

COMPLIANCE INSPECTIONS GOING VIRTUAL

The goal of the Texas State Board of Pharmacy (TSBP) Compliance Team is to provide education and information throughout the COVID-19 pandemic, without causing undue burdens on pharmacies, pharmacists, and pharmacy technicians. With great appreciation for front-line essential workers who are committed to providing the best care for their patients during this crisis, TSBP is honored to participate and play an important role in patient care and safety, while protecting the citizens of Texas. In many instances, compliance inspections will be performed virtually using various types of technology to accomplish the inspection remotely. Inspectors will strive to limit interruption to a pharmacy's workflow, which will allow dedicated front-line essential workers to properly care for their patients while at the same time receive important information and assistance from TSBP. TSBP is committed to allowing front-line essential workers to concentrate wholly on devoting their expert knowledge and skills to their patients, through voluntary compliance, while maintaining safety precautions for themselves and their families.

Inspections are prioritized as follows:

- Licensee requests
- Pre-Inspections
- Pharmacies compounding sterile preparations
- Routine inspections
- Courtesy check-in calls (i.e., interaction to answer questions and offer assistance)

In order to conduct the virtual inspection, the compliance officer/inspector will contact the pharmacy by phone and set up a mutually agreeable time to conduct the inspection. The compliance officer/inspector will provide instructions about the virtual inspection, answer any questions, and request an email address for sending any further information or documents. On the day of the inspection, the Notice of Inspection will be emailed to the pharmacy.

Inspections may be conducted via a video conferencing application (e.g., FaceTime, Skype, Zoom, etc.). If the licensee does not have appropriate means to interact via video conference, the compliance officer/inspector may telephonically contact the pharmacy.

The compliance officer/inspector will ask for information such as the pharmacy's DEA number and expiration date; current staff of the pharmacy; services provided by the pharmacy; recordkeeping; and other operational issues. The compliance officer/inspector will not routinely ask for videos, pictures, or downloads of data, unless necessary. The compliance officer/inspector will also be available to the pharmacy to answer questions that pharmacy staff may have about the laws and rules governing the practice of pharmacy.

Following the inspection, the Remarks page of the inspection report will be emailed to the pharmacy. The pharmacist participating in the virtual inspection should sign and complete the Acknowledgement of the Inspection Report and then email the document back to the compliance officer/inspector.

Compliance officers/inspectors may follow-up telephonically or by email to confirm that any matters of concern discussed during the inspection have been corrected and that any corrective processes have been implemented.

Credentials for the compliance officers/inspectors are available. Names of compliance officers/inspectors are provided on the TSBP website: <https://www.pharmacy.texas.gov/about/staff.asp>. Further confirmation of a compliance officer/inspector may be obtained by calling the TSBP office at 512-305-8029.