



VIPPS Online Pharmacy Provider Criteria

Licensure

Qualifying Verified Internet Pharmacy Practice Sites™ (VIPPS®) Pharmacies (see definitions) will:

- ◆ Provide NABP with the information necessary to verify that the VIPPS pharmacy is licensed or registered in good standing to operate a pharmacy and/or engage in the practice of pharmacy with all applicable jurisdictions;
- ◆ Provide NABP with the information necessary to verify that all persons affiliated with the site, including those affiliated through contractual or other responsible arrangements, that are engaging in the practice of pharmacy are appropriately licensed or registered and in good standing in all applicable jurisdictions;
- ◆ Provide NABP with written policies and procedures that document how the pharmacy's policies and procedures are organized, authorized, reviewed, revised, and retired/archived; and
- ◆ Agree to comply with all applicable statutes and regulations governing the practice of pharmacy where licensed or registered. When a conflict arises between individual state laws or regulations, or between state and federal laws or regulations, the VIPPS Pharmacy will agree to comply with the more stringent law or regulation that applies as determined by conflict-of-law rules.

Prescriptions

VIPPS Pharmacies, in accordance with applicable state and federal laws and regulations, will:

- ◆ Maintain and enforce policies and procedures that assure the integrity, legitimacy, and authenticity of the Prescription Drug Order and seek to prevent Prescription Drug Orders from being submitted, honored, and filled by multiple pharmacies; and
- ◆ Maintain and enforce policies and procedures that assure compliance with applicable generic substitution statutes and regulations and prohibit unauthorized therapeutic substitution from occurring without the necessary patient or prescriber authorization and outside of the conditions for participation in state or federal programs, such as Medicaid.

Patient Information

VIPPS Pharmacies, in accordance with applicable state and federal laws and regulations, will:

- ◆ Maintain and enforce policies and procedures ensuring reasonable verification of the identity of the patient, prescriber, and, if appropriate, caregiver, in accordance with applicable state law;
- ◆ Obtain and maintain in a readily accessible format, patient medication profiles and other related data in a manner that facilitates consultation with the prescriber, when applicable, and counseling of the patient or caregiver;

- ◆ Conduct a prospective drug use review prior to the dispensing of a medication or device in accordance with applicable state law; and
- ◆ Maintain and enforce policies and procedures to assure patient confidentiality and protect patient identity and patient-specific information from inappropriate or nonessential access, use, or distribution. [The NABP Guidelines for the Confidentiality of Patient Health Care Information as It Relates to Patient Compliance and Patient Intervention Programs can serve as a useful resource for addressing the confidentiality and security of patient data.]

Communication

VIPPS Pharmacies, in accordance with applicable state and federal laws and regulations and VIPPS program criteria will:

- ◆ Maintain and enforce policies and procedures requiring pharmacists to offer interactive, meaningful consultation to the patient or caregiver;
- ◆ Maintain and enforce policies and procedures establishing a mechanism for patients to report, and the VIPPS Pharmacy to take appropriate action regarding, suspected adverse drug reactions and errors;
- ◆ Maintain and enforce policies and procedures that provide a mechanism to contact the patient and, if necessary, the prescriber, if an undue delay is encountered in delivering the prescribed drug or device. Undue delay is defined as an extension of the normal delivery cycle sufficient to jeopardize or alter the patient treatment plan; and
- ◆ Maintain and enforce policies and procedures establishing mechanisms to inform patients or caregivers about drug recalls and to educate patients and caregivers about the appropriate means to dispose of expired, damaged, and unusable medications.

Storage and Shipment

VIPPS Pharmacies, in accordance with applicable state and federal laws and regulations and VIPPS program criteria, will:

- ◆ Ship controlled substances to patients via a secure and traceable means; and
- ◆ Assure that medications and devices are maintained within appropriate temperature, light, and humidity standards, as established by the United States Pharmacopeia, during storage and shipment.

Over-the-Counter Products

VIPPS Pharmacies will:

- ◆ Comply with all applicable federal and state laws regarding the sale of Over-the-Counter Products identified as precursors to the manufacture or compounding of illegal drugs.

Quality Improvement Programs

VIPPS Pharmacies will:

- ◆ Maintain a Quality Assurance/Quality Improvement Program.

Reporting to NABP

VIPPS Pharmacies will:

- ◆ Notify NABP within 30 days of any change of information, including pharmacist-in-charge, provided as part of the verification process or involving data displayed on the VIPPS Web site.



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