

**POLICY AND PROCEDURE MANUAL  
PHARMACY SERVICES**

SECTION: **PERSONNEL RELATED POLICIES**

SUBJECT: **REFUSAL TO DISPENSE DRUGS AND DEVICES  
PROTOCOL**

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**PURPOSE**

To prevent obstructing a patient from obtaining a prescription or device that has been legally prescribed or ordered due to ethical, moral, or religious grounds of a pharmacist (Business and Professions Code, Section 733).

**POLICY**

1. A pharmacist may decline to dispense a prescription drug or device on ethical, moral, or religious grounds only if the pharmacist has previously notified his or her supervisor, in writing, of the drug or class of drugs to which he or she objects and the employer can, without creating undue hardship, provide a reasonable accommodation of the pharmacist's objection.
2. As soon as the supervisor receives the written, signed, and dated notice from the pharmacist, the supervisor will enter the date, the pharmacist's name, and reason for refusal on the "Refusal to Dispense" list and keep the notice and list on file (see attachment for the list).
3. If an order for the drug or class of drugs or device in question is received by the objecting pharmacist, the drug or class of drugs or device will be referred to another pharmacist to dispense. If another pharmacist is unavailable, the following steps will be followed:
  - a. Immediately notify the patient of the problem and possible solutions listed below.
    - i. The pharmacist will refer the patient to an outside pharmacy if the patient has insurance or the means to pay for the drug or device. The pharmacist shall make a reasonable effort to refer the patient to a pharmacy that stocks the prescription drug or device that is near enough to Rancho to ensure that the patient has timely access to the drug or device.
    - ii. If the patient does not have any means to pay for the medication, ask the patient to come back when there is an available pharmacist. The pharmacist will inform the patient of the approximate time that the medication will be available in order to ensure that it is acceptable to the patient and that the patient has timely access to the drug or device.
  - b. If there isn't a resolution to the dispensing of the medication or device in question, the pharmacist will follow the chain of command in the Pharmacy Department and contact the individuals accordingly.

Reviewed: 4/12/16bdk, 11/19/2018bdk, 4/19/2022 TT

Approved By: 

