



Pharmacy Core Standards, Version 3.1

Organizational Structure

PHARM Core 1 - Organizational Structure
PHARM Core 2 - Organization Documents

Policies and Procedures

PHARM Core 3 - Policy and Procedure Maintenance, Review, and Approval

Regulatory Compliance

PHARM Core 4 - Regulatory Compliance Program and Internal Controls

Inter-Departmental Coordination

PHARM Core 5 - Inter-departmental Coordination

Oversight of Delegated Functions

PHARM Core 6 - Delegation Review Criteria
PHARM Core 7 - Delegation Review
PHARM Core 8 - Delegation Contracts
PHARM Core 9 - Delegation Oversight

Marketing and Sales Communications

PHARM Core 10 - Review of Marketing and Sales Materials

Business Relationships

PHARM Core 11 - Written Business Agreements
PHARM Core 12 - Client Satisfaction

Information Management

PHARM Core 13 - Information Management
PHARM Core 14 - Business Continuity / Emergency Management
PHARM Core 15 - Information Confidentiality and Security
PHARM Core 16 - Confidentiality of Individually-Identifiable Health Information

Quality Management

PHARM Core 17 - Quality Management Program
PHARM Core 18 - Quality Management Program Resources
PHARM Core 19 - Quality Management Program Requirements
PHARM Core 20 - Quality Management Committee
PHARM Core 21 - Quality Management Documentation
PHARM Core 22 - Quality Improvement Project
PHARM Core 23 - Quality Improvement Project Requirements
PHARM Core 24 - Quality Improvement Projects: Consumer Organizations

Staff Qualifications

PHARM Core 25 - Job Descriptions
PHARM Core 26 - Staff Qualifications

Staff Management

PHARM Core 27 - Staff Education and Training Program
PHARM Core 28 - Staff Operational Tools and Support
PHARM Core 29 - Staff Assessment Program

Clinical Staff Credentialing and Oversight Role

PHARM Core 30 - Clinical Staff Credentialing
PHARM Core 31 - Senior Clinical Staff Requirements
PHARM Core 32 - Senior Clinical Staff Responsibilities
PHARM Core 33 - Financial Incentive Policy
PHARM Core 34 - Access to Services
PHARM Core 35 - Consumer Complaint Process

Health Care System Coordination

PHARM Core 36 - Coordination with External Entities

Consumer Protection and Empowerment

PHARM Core 37 - Consumer Rights and Responsibilities
PHARM Core 38 - Consumer Safety Mechanism
PHARM Core 39 - Consumer Satisfaction
PHARM Core 40 - Health Literacy
PHARM Core 41 - Employment Background Screening