

Important Contacts

Maryland Attorney General
Consumer Protection Division

410.576.6550

www.oag.state.md.us/consumer

Maryland Pharmacy
Assistance Program

410.767.5800

www.dhmh.state.md.us/mma/mpap

Maryland Poison Center

1.800.222.1222

www.mdpoison.com

Division of Drug Control
(DDC)

410.764-2890

www.dhmh.state.md.us/drugcont

Food & Drug Administration
(FDA)

410.962-3396

www.fda.gov

Drug Enforcement Agency
(DEA)

www.DealDiversion.USDoj.gov

4201 Patterson Avenue
Baltimore, MD 21215-2299

MARYLAND BOARD OF PHARMACY

MARYLAND
BOARD OF



A Consumer's Guide

Setting Standards

For

Pharmacy

Services

410-764-4755

410-358-9512

www.dhmh.maryland.gov/pharmacy

The Mission of the Maryland Board of Pharmacy is to protect Maryland consumers and to promote quality healthcare in the field of pharmacy through licensing pharmacists, registering pharmacy technicians, and issuing permits to pharmacies and distributors; setting standards for the practice of pharmacy through regulations and legislation; educating consumers; and receiving and resolving complaints from the public .

What is the Maryland Board of Pharmacy?



The Maryland Board of Pharmacy (the "Board") is a state regulatory agency established to protect Maryland patients

and to promote quality health care in the field of pharmacy by setting standards for the practice of pharmacy through writing and enforcing regulations and legislation for the state of Maryland.

The Board:

- Licenses Pharmacists
- Registers Pharmacy Technicians
- Issues permits to pharmacies and distributors of medications
- Provides consumer education
- Receives and resolves complaints
- Therapy Management
- Influenza registration
- Prescription Drug Repository

The Board is not a referral service, but it can answer questions about a

pharmacist's or pharmacy's credentials. The Board can also let patients know if it has disciplined a licensee or permit holder. Licensure information can be found on the Board's website by going to www.dhmh.maryland.gov/pharmacy and clicking on [Verification](#).

This means patients can expect quality health care from pharmacists and pharmacies in the State of Maryland.

What Are Pharmacist' Duties and Responsibilities?

A few of the duties and responsibilities of pharmacists include:

- Processing prescriptions accurately
- Checking for appropriate drug use
- Providing patient counseling
- Providing a clean and safe pharmacy work environment
- Working with physicians and other health care providers to provide safe and effective medication use

What Are Pharmacists Trained To Counsel Patients About When Dispensing Prescriptions?

- The medicine's name and whether a substitution has been made
- What the medicine is supposed to do
- When the medicine should be taken and for how long

- What the patient should do if a dose is missed
- How a patient should store the medicine
- If there are any refills of the prescription

What Should Patients Do If They Have a Complaint?

Patients should initially attempt to resolve any complaint directly with the pharmacist or other appropriate pharmacy representative. If this is not possible, a complaint may be filed with the Board by calling [410-764-4755](tel:410-764-4755) to request a complaint form by mail or fax or by visiting the Board's web site at www.dhmh.maryland.gov/pharmacy and completing a complaint form online or downloading a complaint form and mailing it to the address listed below.

MARYLAND BOARD OF PHARMACY

4201 Patterson Avenue
Baltimore, MD 21215-2299

410-764-4755

410-358-9512 FAX

mdbop@maryland.gov

www.dhmh.maryland.gov/pharmacy