

## Standard of Practice: Selling

### Standard of Practice

When selling products, naturopathic doctors must do so safely, responsibly, and ethically.

### Introduction

By selling products, naturopathic doctors reduce barriers for their patients to access products that are beneficial to their health, and must ensure that they carry this out ethically, safely and responsibly. When selling product to the public, steps must be taken to clearly inform the public that the purchase of product does not constitute nor substitute naturopathic medical care.

This standard applies to all sales:

- from a dispensary within a naturopathic clinic setting;
- from a dispensary associated with a naturopathic clinic setting; and
- by a naturopathic doctor when using any of the protected titles outlined in the *Naturopaths Profession Regulation* to endorse a product.

### Definitions

**Dispensary:** a place where products are combined, prepared and/or sold.

**Drug:** as defined in the Pharmacy and Drug Act.

**Mixing substances:** the process by which a substance is created with unique properties by mixing two or more existing substances.

**Public:** individuals who do not have a prescription from a regulated health care professional for the product they wish to purchase.

**Product:** any device and substance that does not qualify as a drug.

**Prescription:** the recommendation of a product by a regulated health professional.

**Restricted activities:** the indicated activities performed as part of providing a health service that requires specific competencies and skills to be carried out safely, as defined in the *Health Professions Restricted Activity Regulation* and the *Health Professions Act*. Restricted activities are not linked to any particular health profession and a number of regulated health professionals may perform a particular restricted activity. A complete list of restricted activities is found in the *Health Professions Act section 1.3(1)*. Restricted activities authorized for naturopathic doctors are listed in the *Health Professions Restricted Activity Regulation s.37*

**Standard of Practice:** an authoritative statement that describes a minimum required behaviour of every naturopathic doctor and is used to evaluate individual conduct. Naturopathic doctors should always strive to practice above the minimum standards. Performance below the minimum standard may result in disciplinary action.

**Substance:** anything that is publicly available and which may include botanical tinctures, botanical powders or loose herbs, fluid/solid extracts, base creams, salves and ointments, homeopathic remedies, vitamins, minerals and amino acids.

**Naturopathic doctors demonstrate this standard of practice by:**

1. ensuring that products sold are within the naturopathic scope of practice in accordance with **CNDA Standard of Practice: General** and in accordance with **CNDA Standard of Practice: Conflict of Interest**;
2. ensuring that products are labelled with an expiry date and are not sold past their expiry date;
3. ensuring that products are obtained, handled and stored in accordance with applicable laws;
4. documenting the sale of all products in accordance with **CNDA Standard of Practice: Records Keeping**;
5. selling products at fair market value based on the cost of goods sold plus a reasonable handling cost (e.g. shipping costs, staff wages, cost of rental space, etc.);
6. including a disclaimer on the receipt that any products purchased without a prescription have not been prescribed by a naturopathic doctor and that the purchase of a product from a naturopathic doctor's dispensary does not constitute nor substitute naturopathic medical care;
7. ensuring when mixing substances to produce a product to sell:
  - a. the area of preparation is clean and surfaces are sanitized in accordance with **CNDA Standard of Practice: Infectious Disease Prevention and Control**;
  - b. there is no cross-contamination of substances;
  - c. the area of preparation is not accessible to patients;
  - d. substances are mixed using accurate measuring devices appropriate to the substance being measured;
  - e. substances are only mixed into new containers;
  - f. the final product is labelled with an expiry date;
  - g. the personnel preparing the product:
    - i. does not make any substitutions or alterations to the prescription in any way prior to selling the product,
    - ii. does not provide advice that would constitute naturopathic medical care, and
    - iii. does not mix substances that are to be used by the naturopathic doctor to use while performing a restricted activity;
8. ensuring the personnel selling the product:
  - a) does not make any substitutions or alterations to the prescription in any way prior to selling the product; and

- b) does not provide advice that would constitute naturopathic medical care;
9. ensuring when selling to **patients** that:
- a) the prescription is verified for the following information:
    - i) patient name,
    - ii) the prescriber's name,
    - iii) the date of the prescription,
    - iv) name of product, and
    - v) dosage and duration;
  - b) the prescription is dated within one year prior to the sale of the product;
  - c) the name of the prescribing regulated health care professional is documented in accordance with **CNDA Standard of Practice: Records Keeping**;
  - d) a product is not sold if it will expire before the date on which the patient is expected to finish the product;
  - e) the patient is informed that they can purchase the product elsewhere; and
  - f) naturopathic doctors do not instruct patients that they must purchase products from their dispensary; and
10. ensuring when selling to the **public** that:
- a) they have been informed prior to purchasing that the product has not been prescribed by a naturopathic doctor; and
  - b) they have been informed prior to purchasing that purchasing a product from a dispensary of a naturopathic doctor does not constitute nor substitute naturopathic medical care.

### Expected Outcomes

Patients are satisfied that:

- naturopathic doctors sell products safely, responsibly and ethically.

The public is satisfied that:

- they have been informed that the products they purchased have not been recommended to them by a naturopathic doctor; and
- they have been informed that purchasing a product from a dispensary does not constitute nor substitute naturopathic medical care.

### Related Documents

*Health Professions Act*

*Health Professions Restricted Activity Regulation*

*Naturopaths Profession Regulation*

*Pharmacy and Drug Act*

CNDA Code of Ethics

CNDA Standard of Practice: General

CNDA Standard of Practice: Conflict of Interest

CNDA Standard of Practice: Infectious Disease Prevention and Control

CNDA Standard of Practice: Records Keeping

CNDA Guideline: Collaboration in Patient Care in a Shared Healthcare Setting

