



# Guidelines for Community pharmacy consultation rooms

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## 1. Name of Guidelines

Community pharmacy consultation rooms.

## 2. Guidelines statement

These guidelines explain the PRASA requirements for community pharmacy consultation rooms.

## 3. Applicability

These guidelines apply to all registered pharmacy premises in South Australia delivering professional pharmacy services requiring a private and confidential consultation room.

All South Australians should be able to access appropriate healthcare from community pharmacies regardless of their location. PRASA acknowledges the specific challenges for pharmacies located in rural or regional areas, including restriction on available space. PRASA is committed to community access to high levels of professional services provision and will work with pharmacy services providers in these areas to deliver the requirements for private consultation spaces.

Exemptions to the requirement for a private consultation room will only be granted to eligible premises in exceptional circumstances following application to PRASA. In these contexts, a private and confidential consultation space may be approved by PRASA on a case-by-case basis.

## 4. Essential requirements

It is expected that pharmacies delivering professional pharmacy services requiring private and confidential consultation have a private consultation room that provides auditory and visual privacy and complies with the requirements below. The consultation room should be readily available and used whenever applicable services are provided.

The provision of privacy and confidentiality is of utmost importance and is a requirement for legal and ethical practice. Pharmacists will need to use their professional judgement and skills and be open and transparent to ensure that the public understand are satisfied with privacy and confidentiality applied to each individual context.

The consultation room must be consistent with the following:

1. Fully enclosed room (walls to ceiling, or inserted ceiling) constructed of appropriate material with door/s to prevent public access, and
2. Provides auditory and visual privacy (so that people talking at normal voices cannot be heard outside of the consultation area), and
3. Maintained in a clean, uncluttered and hygienic manner, and
4. Identified as a consultation room, including an appropriate sign visible on the door to indicate when a consultation is in progress, and
5. Ensures no public access when not in use, with the use of locks if necessary, and
6. Not be used as a dispensary, compounding or DAA packing room, storeroom for any items (particularly scheduled medicines), staff room or retail area, and
7. Have adequate lighting, and
8. Be maintained at a comfortable ambient temperature, and

9. Have a hand sanitisation facility, and
10. Have medical waste/sharps disposal facilities as appropriate, and
11. Have an up-to-date anaphylaxis kit, and
12. Have ready access to a hand washing facility, and
13. Have sufficient floor area, clear of equipment and furniture, to accommodate the person receiving the professional service/s and an accompanying person/s, and to allow the pharmacist adequate space to manoeuvre, and
14. Be set up to accommodate people with mobility aids and/or disability, and
15. Have sufficient chairs to accommodate the person receiving the professional service/s and an accompanying person/s, and
16. Have a first aid couch or similar (e.g., medical bed, reclining chair) that is ready for use\*, and
17. Have sufficient bench space (with an impervious surface) for the services being undertaken, and
18. Provides a panic button or similar mechanism to ensure security of consumers and staff within the room.

*\*Requirements may vary. For some services an appropriate medical bed is essential. Refer to specific guidelines for relevant service.*

## 5. General requirements

Pharmacists/pharmacy services providers are obliged to ensure that:

1. Access to and from the consultation room maintains the privacy and confidentiality of other individuals.
  - a. For example, a person's private and confidential information must not be visible to anyone walking past the dispensary (e.g., information displayed on computer screens and/or prescriptions waiting for collection).
2. Consumer records are stored privately and securely.
3. Sharps containers, medical waste disposal and/or anaphylaxis kits are stored away from public access.

The following are not allowed within a consultation room:

1. Scheduled medicines (other than Scheduled medicines dispensed to the person, or a person's own supply of medicines), and
2. General storage of food or drink (excludes food/drink for the treatment of an unwell individual and/or a person's own food/drink as long as it does not interfere with safety in service delivery).

## 6. Compliance

This policy is binding on those to whom it applies or relates.

## 7. Document History

Version	Date approved	Approved by	Amendment notes
1.0	5 Feb 2025	PRASA	Nil.

## 8. Appendices

Appendix 1 – Supporting information.

## Appendix 1 – Supporting information

- Australasian Society of Clinical Immunology and Allergy. ASCIA Anaphylaxis e-training for pharmacists (<https://etrainingpharm.ascia.org.au/mod/page/view.php?id=59>)
- Australasian Society of Clinical Immunology and Allergy. ASCIA guidelines: acute management of anaphylaxis (<https://www.allergy.org.au/hp/papers/acute-management-of-anaphylaxis-guidelines>)
- Australasian Society of Clinical Immunology and Allergy. ASCIA First aid plan for anaphylaxis (<https://www.allergy.org.au/hp/anaphylaxis/first-aid-for-anaphylaxis>)
- Australian Government. Department of Health. Australian immunisation handbook ([www.health.gov.au/resources/publications/the-australian-immunisation-handbook](http://www.health.gov.au/resources/publications/the-australian-immunisation-handbook))
- Australian Government Department of Health. National immunisation program (<https://www.health.gov.au/our-work/national-immunisation-program>)
- Australian Government Department of Health. National immunisation program schedule (NIP) ([www.health.gov.au/resources/publications/national-immunisation-program-schedule?language=en](http://www.health.gov.au/resources/publications/national-immunisation-program-schedule?language=en))
- Australian Government Department of Health. National vaccine storage guidelines ‘strive for 5’ (<https://www.health.gov.au/resources/publications/national-vaccine-storage-guidelines-strive-for-5?language=en>)
- Australian Medicines Handbook
- Australian Pharmaceutical Formulary Handbook
- National Health and Medical Research Council. Australian guidelines for the prevention and control of infection in healthcare (<https://www.safetyandquality.gov.au/publications-and-resources/resource-library/australian-guidelines-prevention-and-control-infection-healthcare>)
- National Immunisation Program: South Australia (<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/immunisation/immunisation+programs>)
- Office of the Australian Information Commissioner. Privacy (<https://www.oaic.gov.au/privacy>)
- Pharmaceutical Society of Australia. Professional practice standards (<https://www.psa.org.au/practice-support-industry/pps/>)
- Practice Guidelines for the provision of immunisation services (Pharmaceutical Society of Australia)
- South Australian Government Department of Health South Australian Vaccine Administration Code (<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/about+us/legislation/controlled+substances+legislation/vaccine+administration+code>)
- South Australian Government Department of Health South Australian Vaccine Storage guidelines (<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/clinical+resources/clinical+programs+and+practice+guidelines/immunisation+for+health+professionals/vaccine+ordering+and+storage/vaccine+storage>)