

ANSWERS TO YOUR QUESTIONS!



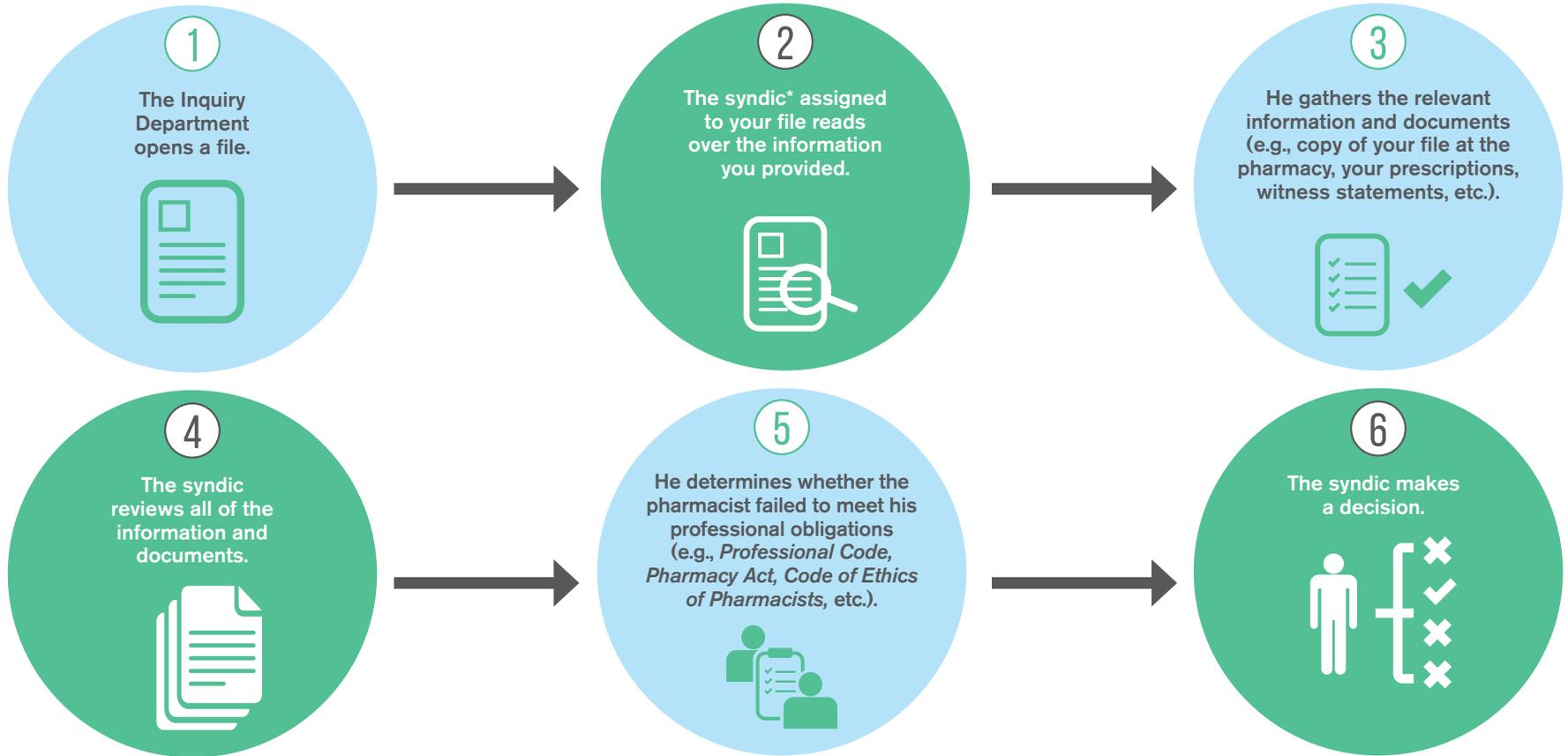
ORDRE DES **PHARMACIENS** DU QUÉBEC

Présent pour vous



HOW DOES AN INQUIRY UNFOLD?

Did you fill an inquiry request form or report an information with the Order's Inquiry Department? Here is everything you need to know about the steps to come.



HOW LONG DOES THE INQUIRY TAKE?



* A syndic or assistant syndic's main responsibility is to carry out investigations (inquiries). They act with the autonomy and have the required independence to make the most appropriate decision with respect to the situation.



THE SYNDIC'S INQUIRY IS OVER! WHAT ARE THE OPTIONS?

Did you know that a disciplinary complaint is not the only action a syndic can take to have an impact on a pharmacist's professional practice? Protection of the public can also be ensured by other means.

Depending of the situation, a syndic can make 4 types of decisions:

✓ 4 types of decisions

1.

Close the file if he concludes that there are no grounds for complaint.

2.

Close the file but take steps such as:

- ✓ make recommendations or issue a warning to the pharmacist
- ✓ send the pharmacist's file to the Professional Inspection Committee.

3.

Propose conciliation (a settlement)

between you and the pharmacist if deemed appropriate. You are free to accept or reject the proposed settlement.

4.

File a complaint against the pharmacist with the Disciplinary Council concerning the reported offence, if there is sufficient proof to support this decision and that the file leads to a disciplinary complaint which will have a dissuasive and exemplary effect on the pharmacist and the profession as a whole. In such a case, the syndic could ask you to testify at the hearing.



YOU WILL BE INFORMED IN WRITING
OF THE SYNDIC'S DECISION.



CAN I OBTAIN FINANCIAL COMPENSATION?



The disciplinary process does not give right to restitution or monetary compensation.

If you believe you have suffered damage for which you should be financially compensated, you can apply to the appropriate civil court.



IF I AM NOT SATISFIED WITH THE SYNDIC'S DECISION, IS THERE A POSSIBLE RECOURSE?



If the **syndic decides not to file a complaint** with the Disciplinary Council and if, despite the reasons given, **you are dissatisfied with this decision**, you can apply for a review of the file.



✓ Request for a review of the file

Within 30 days of receiving the decision, you can request the opinion of the **Review Committee**. Simply submit your request in writing to the committee's secretary. Details about this procedure will be provided in the syndic's final letter to you.

After reviewing the file, the **Review Committee** might:

- ✓ conclude that there are no grounds for a complaint and close the file;
- ✓ suggest that the syndic makes a further investigation; or
- ✓ conclude that there were grounds to file a complaint and suggest that another syndic be nominated.



OTHER QUESTIONS?

If you have other questions about the process, just contact a **member of the Order's Inquiry Department (Direction des enquêtes)** or consult one of these **websites** [French only]:

Office des professions du Québec

www.opq.gouv.qc.ca

See the "Droits et recours/Recours disciplinaires" section

Ordre des pharmaciens du Québec

www.opq.org

See the "Grand public/Demande et processus d'enquête" section

To reach the Inquiry Department

By phone: 514 284-9588

Toll free: 1 800 363-0324

By email: syndic@opq.org





**Your current
contact information
is important!**

You are moving?

You have a new
email address?

Send us the information!

We need it to keep you
informed about how your
file is progressing.

Ordre des pharmaciens du Québec

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Legal deposit: 4th quarter 2016
Bibliothèque et Archives nationales du Québec
Library and Archives Canada
ISBN: 978-2-922438-66-6 (print)
ISBN: 978-2-922438-67-3 (online)