

**Title 16. Board of Pharmacy
Order of Adoption**

Amend section 1707.2 in Article 2 of Division 17 of Title 16 California Code of Regulations to read as follows:

§ 1707.2. Duty to Consult

(a) A pharmacist shall provide oral consultation to his or her patient or the patient's agent in all ~~care~~-settings:

(1) upon request; ~~or~~

(2) whenever the pharmacist deems it warranted in the exercise of his or her professional judgment;~~;~~

~~(b) (1) In addition to the obligation to consult set forth in subsection (a), a pharmacist shall provide oral consultation to his or her patient or the patient's agent in any care setting in which the patient or agent is present:~~

~~(3A) whenever the prescription drug has not previously been dispensed to a patient; or~~

~~(4B) whenever a prescription drug not previously dispensed to a patient in the same dosage form, strength, or with the same written directions, is dispensed by the pharmacy.~~

~~(b)(12) When the patient or patient's agent is not present (including, but not limited to, a prescription drug that was shipped by mail or delivery), a pharmacy shall ensure that ~~the patient receives written notice:~~~~

~~(A) the patient receives written notice of his or her right to request consultation; ~~and~~~~

~~(B) the patient receives written notice of a ~~the hours of availability and the~~ telephone number from which the patient may obtain oral consultation from a pharmacist who has ready access to the patient's record~~;~~ and~~

~~(C) a pharmacist shall be available (i) to speak to the patient or patient's agent during any regular hours of operation, within an average of ten (10) minutes or less, unless a return call is scheduled to occur within one business hour, (ii) for no less than six days per week, and (iii) for a minimum of 40 hours per week.~~

~~(23) A pharmacist is not required by this subsection to provide oral consultation to an inpatient of a health care facility licensed pursuant to section 1250 of the Health and Safety Code, or to an inmate of an adult correctional facility or a juvenile detention facility, except upon the patient's discharge. A pharmacist is not obligated to consult about discharge medications if a health facility licensed pursuant to subdivision (a) or (b) of Health and Safety Code Section 1250 has implemented a written policy about discharge medications~~

which meets the requirements of Business and Professions Code Section 4074.

(c) When oral consultation is provided, it shall include at least the following:

- (1) directions for use and storage and the importance of compliance with directions; and
- (2) precautions and relevant warnings, including common severe side or adverse effects or interactions that may be encountered.

(d) Whenever a pharmacist deems it warranted in the exercise of his or her professional judgment, oral consultation shall also include:

- (1) the name and description of the medication;
- (2) the route of administration, dosage form, dosage, and duration of drug therapy;
- (3) any special directions for use and storage;
- (4) precautions for preparation and administration by the patient, including techniques for self-monitoring drug therapy;
- (5) prescription refill information;
- (6) therapeutic contraindications, avoidance of common severe side or adverse effects or known interactions, including serious potential interactions with known nonprescription medications and therapeutic contraindications and the action required if such side or adverse effects or interactions or therapeutic contraindications are present or occur;
- (7) action to be taken in the event of a missed dose.

(e) Notwithstanding the requirements set forth in subsection (a) and (b), a pharmacist is not required to provide oral consultation when a patient or the patient's agent refuses such consultation.

Note: Authority cited: Sections 4005, 4076 and ~~4122~~4112, Business and Professions Code.
Reference: Sections 4005, 4076 and ~~4122~~4112, Business and Professions Code.