

Patient Charter

Pharmacists in your local community pharmacy, in hospitals or as part of specialist health services provide medicines and healthcare knowledge and services that have your health as their primary focus.

This Patient Charter tells you what you can expect from pharmacy services in Ireland and the role a pharmacist plays in your healthcare.

It also helps you understand the role that you play in looking after your own or someone else's health, with the help and support of your pharmacist.

What can I expect from my pharmacist?

Safe and effective services

- Your health, wellbeing and safety will be at the centre of your care.
- Following a consultation, your pharmacist will provide you with information about suitable medicines, other health products and services to meet your healthcare needs.
- Your pharmacist will provide you with care and treatment or may refer you to another healthcare professional.
- Your pharmacist will make sure your medicines are safe for you.

Communication and information

- Your pharmacist will listen to your questions and clearly explain all the information you need, so you can safely and properly use your medicines.
- Your pharmacist will give you clear information about the cost of medicines, other pharmacy services and health products.

Participation

- Your pharmacist will involve you in decisions about your treatment and care.
- You may refuse treatments that are offered to you. Your pharmacist will explain how refusing a treatment may affect your health.

Dignity and respect

- Your pharmacist will treat you in a sensitive and courteous way, which respects you and your beliefs.



Privacy

- Your pharmacist will respect your privacy. You can speak with your pharmacist in confidence, in a private consultation area.
- Your pharmacist will keep your personal records up-to-date and confidential. You may ask for a copy of your records from your pharmacist, if you wish.

Accessibility

- The pharmacy will be safe and clean, and will facilitate access to everyone.

Accountability

- Pharmacists and pharmacies must be registered with the Pharmaceutical Society of Ireland (PSI) and must operate legally, safely and ethically.
- You can expect to see the registration certificates of the pharmacy and the pharmacist in charge on display in the pharmacy.

How can I help my pharmacist meet these expectations?

Safe and effective services

- Give your pharmacist valid and up-to-date prescriptions.

Communication and information

- Give your pharmacist accurate and complete information about your medical history, any other medicines you take, and any other facts that may affect your healthcare.

Participation

- Take part in decisions about your care as much as you can. Ask questions if you do not understand something.

Dignity and respect

- Treat pharmacy staff with dignity and respect.

Privacy

- Respect the privacy of other patients.

Accountability

- Talk to your pharmacist if you have any concerns about the care you receive in the pharmacy.



What can I do if these expectations are not met?

Pharmacists are highly-qualified and trained healthcare professionals with the interests of patients and the public at the centre of their work. If you are unhappy with the service or care you have received in a pharmacy, you should speak first with the pharmacist at that pharmacy.

If this does not resolve the matter, and you are concerned about the behaviour, conduct or practice of a pharmacist, or the service you have received in a pharmacy, you may complain to the Pharmaceutical Society of Ireland (PSI), which will look into the matter.

You can find information about how to make a complaint on the PSI website, www.psi.ie, or you can phone the PSI on (01) 218 4000.

About the PSI

The Pharmaceutical Society of Ireland (PSI) has been set up by law to independently regulate pharmacists and pharmacies. We act in the public interest to protect and promote the health, safety and wellbeing of patients and the public.

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This is a draft document for public consultation. You can respond with your feedback using this online [public consultation survey](#).

