



CANADIAN
PHARMACISTS
ASSOCIATION

ASSOCIATION DES
PHARMACIENS
DU CANADA



Neighbourhood
Pharmacy
Association of Canada

Association canadienne
des pharmacies
de quartier

April 23, 2020

To our valued partners,

The current COVID-19 pandemic requires every Canadian do their part to keep our communities safe. Pharmacists are playing a vital role in patient care during this crisis. As the most accessible health care providers, pharmacists are on the frontline putting their own health at risk to help patients and ensure Canadians have access to the health care services they depend on at the pharmacy. Governments across the country are empowering pharmacists to ensure continuity of medication therapy and asking pharmacists to triage patients to keep doctors available to deal with the critically ill. Pharmacists' time is at a premium and in some provinces, the increase in demand for pharmacists has resulted in [regulators](#) allowing for temporary registration of retired and non-practicing pharmacists.

In light of these unprecedented circumstances, we are asking for you to consider our request to suspend in-person and desk audits to allow pharmacists and their staff to focus on the important task of patient care. We understand the need for audits and do not in any way condone fraudulent billing practices, but as we are facing challenging times, we request that you temporarily suspend audit activities and accumulate findings for review when regular pharmacy activities resume. We recognize that some payers have already suspended audit activity and we very much appreciate this proactive measure.

Pharmacists across Canada have been working tirelessly throughout the COVID-19 crisis and we would like to ensure pharmacy resources are allocated where they are needed the most, caring for Canadians and helping to prevent the spread of COVID-19. We hope that you will support frontline pharmacists by assisting in this matter.

Sincerely,

Joelle Walker
Vice-President, Public Affairs
Canadian Pharmacists Association

Sandra Hanna, RPh.
Chief Executive Officer
Neighbourhood Pharmacy Association of Canada