**Legal and ethical structure**

1. **What are the Legal and Ethical Issues Identified from the scenario?**

**Legal considerations:** Pharmacists must comply with practice laws and pharmacy board guidelines and other relevant codes and standards

* Controlled substances act & regulation (drugs and dispensing)
* National Health Act
* Privacy act & principles
* The poisons standard (Scheduling, additional controls on prescribing and supply)
* Pharmacy board guideline on compounding, CPD, mandatory notification, advertising, social media, dispensing practice, DDA and staged supply, practice specific issues, specialised supply arrangements, MATOD
* National Immunisation handbook and Australian immunisation handbook
* My Healthcare rights
* PDL Guideline on incident management
* PBS & Medicare requirements

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| Relevant document identifying legal issue | Explain the legal issue using the document |
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**Ethical considerations:** As a pharmacist we must practice ethically by following the PSA/SHPA code of ethics, the pharmacy board code of conduct and related professional practice standards.

* PSA code of ethics (Principles) and SHPA Code of ethics
* UNISA Checklist
* Pharmacy Board Code of Conduct

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| Relevant document identifying ethical issue | Explain the ethical issue using the document |
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**Addressing other sources of risk or harm:**

* Workload
* Pressure from others in the work environment such as customers service
1. **Discuss the options/actions you would take and why to rectify the issue?**
* Actions performed to produce a legal and satisfactory outcome for patient/ client or situation described)
* Follow up processes
* Documentation
* Contacting relevant authority
* Contacting insurance provider
1. **How to prevent the situation in the future?**
* Continued professional development to upskill
* Educating staff
* Implementing procedures
* Accountability processes
1. **Quick Reflection:** Did I address all the issues? Are all the issues rectified?