Is Your Pharmacy Ready for Digital Pharmacy Accreditation?

A Step-by-Step Guide to Digital Pharmacy Accreditation

Prior to applying for Digital Pharmacy Accreditation, all prospective applicants must first be verified through the .Pharmacy Verified Websites Program. Applicants who do not possess at least one .pharmacy domain name will not be eligible for Digital Pharmacy Accreditation. As part of the accreditation process, we verify that all necessary state pharmacy licenses are in good standing, verifies that licenses held by the pharmacist-in-charge are in good standing, and evaluates the pharmacy's documentation, including policies and procedures. Documentation is assessed against Digital Pharmacy Accreditation Criteria, which is a 20-point measure of a pharmacy's:

- Licensure and policy maintenance
- Compliance with state and federal regulations on prescription drug orders and over-the-counter
- Products
- Protection of patient information
- Provision for quality care between the pharmacist and patient
- Methods of storage and shipment of drugs and devices
- Maintenance of quality improvement programs
- Processes for reporting information to NABP

Digital Pharmacy Accreditation applicants should comply with the Ryan Haight Online Pharmacy Consumer Protection Act of 2008 and the Methamphetamine Production Prevention Act of 2008. The Ryan Haight Act amends the Controlled Substances Act to address online pharmacies. The Methamphetamine Production Prevention Act provides for stricter safeguards on the sale of methamphetamine precursor drugs.

Basic Digital Pharmacy Accreditation Requirements

- All pharmacy websites to be included in the accreditation must have an active .pharmacy domain, to be used as the primary domain or a redirect to the pharmacy website, obtained through the .Pharmacy Verified Websites Program.
- Correct and up-to-date licensing and registration of facilities and staff that provide support to any online pharmacy services offered through the website(s)
  - Compliance with Digital Pharmacy Accreditation criteria
  - On-site survey

The Accreditation Process

Application Submission

Before submitting an application for Digital Pharmacy Accreditation, please review the Digital Pharmacy Accreditation Criteria. The application instructions can help you work your way through the online application.

Application Review

Applicants first submit an online application, supporting documentation, pay the applicable fee, and accept the terms of the NABP Digital Pharmacy Accreditation refund policy. We will then:

- Verify all necessary state pharmacy licenses are in good standing
- Verify the pharmacist-in-charge licenses are in good standing
- Check the NABP Clearinghouse to determine disciplinary actions levied against the pharmacy and pharmacist-in-charge
- Evaluate the supporting documents
- Review the pharmacy's policies and procedures
- Notify the applicant if discrepancies arise or clarification is needed and provide applicant the opportunity to remediate

Supplemental Documentation

Pharmacies seeking Digital Pharmacy Accreditation will need to provide the required supplemental documentation.

The application instructions include a list of required supplemental documents. All documents must be submitted electronically to NABP.

Policies and Procedures

Upon submitting the application and fee, we will provide the Policies and Procedures Guidance Checklist, which identifies documentation needed when applying and maintaining Digital Pharmacy Accreditation. It should be used to prepare your pharmacy's policies and procedures and represents a self-appraisal tool to gauge your readiness for accreditation.

After receiving the Policies and Procedures Guidance Checklist, new applicants will have 90 days to prepare and submit policies and procedures to us for evaluation and confirmation of compliance with Digital Pharmacy Accreditation criteria. We will conduct a thorough review of your policies and procedures against the Digital Pharmacy Accreditation criteria and provide an opportunity to address any deficiencies found through the review. The application instructions include further important details on submitting supplemental documentations necessary to complete your accreditation process.

On-Site Survey

After the documentation is evaluated and preliminarily determined to meet criteria, an on-site survey of the pharmacy is scheduled to evaluate the operations and policies and to interview staff to determine compliance with the Digital Pharmacy Accreditation criteria.

An applicant for Digital Pharmacy Accreditation or a accredited digital pharmacies entity that has more than one licensed facility may require additional surveys to confirm program compliance. In this case, the applicant would be subject to additional survey fees, and we will evaluate the type of pharmacy practice which occurs at each facility to determine the number of surveys. Typically, if multiple locations vary in practice type, we will identify one sampling of each type to survey.

We conduct on-site surveys during the initial accreditation process and once every three years as part of routine reassessment. There may be instances where a re-survey or compliance survey may be required, which may be unannounced and would be subject to survey fees. Some example scenarios, which are not all-inclusive, are listed below.

- Upon receipt of complaint against an accredited pharmacy
- Relocation of the pharmacy
- Noncompliance with Criteria

Following our review of the application materials, verification of submitted information and licensure, and the survey, you may receive reports or other communication asking for more information, clarifications, or required updates to comply with the program criteria. Upon being awarded accreditation, the applicant must sign a Letter of Agreement to finalize accreditation. We will then provide the accredited pharmacy with the Digital Pharmacy Accreditation Seal for posting on its website and the Digital Pharmacy Accreditation certificate for display at the pharmacy or corporate office. The timeline of the Digital Pharmacy Accreditation process varies from applicant to applicant and usually takes several months for all documents and survey results to be compiled and reviewed.

Accreditation Cost

Initial payment is due with the Digital Pharmacy Accreditation application, and an annual fee is charged to maintain Digital Pharmacy Accreditation. See the Fees section of the Apply page for more information.

Credit card is the only acceptable method of payment and can be made online during the application process.

Maintaining Digital Pharmacy Accreditation

Accredited digital pharmacies undergo an annual review of registration, licensing, and updated information.

In addition, we require that a accredited digital pharmacies undergo an on-site survey and reevaluation of its documentation. Policies and procedures may be required to be submitted and re-reviewed as part of annual compliance requirements, reaccreditation, or if the scope of the pharmacy changes (i.e., ownership, location, types of products offered).