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