

	Level 1	Level 2	Level 3
Definition	Level 1 professional services are defined as professional services which may be conducted by any registered pharmacist as part of regular practice.	Level 2 professional services are more comprehensive in nature and involve an in-depth examination of the patient's medication regimen with the goal of optimizing the patient's drug therapy.	Level 3 professional services are specialized consultative services that focus on specific disease states. While drug therapy is the main focus, other aspects of disease management (lifestyle, monitoring, self-care, etc) may also form part of a comprehensive consultative process. Target disease states identified by the Pharmacy Council may include but are not limited to asthma, diabetes, hypertension, depression and mental health, chronic pain management, cardiovascular health, osteoarthritis, anticoagulation therapy and geriatric care.
Process	Level 1 professional services may be services which are currently being provided by some pharmacists as part of daily practice but without formal compensation. For the purposes of compensation, these services may be formalized with the addition of procedures, protocols or guidelines.	Level 2 professional services will follow procedures defined by the ministry for the purposes of reimbursement. In addition, pharmacists will be expected to follow a recognized "best practices" protocol based on guidelines developed through the Pharmacy Council.	Level 3 professional services will follow procedures defined by the ministry. Pharmacists are expected to be familiar with and employ current practice and consensus guidelines related to disease state management, as well as follow a recognized "best practices" protocol based on guidelines developed through the Pharmacy Council.
Circle of Care	Level 1 services are conducted solely with the patient or caregiver based on approved criteria established through the Pharmacy Council. The criteria may or may not require the involvement of the physician or other healthcare providers.	Level 2 services, by their very nature, will require consultation with physicians or other healthcare providers in order for therapy optimization to occur.	Level 3 services will always involve collaboration with physicians and may routinely involve collaboration with a variety of other healthcare providers involved in the management of the patient's disease state.

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<i>Practice Setting</i>	Level 1 services are conducted in the community pharmacy or hospital outpatient setting.	Level 2 services may be conducted in community pharmacy settings or in specialized settings such as family health team practices, long-term care settings, or hospital outpatient practices.	Level 3 services may be conducted in community pharmacy settings but are more likely to be conducted in specialized settings such as family health team practices, independent consultant practices, long-term care settings, or hospital outpatient practices.
<i>Qualifications</i>	Any pharmacist licensed to provide direct patient care (Part A of the register, Ontario College of Pharmacists) can perform level 1 services. Most pharmacists will feel competent to perform level 1 services with little or no additional education or training.	Level 2 services are considered to be in the scope of practice of a pharmacist licensed to practice direct patient care (Part A of the Register, Ontario College of Pharmacists). However, pharmacists may not feel comfortable performing level 2 services without additional training. Pharmacists would be expected to obtain the additional knowledge and/or skills training-prior to providing this level of service.	Level 3 services are considered to be in the scope of practice of a pharmacist licensed to practice direct patient care (Part A of the Register, Ontario College of Pharmacists). However, pharmacists who conduct level 3 services will have had additional training in a specific disease state(s), which may include certification (where available) and/or a lengthy period of practice in a setting dedicated to a specialized type of practice.
<i>Authorization to conduct service</i>	A pharmacist may initiate a level 1 service without the involvement of a physician or other healthcare provider. However, a physician or other healthcare provider may refer a patient to a pharmacist for the provision of level 1 services.	Level 2 services will require consultation with the family physician or health-care provider in advance of or during the course of conducting the service. This may be in the form of physician referral of a patient to the pharmacist, or the pharmacist may make a professional recommendation that a level 2 service be conducted based on information gathered during a <i>Meds Check</i> review or other patient interaction.	Level 3 services will always occur as a result of a direct referral from a physician or other healthcare provider. A pharmacist who identifies a patient need for a level 3 service may choose to contact the physician / healthcare provider and request a referral.

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<i>Example</i>	<i>Meds Check</i> is considered a level 1 service.	A <i>medication therapy consultation</i> which includes a patient assessment, identification and resolution of drug-related problems, in an example of a level 2 service.	<i>Comprehensive disease focused consultations</i> are examples of level 3 services.