

Consultation Report on the Draft PSI Guidance in Support of Pricing Transparency in Pharmacies

October 2025

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1. Introduction

This report summarises the feedback received during the 2025 public consultation on the draft PSI Guidance in Support of Pricing Transparency in Pharmacies and includes the relevant outcomes following analysis of the responses received.

2. Background

In April 2025, the Minister for Health formally requested that the PSI develop guidance aimed at improving patient access to information on the fees they pay for products dispensed and the services provided by community pharmacies.

The Minister requested that this guidance include detail on:

- “the range and quantum of professional service and dispensing fees charged (e.g. in a conspicuous location)
- at the point of dispensing on the range of professional service and dispensing fees and medicine/product costs charges to patients (e.g. itemised receipts), and the embedding of this approach into the PSI’s monitoring processes.”

On our website, the PSI has previously published [guidance on pricing transparency](#), which was issued to pharmacists. We have reviewed and built on this guidance as appropriate to deliver on the Minister’s request to develop draft guidance.

The development of the draft guidance was informed by engagement activities with the following groups and organisations:

- Meeting with the Patient Sub-Group of the Community Pharmacy Expansion Implementation Oversight Group (facilitated by the Department of Health)
- Direct patient engagement through telephone interviews
- A workshop with the PSI Pharmacist Panel
- Meeting with the Irish Pharmacy Union (IPU)
- Meeting with the Competition and Consumer Protection Commission (CCPC)
- Meeting with Pharmacy Software Vendors

The PSI Council considered and approved this draft guidance for public consultation at its meeting on 26 June 2025.

The PSI appreciates the time, expertise and input of all those who responded to the public consultation.

2.1 What is involved in dispensing by a pharmacist?

Dispensing a prescription is one of several professional services pharmacists and pharmacies provide to patients and the public. Pharmacists are experts in medicines and possess a unique skill set and expertise related to the best use of medicines.

There are a number of steps involved in the dispensing process, including technical operational processes, and cognitive assessment, including clinical assessment, to assure the therapeutic appropriateness of a medicine for a particular patient.

When a pharmacist receives a prescription for dispensing, they must use their knowledge, judgement and technical expertise in medicines to underpin the review of the prescription, ensuring it is safe and appropriate as prescribed for the individual patient. The pharmacist reviews any medication history available to them, checks for potential interactions with other medicines the patient may be taking, and any allergies that may be present. They may also need to communicate with the prescriber to discuss any queries or concerns they have, including whether the prescribed medicine is appropriate, or to raise potential safety concerns they have identified. Ultimately, a pharmacist ensures that the correct dose and the correct amount of the correct medicine are safely provided to a patient and supports the safe use of the medicine by the patient.

A pharmacist ensures that the patient understands what their medicine is for, how to take it correctly, and how to store it properly. They may raise concerns about a patient's adherence to their medicine. They advise patients on any potential side effects of the medicine and the actions to take if they occur, as well as any other necessary precautions which may need to be taken.

Dispensing a medicine is a professional service provided by a pharmacist, for which a fee may be charged, either to the individual patient or through the state schemes which support patient health.

2.2 Main Proposals in the Guidance

The draft guidance provides a principle-based approach to support pharmacists, pharmacy owners and pharmacy teams in understanding expectations regarding the provision of pricing information to patients and the public.

It sets out one primary principle: **Patients have a right to transparent and accurate information on the price of the medicines and health services they access in pharmacies. Transparency of fees and pricing maintains and enhances public confidence in pharmacists and enables patients to make informed decisions about their health and treatment.**

The guidance also indicates how pharmacies can meet their obligations under relevant legislative requirements and the statutory Code of Conduct for pharmacists.

Pharmacists and pharmacy owners will be expected to meet the responsibilities outlined in the guidance when charging for medicines or pharmacy services.

It is intended that the guidance will facilitate both pharmacies and patients by:

- Clarifying expectations for the display and communication of prices for commonly provided services (e.g., dispensing fees, emergency contraception, vaccinations).
- Providing distinct information in respect of the costs of medicines versus the cost of services.
- Encouraging proactive communication of costs to patients prior to the provision of services.
- Supporting consistency in how pricing information is presented across pharmacies, while allowing for professional discretion and operational differences.
- Complementing the PSI's Code of Conduct.

3. Public Consultation

3.1 Purpose of the Consultation

The PSI sought feedback as part of a public consultation on the draft Guidance in Support of Pricing Transparency in Pharmacies, which aims to promote transparent pricing of medicines supplied on prescription and professional pharmacy service fees.

Our role as the pharmacy regulator is to assure the safety and quality of pharmacy services, as well as the profession of pharmacy, in the public interest.

While the PSI does not determine the prices charged by pharmacies, we expect pharmacies to be transparent about the costs and fees associated with the dispensing of medicines and pharmacy services. The availability of clear information, including details about the costs of healthcare services, medicines, and medical devices, supports people in making informed decisions about their health and treatment.

This consultation provided an opportunity to consider a draft guidance document that aims to promote further transparency regarding prices and fees in pharmacies. The document is intended for use by those providing pharmacy services; however, its implementation and effectiveness are also relevant to anyone who attends a community pharmacy for professional healthcare services.

3.2 About the Consultation

The public consultation, open to all pharmacists, pharmaceutical assistants, pharmacy owners, members of the public and other external stakeholders, commenced on 17 July 2025 and concluded on 17 August 2025. An email with the link to the survey was sent directly to 9,274 recipients, comprising pharmacists, pharmaceutical assistants, and pharmacy owners. Stakeholders were also made aware of the consultation via email, and it was published under the 'Public Consultations' section of the PSI website and shared across social media.

3.3 Consultation Response

A total of 172 responses were received via the online survey. Additionally, 11 responses were received via email. Some of these emails included comments that fell outside the scope of the consultation, and, therefore, only areas that fell within the scope of the consultation are being reported on. The relevant portions have been considered and included in line with other feedback in [Section 5](#).

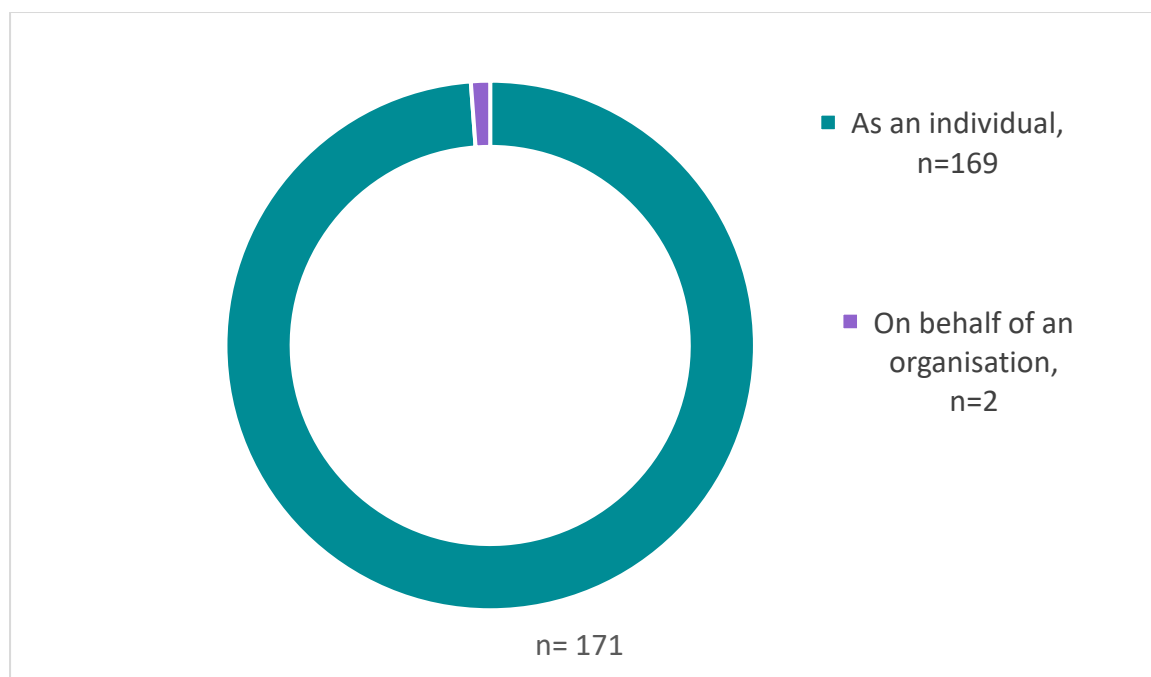
One respondent indicated that they did not agree to the PSI data protection statement and, therefore, were unable to complete the survey. Therefore, 171 survey responses were reviewed. Information about the responses and the response rate for each question included in the online survey is provided below.

4. Response to Online Survey

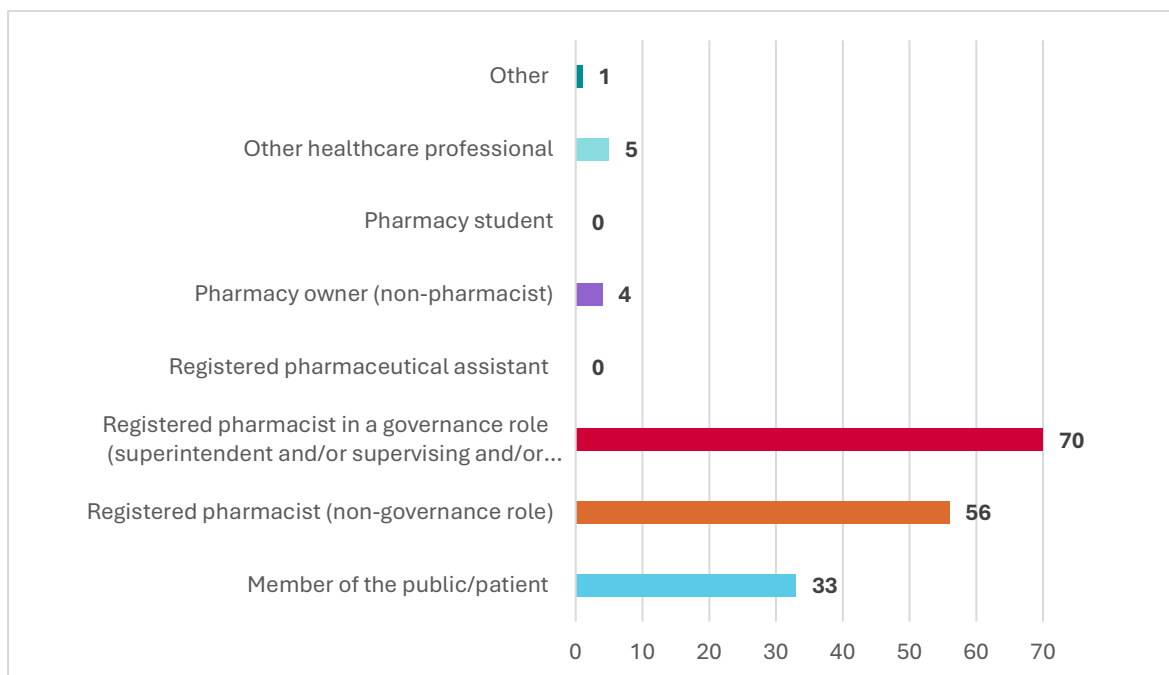
4.1 Data Protection

171 out of the 172 respondents confirmed they consented to providing their answers to the questions in the survey. One respondent did not, and therefore could not, progress to the remaining questions.

4.2 Are you responding as an individual or on behalf of an organisation?

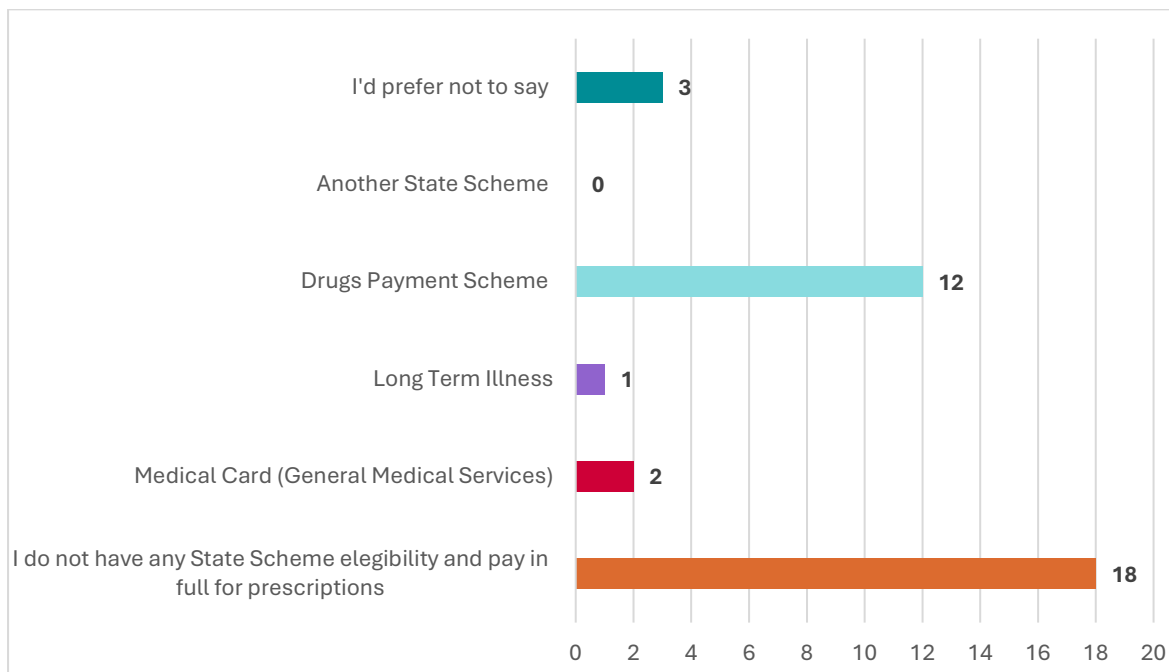


4.3 Which of the following best describes you:



Around 75% of respondents were pharmacists, 20% were identified as patients/members of the public, and the remaining 5% included non-pharmacist pharmacy owners and other healthcare professionals.

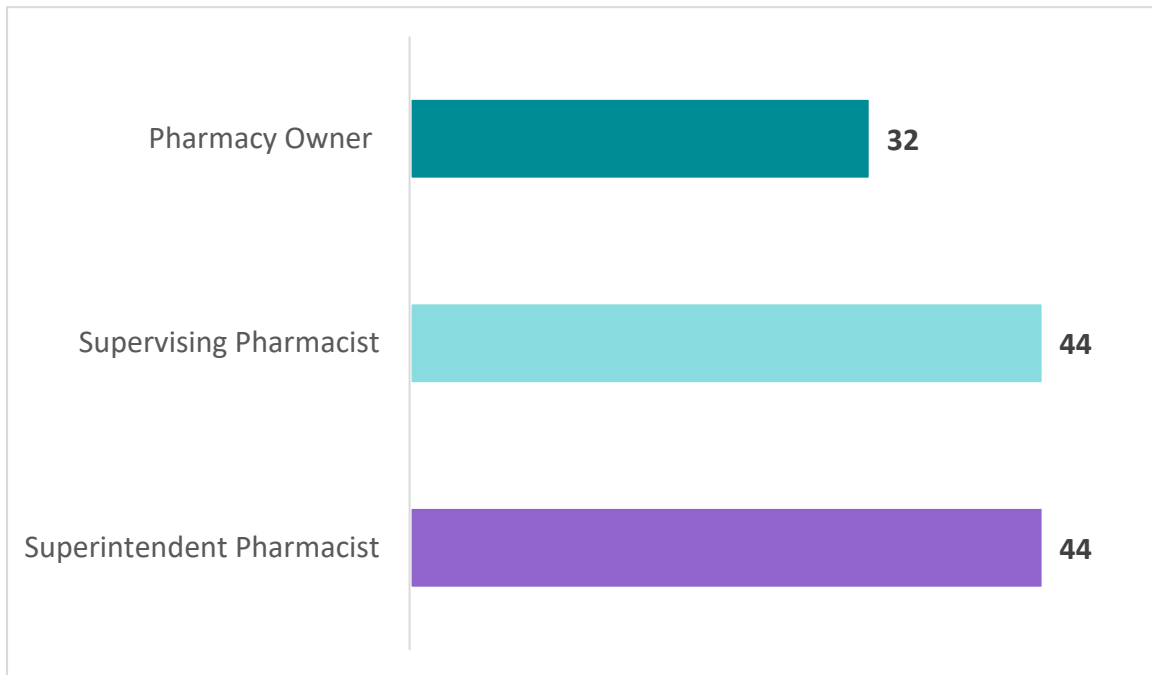
4.3.1 Do you have any eligibility under any of the following state schemes?



Members of the public (n = 33) were asked if they were eligible for State schemes. Respondents were able to select multiple schemes as appropriate. Of note, two respondents indicated conflicting answers that they both utilised the 'Drugs Payment Scheme' and that they 'Do Not have any State Scheme eligibility and pay in full for prescriptions'.

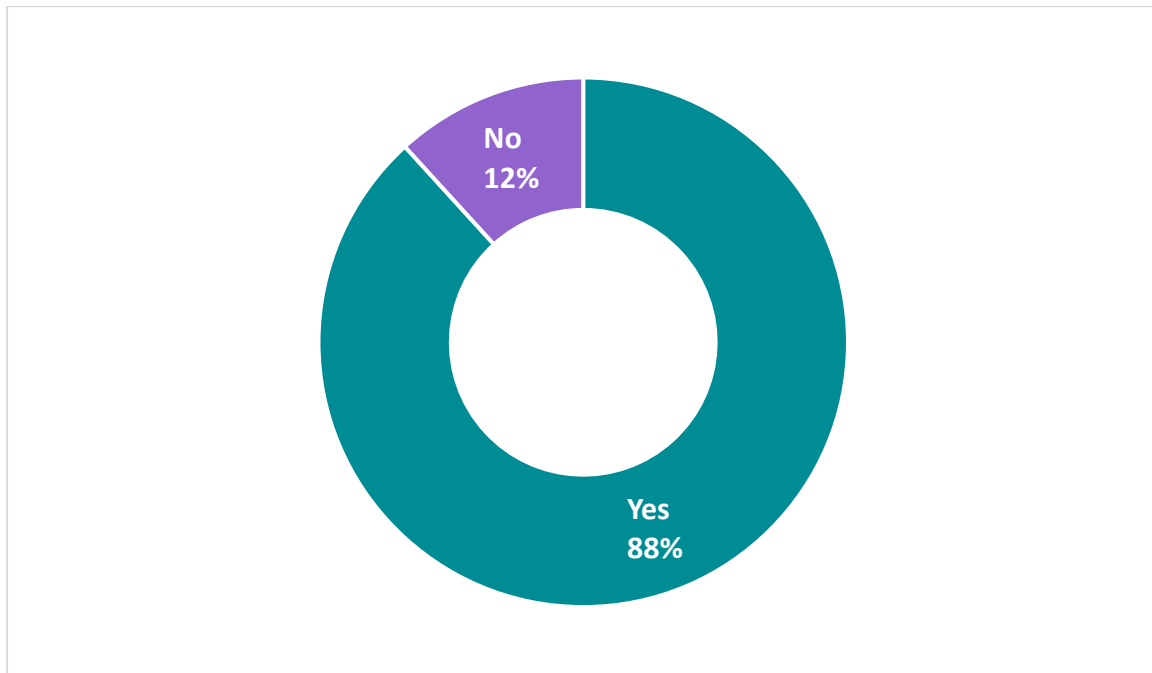
Taking this adjustment into account, it indicates that approximately half of this cohort of respondents were eligible for a state scheme, while the other half were not.

4.3.2 Which governance role(s) do you hold?



Registered pharmacists in a governance role (n=70) were asked which role(s) they held. Respondents were able to select multiple roles as appropriate. Including non-pharmacist pharmacy owners, approximately 20% of total survey respondents were pharmacy owners.

4.4 Is the introductory text and purpose of the guidance clear and easy to understand?



n=170

88% of respondents found the introductory text and purpose of the guidance clear and easy to understand, whereas 12% did not.

Respondents were able to provide a brief rationale for why they did not find the introductory text and/or purpose of the guidance clear and easy to understand, with 14 individuals opting to do so. The following themes were identified:

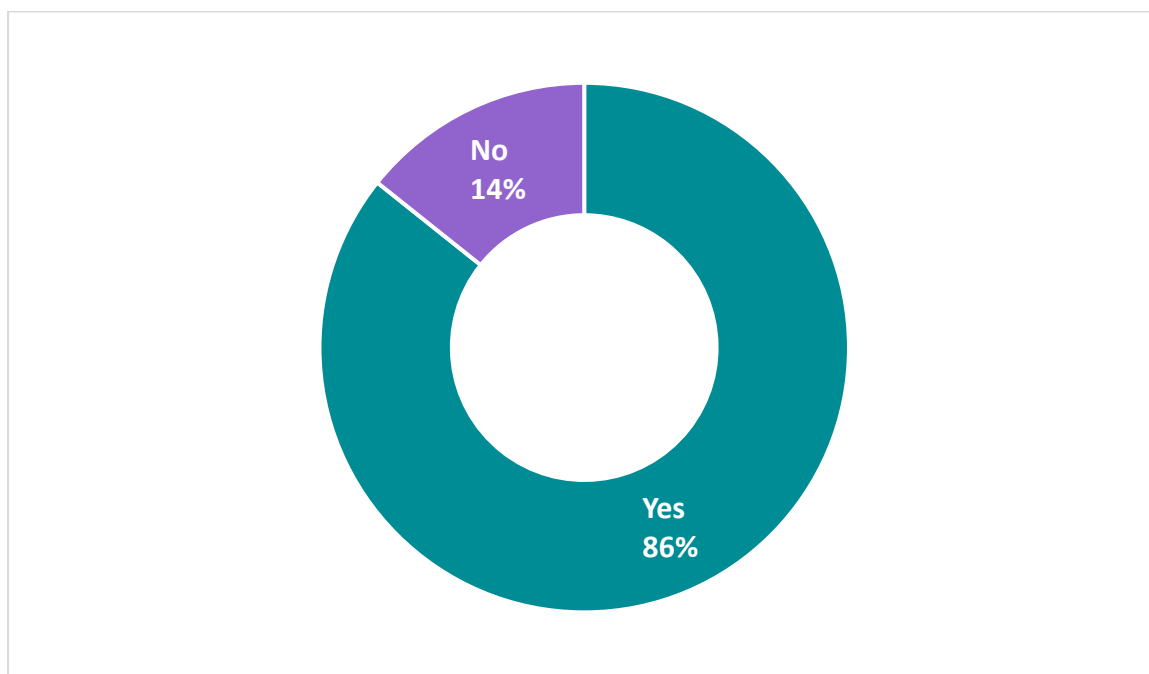
- **Complexity and Variability of Pricing:** Respondents highlighted the impracticality of providing clear lists of prices, charges, and costs due to frequent fluctuations, product shortages, and differences in suppliers. The dynamic nature of pharmacy pricing makes standardisation and transparency challenging.
- **Ambiguity in Cost Definitions:** There is confusion regarding the definition of 'cost,' with questions about whether it refers to procurement, operational expenses, or patient-specific schemes. Many find the use of 'cost' overly simplistic and request more detailed breakdowns, including rent, wages, and other business expenses.
- **Concerns Over Guidance Purpose and Clarity:** Several comments express that the purpose of the guidance is unclear or too vague. Respondents question the rationale behind the involvement of the pharmacy regulator (PSI) and whether the guidance truly assures safety and quality in pharmacy services.
- **Scepticism About Price Transparency Benefits:** Some feedback challenged the assumption that price transparency enhances public confidence in pharmacists. Instead, respondents argue that patient consultations and discussions about

treatment are more important than price breakdowns, especially if patient focus shifts to cost over care.

- **Perceived Burden and Unworkability:** The guidance is described as onerous, unnecessary, and unworkable by some, with comparisons to other professions where detailed price breakdowns are not expected. There are calls for more practical and realistic approaches to pricing communication.

Full comments are available upon request.

4.5 The guidance provides one primary principle and two minimum requirements that should be met. Is this information clear and easy to understand?



n=168

86% of respondents found the information on the primary principle and two minimum requirements clear and easy to understand, whereas 14% did not.

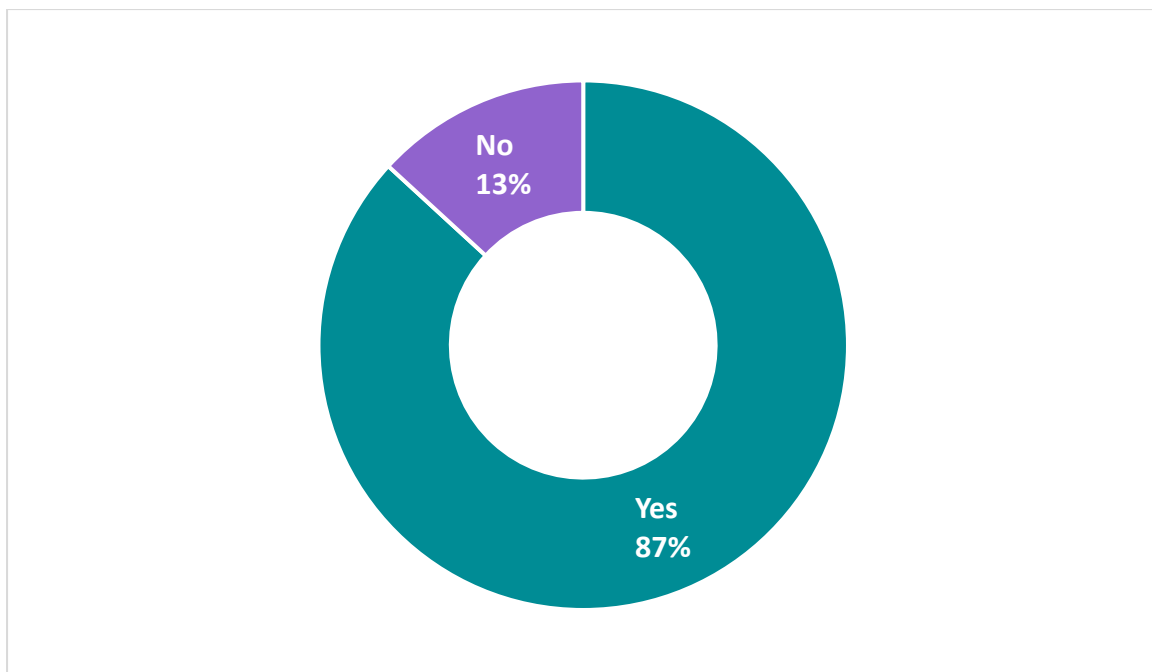
Respondents were able to provide a brief rationale for why they did not find this approach clear and easy to understand, with 16 individuals opting to do so. The following themes were identified:

- **Lack of Clarity and Understanding:** Several respondents express confusion regarding the primary principles, minimum requirements, and the overall clarity of the approach. There is uncertainty about what is expected, especially concerning receipt details and the breakdown of costs.

- **Concerns Over Pricing Disclosure:** Many comments highlight the impracticality and commercial sensitivity of requiring pharmacies to provide detailed cost breakdowns, especially when other businesses and healthcare providers are not held to the same standard. Respondents argue that such requirements could harm the sector and are not reasonable in a competitive retail environment.
- **Complexity of Pharmacy Operations:** Feedback points to the dynamic nature of pharmacy pricing due to factors like medication shortages, multiple suppliers, and fluctuating costs. Respondents note that providing detailed receipts is challenging due to these variables and the additional work involved in dispensing, as well as regulatory compliance.
- **Suggestions for Improvement:** Some responses call for more concise, direct, and practical guidance, suggesting that the information should be simplified and limited to essential points. There is also a request for surveys and guidance to offer alternatives or veto options regarding proposed changes.

Full comments are available upon request.

4.6 Access, Transparency and Clear Communication are areas indicated for consideration by pharmacists in applying greater transparency of pricing and fees in the pharmacy. Is this information clear and easy to understand?



n=167

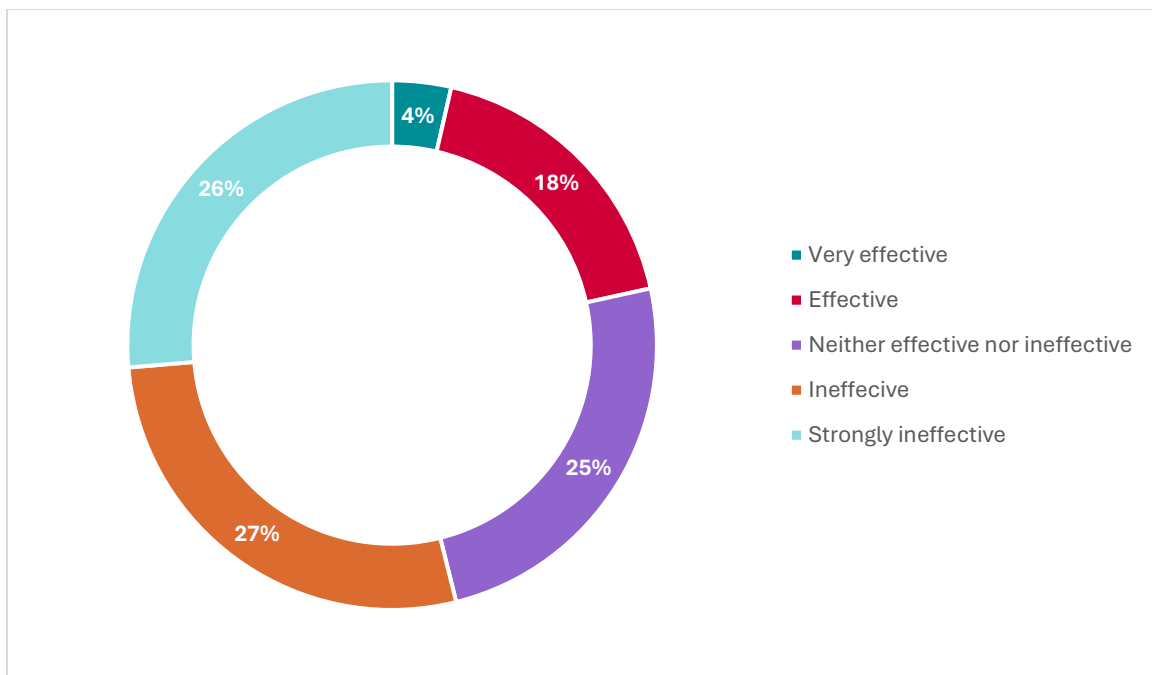
87% of respondents found these areas clear and easy to understand, whereas 13% did not.

Respondents were able to provide a brief rationale for why they did not find this approach clear and easy to understand, with 13 individuals opting to do so. Many of the common themes were more pertinent to and already captured in previous sections, so were outside the scope of this question; however, one theme around communication was identified:

- **Lack of Clarity in Regulations and Communication:** Respondents frequently mention that regulatory language and guidance, particularly from the HSE, is vague or unclear, leading to operational difficulties for pharmacies. There is a call for more precise and transparent communication to avoid unnecessary challenges

Full comments are available upon request.

4.7 The purpose of this guidance is to support pricing transparency in pharmacies for the benefit of the public. To what extent do you believe the draft guidance will be effective overall in achieving the intended objectives of supporting pricing transparency in pharmacies?



n=167

Just over half of respondents indicated they believe the guidance will not be effective in supporting pricing transparency in pharmacies. Conversely, just under a quarter feel the guidance will be effective, and another 25% remain neutral.

4.8 What, if anything, could be done to improve the **clarity, structure or content** of the guidance?

98 respondents shared their thoughts on ways to improve the guidance. The following themes were identified:

- **Complexity and Practicality of Pharmacy Pricing:** Many respondents emphasise that pharmacy pricing structures are highly complex, involving multiple schemes, variable fees, and fluctuating costs. They argue that it is impractical to display or itemise all possible fees and markups, as these depend on product type, procurement, and patient eligibility. Calls are made for the guidance to acknowledge this complexity and avoid oversimplification.
- **Concerns About Transparency and Comparisons with Other Sectors:** There is widespread concern that requiring pharmacies to disclose detailed cost breakdowns is unfair and inconsistent, as similar requirements are not imposed on other healthcare providers or retailers. Many suggest that only the final price should be displayed, and question why pharmacies are being singled out for such transparency.
- **Potential Negative Impact on Pharmacies and Patient Care:** Respondents warn that the guidance could lead to a 'race to the bottom' in pricing, harming independent pharmacies and reducing service quality. Increased administrative burden, costs for new systems, and time spent on price queries are seen as detracting from patient care. There is concern that these changes may ultimately disadvantage both pharmacies and patients.
- **Implementation Challenges and Suggestions for Improvement:** Feedback highlights significant challenges in implementing the guidance, such as IT system limitations, the need for clear definitions, and the practicality of providing itemised receipts. Suggestions include using clearer language, providing practical examples, integrating requirements into existing systems, and exploring online solutions for increased transparency.
- **Alternative Approaches and Calls for Balance:** Some propose alternative approaches, such as providing price information on request, focusing on total price rather than breakdowns, or public campaigns to explain pharmacy costs. There are calls for guidance to strike a balance between transparency and the realities of pharmacy practice, to avoid increasing administrative burden, and to ensure that the professional role of pharmacists is respected.

5. Email Submissions

Eleven submissions were received by email. The responses largely shared the same themes as those in the survey consultation. The key themes have been identified and summarised below:

Support for Pricing Transparency: The emails expressed general support for the initiative to enhance pricing transparency in pharmacies. They acknowledged the importance of providing clear and accessible information to patients about the costs associated with medicines and pharmacy services.

- **Concerns About Implementation:** Several concerns were raised regarding the practical implementation of the proposed guidance. These include the potential

administrative burden on pharmacies, the need for clear definitions and guidelines, and the impact on smaller pharmacies with limited display space.

- **Request for Clarifications:** A few responses sought additional clarification on various aspects of the guidance, such as the definition of "consumer price," the breakdown of costs on receipts, and the requirements for displaying price information. There are also calls for clearer communication and more detailed guidance on how to handle different pricing scenarios.
- **Impact on Pharmacy Operations:** There was a significant shared focus on the potential impact of the guidance on pharmacy operations. This includes concerns about the financial viability of pharmacies, the complexity of pricing structures, and the potential for increased administrative tasks. Most responses emphasised the need for a balanced approach that takes into account the operational realities of pharmacies.
- **Recommendations for Improvement:** Some responses included recommendations for improving the guidance. These include suggestions for phased implementation, the use of digital solutions for displaying pricing information, and the need for a regulatory impact assessment to quantify the costs associated with compliance.
- **Miscellaneous:** There were also a few additional comments and observations on various topics, such as the need for stakeholder workshops, the importance of maintaining public confidence in pharmacists, and the potential unintended consequences of the proposed guidance

6. PSI Response

The PSI acknowledges the feedback provided during the consultation process on the draft PSI Guidance in Support of Pricing Transparency in Pharmacies and gratefully acknowledges the consideration and time taken by all who have contributed to this consultation. The quantitative and qualitative inputs have revealed several themes, and the issues identified are outlined below.

Firstly, it is noted that there is general support for the principle of pricing transparency in community pharmacies, but it is suggested that the guidance would benefit from refinement. PSI acknowledges that contributors are seeking to strike a balance between transparency and practicality, protecting the viability of pharmacies, maintaining public confidence, and ensuring that patients receive meaningful and comprehensible price information without undue administrative burden or commercial harm.

Caution is advised in the approach to ensure that any focus on price transparency does not reduce the value or disenfranchise professional pharmacy service delivery. PSI recognises that pharmacists and pharmacies are one of the most accessible and trusted primary care

practitioner services in healthcare. Much of the expertise shared by pharmacists is done so freely and at no cost, and this is not reflected in pricing.

It is accepted that medicines have variable acquisition costs influenced by supplier negotiations, rebates, and discounts, and retail pricing thereafter is complex; however, the cost price to the patient, i.e. the total price the patient pays to the pharmacy, should be clear and provided. In addition, it is accepted that prices are appropriately adjusted based on market conditions and competition; however, the requirement for transparency relates to the price being charged to the patient at a given time. There is no expectation or requirement to list all medicine prices, and it is accepted that it would be too onerous given the complexity of pricing structures, but rather the ask is to provide the information around the range and quantum of fees, with itemised receipts offered to patients providing a breakdown of what has been provided in that transaction.

Feedback shows concerns about increased administrative burden, particularly for smaller pharmacies with limited space and basic technology. However, the guidance aims to allow flexibility in compliance, acknowledging that each practice can choose its own solutions, such as displaying fees or using digital tools.

The need for a lead-in time for implementation where it requires development by pharmacy software providers is recognised. PSI will collaborate with the sector during monitoring to support, refine and arrive at best practices for transparency. Engagement with software providers, management of queries arising in respect of monitoring and online support are envisaged. During the initial implementation of this guidance, PSI's approach will partner with the sector in delivery and share "use and learn" approaches, including:

- Share information on specific communication methods – e.g., recommend standardised formats for presenting price and fee information
- Facilitate digital or alternative formats for price displays to accommodate space constraints, and provide price transparency through digital means
- Acceptable display of dispensing fee ranges
- Assess guidance implementation before full monitoring rollout, to support feasibility and patient comprehension

7. Conclusion

We have noted all responses with thanks. The feedback provided was considered by the Regulatory and Professional Policy Committee, and thereafter by the PSI Council at its meeting on 2 October 2025. Certain modifications were made to the original proposed draft in the course of this consideration, and adjustments were made to the initial draft issued. The Council adopted this final draft at its meeting on 2 October 2025.

Appendices

A – Draft *PSI Guidance in Support of Pricing Transparency in Pharmacies* as issued for public consultation

B – *PSI Guidance in Support of Pricing Transparency in Pharmacies* as approved by Council Oct. 2025

Appendix A – Draft *PSI Guidance in Support of Pricing Transparency in Pharmacies* as issued for public consultation.



Guidance to Support Transparency of Medicines Pricing and Fees for Pharmacy Services

Version: 0.1
Draft for public
consultation

July 2025

Context

The PSI, as the pharmacy regulator, operates to assure the safety and quality of pharmacy services, as well as the profession of pharmacy, in the public interest.

While we do not determine the prices charged by pharmacies, we do expect that pharmacies are transparent about the costs and fees associated with the dispensing of medicines and pharmacy services and that they meet the responsibilities outlined in this guidance.

Purpose of this Guidance

The purpose of this guidance is to outline the responsibilities of pharmacists and pharmacy owners when charging for medicines, medical devices or fees for pharmacy services. It supports pharmacists and the pharmacy team in understanding expectations regarding the provision of pricing information to patients and the public, as well as how pharmacies can meet their obligations under relevant legislative requirements and the PSI statutory Code of Conduct for pharmacists. Pharmacists and pharmacy owners are expected to meet the responsibilities outlined in this guidance when charging for medicines or pharmacy services.

Legislative basis

Having regard to the principal function of the PSI to regulate the profession of pharmacy in the State, the PSI is exercising its function under Section 7(2)(b)(vii) of the Pharmacy Act in issuing this guidance. Pharmacists must also practice in line with the PSI Code of Conduct.

Code of Conduct

Pharmacists must practice in line with the PSI [Code of Conduct](#), (the Code) which sets out the statutory principles that pharmacists must comply with and apply to their everyday practice. The Code outlines what the public, patients, and other healthcare professionals can expect from pharmacists.

Principle two of the Code requires that pharmacists ***“must give honest, relevant, and accurate information regarding the costs, benefits and risks of medicinal products, non-medicinal products and services.”***

Primary Principle

Primary Principle

Patients have a right to transparent and accurate information on the price of the medicines and health services they access in pharmacies. Transparency of fees and pricing maintains and enhances public confidence in pharmacists and enables patients to make informed decisions about their health and treatment.

Minimum requirements to meet the Principle

The minimum expectation of this guidance is that a patient must be provided with the following:

- Information about the cost of all professional services, provided in the pharmacy, displayed on a clear notice in a conspicuous place where a patient is likely to see it.
- A receipt for any transaction which details costs associated with the supply of a medicine and/or the supply of the service, i.e. the cost of the product and the cost of the dispensing fee applied (where applicable), or the cost for any other professional service.

Pharmacies must meet the minimum stated requirements above. Additional considerations for pharmacies in terms of how they can enhance transparency on the price of medicines and health services for patients and the public are listed under the indicators below.

Indicators

1. Access

- 1.1 Patients and the public should have access to clear and understandable information on pricing for the services and medicines they obtain in pharmacies.
- 1.2 Patients are able to access information about any fees chargeable for a service before they consent to the service being delivered.
- 1.3 A clear price list for all services, including applicable dispensing fee(s), is displayed in a visible location in the pharmacy.
- 1.4 Price information is provided on request in advance of dispensing and distinguishes costs associated with the product and service.
- 1.5 Queries related to pricing are addressed openly and honestly, with staff appropriately trained to offer explanations that support patient understanding.
- 1.6 Price information is meaningful and complete, with the final consumer price being the most useful. Information on the pricing structure for prescription products and services must include all taxes, including Value Added Tax (VAT).

2. Transparency

- 2.1 Patients and the public should be facilitated to understand the nature of the charges being applied – i.e. what component of the overall charge is linked to the cost-price of the product supplied and what proportion is the professional fee charged.
- 2.2 The displayed conspicuous notice details the range and quantum of professional services available and indicates a maximum charge for professional services.
- 2.3 A receipt is offered for each transaction for which a charge applies, where it relates to the dispensing of a medicine or the delivery of a service.
- 2.4 A receipt details on an itemised basis either the cost for the product, the cost for the professional service, or both, delineated as appropriate.
- 2.5 Where a range of dispensing fees is applied, the criteria for application and choice of a dispensing fee should be indicated on a conspicuously displayed notice.

3. Clear Communication

- 3.1 Pricing information should be simple, clear and easy to understand for patients and the public.
- 3.2 Language used should be clear and concise and not include jargon or technical terms.
- 3.3 Use language that is considerate of the diverse communication needs of patient groups
- 3.4 Consider using a variety of methods and formats to reach different patient profiles.

Appendix B – PSI Guidance in Support of Pricing Transparency in Pharmacies as approved
by Council Oct. 2025



Guidance to Support Transparency of Medicines Pricing and Fees for Pharmacy Services

Version: PSI
Council
approved Oct.
2025

Context

The PSI, as the pharmacy regulator, operates to assure the safety and quality of pharmacy services, as well as the profession of pharmacy, in the public interest.

While we do not determine the prices charged by pharmacies, we do expect that pharmacies are transparent about the costs to patients and fees associated with the dispensing of medicines and pharmacy services and that they meet the responsibilities outlined in this guidance.

Purpose of this Guidance

The purpose of this guidance is to outline the responsibilities of pharmacists and pharmacy owners when charging for medicines, medical devices or fees for pharmacy services. It supports pharmacists and the pharmacy team in understanding expectations regarding the provision of pricing information to patients and the public, as well as how pharmacies can meet their obligations under relevant legislative requirements and the PSI statutory Code of Conduct for pharmacists. Pharmacists and pharmacy owners are expected to meet the responsibilities outlined in this guidance when charging for medicines or pharmacy services.

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Code of Conduct

Pharmacists must practice in line with the PSI [Code of Conduct](#) (the Code), which sets out the statutory principles that pharmacists must comply with and apply to their everyday practice. The Code outlines what the public, patients, and other healthcare professionals can expect from pharmacists.

Principle two of the Code requires that pharmacists ***“must give honest, relevant, and accurate information regarding the costs, benefits and risks of medicinal products, non-medicinal products and services.”***

Primary Principle

Primary Principle

Patients have a right to transparent and accurate information on the price of the medicines and health services they access in pharmacies. Transparency of fees and pricing maintains and enhances public confidence in pharmacists and enables patients to make informed decisions about their health and treatment.

Minimum requirements to meet the Principle

The minimum expectation of this guidance is that a patient must be offered the following:

- Information about the cost of all professional services, provided in the pharmacy, displayed on a clear notice in a conspicuous place where a patient can see it.
- A receipt for any transaction which details costs associated with the supply of a medicine and/or the supply of the service, i.e. the cost of the product and the cost of the dispensing fee applied (where applicable), or the cost for any other professional service.

Pharmacies must meet the minimum stated requirements above. Additional considerations for pharmacies in terms of how they can enhance transparency on the price of medicines and health services for patients and the public are listed under the indicators below.

Indicators

1. Access

- 1.1 Patients and the public should have access to clear and understandable information on pricing for the services and medicines they obtain in pharmacies.
- 1.2 Patients are able to access information about any fees chargeable for a service before they consent to the service being delivered.
- 1.3 A clear price list for all services, including applicable dispensing fee(s) is displayed in a visible location in the pharmacy.
- 1.4 Price information is provided on request in advance of dispensing and distinguishes costs associated with product and service.
- 1.5 Queries related to pricing are addressed openly and honestly, with staff appropriately trained to offer explanations that support patient understanding.
- 1.6 Price information is meaningful and complete with the final consumer price being the most useful.

2. Transparency

- 2.1 Patients and the public should be facilitated to understand the nature of the charges being applied – i.e. what component of the overall charge is linked to the

- price to the patient of the product supplied, and what proportion is the professional fee charged.
- 2.2 The displayed conspicuous notice (may include digital displays or alternative formats) details the range and quantum of professional services available and indicates a maximum charge for professional services.
- 2.3 A receipt is offered for each transaction for which a charge applies, where it relates to the dispensing of a medicine or the delivery of a service.
- 2.4 A receipt details on an itemised basis either the cost for the product, the cost for the professional service, or both, delineated as appropriate.
- 2.5 Where a range of dispensing fees is applied, the criteria for application and choice of a dispensing fee should be indicated on the conspicuously displayed notice (e.g. Dispensing fees range from X to X – this is determined by volume and complexity).

3. Clear Communication

- 3.1 Pricing information should be simple, clear and easy to understand for patients and the public.
- 3.2 Language used should be clear and concise and not include jargon or technical terms.
- 3.3 Use language that is considerate of the diverse communication needs of patient groups
- 3.4 Consider using a variety of methods and formats to reach different patient profiles.