

Inspection Checklist: Pharmacies

Does your business have a pharmacy that sells prescription drugs?

Definition: A **chain pharmacy** has four or more pharmacies that conduct business under the same business name, operate under common ownership or management, or have a franchise agreement with the same franchisor.

Use this checklist to learn what our inspectors look for and help avoid violations. For your convenience, each Requirement includes the relevant section of law and/or rule, so you can refer to it for more information. The KEY below describes the legal citations and symbols used in this checklist.

KEY
RCNY: Rules of the City of New York
N.Y. Educ. Law: NY Education Law
§: Section

Requirement	Do you meet this requirement?
<p>1 If your business is a chain pharmacy, you must post a sign notifying consumers of the right to free language assistance services in the following 8 languages: English, Spanish, Chinese, Russian, Korean, French-Creole, Italian, and Polish.</p> <p>Tip: Required languages are current as of 2014. Check the Department of City Planning (DCP) website at nyc.gov/dcp for updates to required languages.</p> <p>Tip: The sign must be posted at every pharmacy counter where customers pick up or drop off prescriptions, and at every cash register where customers pay for prescriptions.</p> <p>Tip: The sign must be positioned close enough to each cash register or counter so that a customer can easily point to his or her primary language.</p> <p>Tip: The sign does not have to be posted at counters where only consultation services are offered.</p> <p>Tip: The sign must contain the following statement in the 8 languages: “Point to your language. Language assistance will be provided at no cost to you.”</p> <p>Tip: Each statement must be in bold and in 20-point Arial font.</p> <p>Tip: Each statement must be in a separate box and printed in a color that contrasts with the background color of the sign.</p>	<input type="checkbox"/> Yes
<p>6 RCNY §4-11(a)-(c)</p>	
<p>2 The pharmacy must display a sign with bold, block letters at least 1 inch high that says: “Drug Retail Price List Available Upon Request.” The sign must be posted where consumers pick up or drop off prescriptions or in the waiting area.</p>	<input type="checkbox"/> Yes
<p>6 RCNY §5-121(a)</p>	
<p>3 The pharmacy must make available to consumers a “Drug Retail Price List” with the prices of the 150 most frequently prescribed drugs. The drugs on this list are identified by the New York State Board of Pharmacy. The pharmacy fills in the prices.</p>	<input type="checkbox"/> Yes
<p>6 RCNY §5-121(a)</p>	

Inspection Checklist: Pharmacies

Requirement	Do you meet this requirement?
4	<p>The pharmacy must update the list at least weekly and provide the time and date that the list was updated.</p> <p>Tip: A model list and sign are available on the New York State Education Department website: http://www.op.nysed.gov/prof/pharm/pharmretailpricelist.htm.</p>
N.Y. Educ. Law §6826(1)	<input type="checkbox"/> Yes

New York City businesses must comply with all relevant federal, State, and City laws and rules, which are available in DCA's Business Toolbox. Businesses are responsible for knowing and complying with current regulations that affect their business.