)
- C-OPIN 1: Not Applicable
- C-OPIN 2: Business Management
- C-OPIN 3: Staff Management
- C-OPIN 4: Delegation

PERFORMANCE MONITORING AND IMPROVEMENT (C-PMI)
- C-PMI 1: Quality Oversight Procedures and Responsibilities

PHARMACY OPERATIONS (P-OPS)
- P-OPS 1: Scope of Services and Performance Metrics
- P-OPS 2: Pharmacy Product Handling and Maintenance
- P-OPS 3: Management and Pharmacy Oversight

DRUG MANAGEMENT (P-DRM)
- P-DRM 1: Patient Safety and Education
- P-DRM 2: Drug Utilization Review
- P-DRM 3: Drug Management Collaboration

COMMUNITY PHARMACY SERVICES (CP-SRV)
- CP-SRV 1: Counseling Services
- CP-SRV 2: Immunization Services

PATIENT SERVICE AND COMMUNICATION (CP-PSC)
- CP-PSC 1: Patient Information and Support
- CP-PSC 2: Measuring Complaints and Satisfaction

MULTI-SITE PHARMACY PERFORMANCE MONITORING AND IMPROVEMENT (CP-PMI)
- CP-PMI 1: Services and Performance Across Multiple Sites

REPORTING PERFORMANCE MEASURES TO URAC (RPT)
- RPT 1: Reporting Performance Measures to URAC