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**Illinois Pharmacists Association
House of Delegates**

Sunday – November 10, 2024

NEW BUSINESS

(To be submitted and introduced by Delegates only)

Deadline for Submission of New Business: Saturday, October 26, 2024

Introduced by: Madison Kelley

Date: 10/25/2024

Organization: SIUE School of Pharmacy

Subject: Respond to Patient Misconduct, Harassment, and Violence

Motion:

1. IPhA has a zero-tolerance stance regarding patient misconduct, harassment, and violence towards pharmacists, pharmacy technicians, student pharmacists and other pharmacy personnel.
2. IPhA supports the use of incident reporting procedures for pharmacy staff who experience patient misconduct.
3. IPhA encourages the use of verbal warnings, written warnings, refusal of service, and law enforcement involvement in response to patient misconduct to be used at the discretion of pharmacy staff.

Background:

“The findings from this cycle mirror those of the past nine, highlighting a continued trend of a hostile workplace,” said Brigid K. Groves, PharmD, MS, APhA Vice President, Professional Affairs. “Pharmacy personnel should not face safety fears or abuse from patients, supervisors, or coworkers. Organizations must review harassment policies and reporting procedures and adopt a zero-tolerance stance against abuse.”

From the [10th Report of the Pharmacy Workplace and Well-being Reporting portal](#) administered by APMS on behalf of APhA and NASPA.

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