

ETHICS

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Ethics checklist

For any given scenario in professional practice, ask yourself which of the following apply (one or many of the principles below may apply)

To practice ethically a pharmacist must:

- ✓ practice lawfully, be ethical and trustworthy, demonstrating accepted standards of professional and culturally appropriate personal and professional behaviour
- ✓ uphold the reputation and public trust of the profession
- ✓ behave in a manner that clearly demonstrates responsibility and accountability for all decisions made and actions taken in their professional practice
- ✓ maintain privacy and confidentiality
- ✓ contribute to the achievement of the objectives of Australia's National Medicines Policy, including quality use of medicines
- ✓ exercise a duty to make the care of patients or clients their first concern and to practise safely and effectively to prevent harm
- ✓ acknowledge that patients or clients have a right to complain about their care
- ✓ work with patients or clients to provide good care, including shared decision making and promotes continuity of care for patients across health sectors and providers, through appropriate referral and appropriate sharing of information
- ✓ provide care in a compassionate, professional, timely, and culturally safe and responsive manner in a manner that respects the dignity and autonomy of the patient
- ✓ promote the safe, judicious and efficacious use of medicines, and prevent the supply of unnecessary and/or excessive quantities of medicines, or any product which may cause harm
- ✓ establish good working relationships with health professionals and others to allow consultation, communication and cooperation in order to optimise health outcomes for the patient
- ✓ protect and promote the health of individuals and the community
- ✓ be accountable for practising safely and providing professional services only within own scope of practice, and for maintaining professional competence related to scope of practice
- ✓ exercise professional autonomy, objectivity and independence, and manage actual, perceived or potential situations of conflict of interest
- ✓ work in practice and within systems to reduce error and improve the safety of patients or clients
- ✓ only purchase, supply or promote any medicine, complementary medicine, herbal remedy or other healthcare product where there is credible evidence of efficacy and the benefit of use outweighs the risk
- ✓ keep their knowledge and skills up to date, and to practice competently to provide safe and effective care, always aiming to provide the highest possible standards of care
- ✓ maintain their own health and well-being, including seeking an appropriate work-life balance
- ✓ contribute to the profession, including teaching, supervising and mentoring practitioners and students
- ✓ demonstrate mutual respect and clear communication with other health professionals, including effective collaboration when working in a team

PSA Principles
Code of Ethics
Clinical
Community



Summary of Principles

1 - CARE PRINCIPLE 1

A pharmacist makes the health and wellbeing of the patient their first priority.

CARE PRINCIPLE 2

A pharmacist practises and promotes patient-centred care.

CARE PRINCIPLE 3

A pharmacist exercises professional judgement in the interests of the patient and wider community.

2 - INTEGRITY PRINCIPLE 1

A pharmacist acts with honesty and integrity to maintain public trust and confidence in the profession.

INTEGRITY PRINCIPLE 2

A pharmacist only practises under conditions which uphold the professional independence, judgement and integrity of themselves and others.

3 - COMPETENCY PRINCIPLE 1

A pharmacist demonstrates a commitment to the continual development of self and the profession to enhance pharmacy practice.

COMPETENCY PRINCIPLE 2

A pharmacist works collaboratively with others to deliver patient-centred care and optimise health outcomes.

Hospital

SHPA Code of Ethics



Scope

This policy is applicable to all Society of Hospital Pharmacists of Australia (SHPA) office bearers, staff, and members and those acting on behalf of SHPA. They are: Federal Councillors, members of the Council committees and Reference Groups, Branch office bearers, Committees of Speciality Practice members, SHPA staff, conference organising committees, the Research and Development Grants and Awards Committee (RDGAC) and members involved in the planning and delivery of SHPA activities.

SHPA members should be guided by these eight principles.

1. Always hold the best interests of the patient and the wider community as the central focus and avoid harm in any form or manner. All patient services must be provided with courtesy, respect and confidentiality and in line with the Australian Charter of Healthcare Rights
2. Respect the patient's right to informed consent, to participate in decisions about care and to refuse treatment. Patients must be provided with sufficient, relevant, readily understandable information to allow them to make informed decisions.
3. Maintain professional competence and endeavour at all times to provide a pharmacy service to the highest possible standards in keeping with the mission of the profession, and with the relevant laws, standards, guidelines and codes of practice.
4. Act with honesty and integrity and avoid conflict of interest or situations that may compromise the professional relationship or influence the objectivity of judgments. Do not engage in behaviour or activity likely to bring the profession of pharmacy into disrepute or undermine public confidence.
5. Contribute to the knowledge base of the profession through teaching, research and publication. Pharmacists have a consequent responsibility to provide information and advice about medicines to health professionals, patients and the community. Such information should be based on the principles of the quality use of medicines.
6. Maintain an effective collaborative professional relationship with colleagues and other health professionals, respecting their abilities, opinions and achievements and demonstrating a willingness to provide advice and support.
7. When involved in research, observe the requirements of duly constituted institutional ethics committees, and relevant national and international declarations. Observe intellectual property rights, copyright and due acknowledgment in scientific publication, and openly declare all financial and non-financial interests when reporting scientific findings.
8. Endeavour to avoid discrimination of any type and ensure the fair distribution of medicines and treatment to the best of their ability.

SHPA members should also refer to the Pharmacy Board of Australia's Code of Conduct.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

National
Health
Act

- review on USB
page 1-244

~~OTC Booklet~~
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