

MINNESOTA BOARD OF PHARMACY

Newsletter to Promote Pharmacy
and Drug Law Compliance.

Disciplinary Actions

The Minnesota Board of Pharmacy posts public orders of disciplinary actions via its [online license/registration verification service](#). When viewing a licensee or registrant, Board orders will be listed when public actions are present. When Board orders are made public, a file and date are

included, and a link to download public documents is available. Discipline is summarized on the [Board's website](#) under the "Resources/FAQs" menu item, while the orders are publicly available via the [online license/registration verification service](#).

Online Facility Renewals

As of March 1, 2026, manufacturers and wholesalers can renew licenses through the Board's Online Services portal. The renewal application deadline is on or before May 1 each year. Manufacturer and wholesaler licenses expire at midnight on June 1 each year. A [renewal tip sheet](#) is available on the Board website.

Pharmacy online renewals opened on April 1. The renewal application deadline for pharmacies is June 1 each year. Pharmacy licenses

expire on June 30 each year. A [pharmacy renewal tip sheet](#) can be found on the Board website. Licensees are encouraged to begin the renewal process promptly to avoid late fees and/or a lapse in active licensure.

Resident pharmacies are reminded of the need to review the list of employees associated with the pharmacy for accuracy during renewals. If an individual no longer works at the pharmacy, their employment should be disassociated by entering an end

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Online Facility Renewals

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date. Alternatively, if an individual employee is not on the employee list, they can be added during the renewal step.

Note: Employee lists can also be maintained outside of renewal

within the Online Services portal under “Update License Information.” A pharmacist-in-charge (PIC) needs to receive delegated access from the facility licensee account to maintain the

pharmacy’s employee list. See the following section/below for more information.

Facility Licensees – Manage Delegated Access

A **facility licensee** is the business entity that legally holds the license for one or more facilities but is **not necessarily the same as the physical licensed location itself**. In other words, the license belongs to the responsible business entity – a corporation, LLC, or other business entity – not the building where the regulated services occur. With the Board’s online services, facility licensees have the option to extend online management capabilities for each of their licensed locations through delegated access. This can be done in two ways:

- **Delegate Account Access:** By enabling this, designated delegates can submit online renewals, make change requests, and submit new applications on behalf of the licensee.

- **PIC Access:** This option allows the assigned PIC to oversee online renewals and request changes for the licensee. PICs can also manage pharmacy staff who are licensed or registered in Minnesota. Note: PIC access is only available to pharmacists licensed in Minnesota.

It is important for licensees to note the following:

- **Responsibility:** The creation, maintenance, and removal of delegate and PIC access for a licensed location is the licensee’s responsibility.
- **Optional:** Setting up delegate accounts or granting PIC permissions is not mandatory.

- **Liability:** The Board does not take responsibility for any misuse of delegated or PIC accounts.

Access to the facility licensee account is limited to an authorized representative of the facility licensee – such as corporate leadership, the chief executive officer, or senior management. As noted earlier, additional users may be granted a level of access through delegation. To do this, from the facility licensee account, navigate to the **General** card, select **“Manage Delegated Access,”** and update the permissions as needed.

A PIC does not have direct access to the facility licensee account. Coordinate with senior management to obtain PIC-level management access.

Continuing Education

Pharmacists and technicians are encouraged to create a **CPE Monitor®** account through the National Association of Boards of Pharmacy®. This allows

for Accreditation Council for Pharmacy Education-accredited continuing education (CE) to be easily organized and tracked electronically. This information

will ultimately interface with the Minnesota Board of Pharmacy online portal to facilitate documenting the completion of CE credits.

Continuing Education

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Pharmacists are reminded that they must attest to the completion of at least 30 hours of CE during the reporting period of October 1, 2024-September 30, 2026. This attestation must be completed

using the Online Services portal. **Minnesota Rule 6800.1500** requires pharmacists to maintain a complete record of CE participation during each CE reporting cycle. Failure to attest

by September 30, 2026, will result in an automatic late CE audit. Attestations completed prior to that date are subject to a random audit.

Complaints and Customer Service

Many complaints received by the Board involve customer service concerns that could have been resolved at the pharmacy level. Addressing issues promptly and appropriately can prevent escalation and strengthen patient trust.

When a prescription concern or potential error is reported to staff, a pharmacist should be notified

promptly to assist the patient and ensure the issue is handled appropriately.

Patients often simply want to be heard. Showing empathy, actively listening, and offering an apology when appropriate can de-escalate many frustrations. Clear, realistic expectations and timely follow-up are important to reduce further misunderstandings.

Train staff to manage customer service situations properly, follow policies and procedures, and know when to involve a pharmacist.

By handling concerns with empathy, consistency, and accountability, issues can be resolved at the pharmacy, and formal complaints can be reduced.

PIC Changes

MN Rule 6800.2400 reads, in part, “No person shall conduct a pharmacy without a pharmacist-in-charge, who shall be a pharmacist regularly employed in the pharmacy department . . .” and “each pharmacy shall notify the Board of Pharmacy immediately upon knowledge of the termination of the services of the pharmacist-in-charge and further, shall immediately designate a

successor pharmacist-in-charge and immediately notify the Board of Pharmacy of such designation.”

When a PIC steps down and a new PIC takes over, the **Certificate of Professional Responsibility** should be submitted for both the outgoing and incoming PIC. Submitting both forms helps ensure the pharmacy remains compliant with Minnesota rules and regulations. This form must be submitted within 10 days of a PIC change.

Occasionally, the Board receives a surrender form from an outgoing PIC without a corresponding form naming the new PIC. When this occurs, it may create a gap, where a pharmacy may be unintentionally operating without a designated PIC. While not required, pharmacies are encouraged to submit both the surrender and incoming PIC forms together to ensure compliance.

Board of Pharmacy Inspections

Surveyors perform unannounced inspections to assist in the Board's mission of protecting the public health of Minnesotans by ensuring safe distribution of pharmaceuticals and quality pharmaceutical care. These inspections take place whether the PIC is present or not. To help facilitate inspections, consideration should be given to creating a regulatory binder to assist with having commonly requested documents readily available for review. Documentation requested during pharmacy inspections depends on the type of pharmacy and may include, but is not limited to, the following:

- Perpetual Schedule II controlled substances (CS) inventory (MN Rule 6800.4600)
- CS biennial inventory (21 Code of Federal Regulations 1304.11)
- Automation policies and procedures, along with training documentation (MN Rule 6800.2600)
- Pharmacy technician policy (MN Rule 6800.3850)
- Training and CPR documentation for pharmacy staff providing immunizations (Minnesota Statutes 151.01, Subdivision 27)

- Counseling refusal documentation (MN Rule 6800.0910).

Documentation for hospital and compounding pharmacies may also include the following:

- Monthly documentation of drug storage areas for security and expiration dating (MN Rule 6800.2600)
- High-alert compounded medication list requiring pharmacist stage checking (MN Rule 6800.3300)
- CS storage and security policies (MN Rule 6800.7520)
- Pre-packaging policies and documentation (MN Rule 6800.3200)
- Policies and procedures, along with detailed documentation, to establish compliance with the following standards: United States Pharmacopeia <795>, <797>, and/or <800> as applicable.

Change of Employment or Contact Information

Pharmacists, interns, and technicians are reminded of the individual requirement to notify the Board when changes in employment, address, or contact

information occur. If a change occurs outside of an individual's renewal period, employment can be updated with the Board by utilizing online services. Simply log in to

your online account, locate your license or registration card, select "Update License Information," and proceed with making applicable updates.

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