

INFORMATION LETTER

Title of Project: Opioid and Pain Management in Pharmacies Program (OPMPP)

Primary Investigator:

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Faculty Investigator:

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Mailing Address (if submitting paper copy of survey)

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Summary of Project:

There is a need to develop and implement new strategies to address the opioid crisis as it continues to worsen and contribute to death and hospitalizations in Ontario. Prescription and behind the counter opioids play a role in the opioid crisis as they are commonly used to treat pain and have a risk for physical dependence or addiction, however, your pharmacist can help you effectively treat your pain while also minimizing the risk for these potential harms to occur. Pharmacists play an important role as medication experts and educators where they can collaborate with you and your prescriber to identify ways to improve your drug regimen and increase your knowledge about your drug therapy.

This research project involves the application and evaluation of an opioid and pain management program in Ontario community pharmacies. The purpose of this research project is to demonstrate the program's feasible application of a medication consultation service that focuses on the appropriate prescribing and dispensing of opioids, as well as their safe and appropriate use in chronic pain patients. This research study is being conducted by the Ontario Pharmacists Association (OPA) in conjunction with the University of Waterloo School of Pharmacy and is funded by the Ontario Health Mental Health and Addictions Centre of Excellence.

Procedure:

Following each of your appointments with the pharmacist, you will be invited to fill out a **5-minute** online anonymous survey describing your satisfaction and experience with the opioid and chronic pain medication consultation. If you are unable to complete the survey online, a paper version with a pre-paid envelope will be made available to you to mail to the research team at OPA.

Confidentiality and Data Security:

The satisfaction survey is anonymous, no personal information is shared with the research team. If you start the survey and close the browser before completing it, your data will not be collected and therefore your data will not be collected by the research team. If you are completing a paper version of the survey, there will be no return address required from you. You are able to stop participating in the survey at any time up until you submit it, either online or via mail. Once the survey is submitted, data cannot be deleted by the research team since the survey is anonymous. Please note that anonymous quotations from any open-ended survey responses may be used in papers and publications resulting from this study and I am aware that I may allow excerpts from the open-ended questions that are a part of the survey to be included in scientific presentations and/or publications, with the understanding that any quotations will be anonymous. Collected data will be securely stored on a password-protected computer and internet storage for a minimum of 7 years.

Risks and Benefits:

The online version of the satisfaction survey will be completed via Qualtrics. Qualtrics has implemented technical, administrative, and physical safeguards to protect the information from loss, misuse, and unauthorized access, disclosure, alteration, or destruction. However, no internet transmission is ever fully secure or error free. Please Note: We do not collect or use internet protocol (IP) addresses or other information which could link your participation to your computer or electronic device.

If a paper version of the satisfaction survey is completed, you will submit the survey using a pre-paid envelope. OPA's mailing address can be found at the top of this letter. No return address is required. When information is transmitted through mail, privacy cannot be guaranteed. There is always a risk that mail could get lost, or it is opened by a party other than the intended recipient. Upon receiving the paper version of the satisfaction survey, the research team will promptly transcribe the survey into a digital format and store it securely with the other online survey responses. The paper version will be immediately shredded upon transcription into a digital format.

Participation in this study may provide some benefits to you, such as the ability to increase your knowledge about your medications and potentially improve your quality of life through improved medication management. Please note that your pharmacist or pharmacy will not know whether you have participated in the online satisfaction survey, and your choice of whether to participate will not influence the care that you receive from your pharmacy.

Research Ethics Clearance:

This study has been reviewed and received ethics clearance through a University of Waterloo Research Ethics Board (REB #45514). If you have questions for the Board, contact the Office of Research Ethics, toll-free at 1-833-643-2379 (Canada and USA), 1-519-888-4440, or reb@uwaterloo.ca. For all other questions regarding this project, please contact Ashley Cid at the email or phone number listed at the top of the first page. Thank you for your assistance in this study.

Sincerely,

Ashley Cid
Ontario Pharmacists Association
University of Waterloo, School of Pharmacy

CONSENT FORM

By signing this consent form, you are not waiving your legal rights or releasing the investigator(s) or involved institution(s) from their legal and professional responsibilities.

Project: Opioid and Pain Management in Pharmacies Program (OPMPP)

I have read the information presented in the information letter about the study being conducted by the Ontario Pharmacists Association and the University of Waterloo. I have had the opportunity to ask any questions related to this study, to receive satisfactory answers to my questions, and any additional details I wanted. I am aware that I may allow excerpts from the open-ended questions that are a part of the survey to be included in scientific presentations and/or publications, with the understanding that any quotations will be anonymous.

I was informed that participation in this study is voluntary and I acknowledge that I can withdraw my consent at any time. When completing the survey, I understand that if I close my browser or do not mail my survey, my data will not be collected. I am aware that once my survey has been submitted either online or through the mail, my anonymous data cannot be withdrawn from the study.

This study has been reviewed and received ethics clearance through the University of Waterloo Research Ethics Board (REB# 45514). If you have questions about the ethics of the study that you would like to ask the Board, contact the Office of Research Ethics, toll-free at 1-833-643-2379 (Canada and USA), 1-519-888-4440, or reb@uwaterloo.ca.

If you have questions about the study itself, please contact the primary investigator below:

Ashley Cid
Ontario Pharmacists' Association and University of Waterloo School of Pharmacy
1-877-341-0788
Opmpp@opatoday.com

By agreeing to participate, you are indicating that you have:

Read and understood the above information

You voluntarily agree to participate

If you do not agree and do not wish to participate, please close your browser.

Yes, I agree to participate in this study.

No, I do not agree to participate in this study.

Do you consent to the research team using quotations from your open text responses in this survey in future publications and/or presentations? Note: that all responses are anonymous.

Yes

No

PATIENT SATISFACTION SURVEY

1. Which OPMPP consultation did you receive today?
 - a. Initial consult
 - b. First follow-up
 - c. Second follow-up
2. How would you rate your satisfaction with your chronic pain medication consultation today?
 - a. Very satisfied
 - b. Satisfied
 - c. Neutral
 - d. Unsatisfied
 - e. Very unsatisfied
3. How valuable do you think it is to have access to chronic pain medication consultations in a community pharmacy?
 - a. Very valuable
 - b. Valuable
 - c. Neutral
 - d. Unvaluable
 - e. Very unvaluable
4. Please describe below how accessing this chronic pain medication consultation in the pharmacy will help or will not help with improving your health and/or quality of life.

5. What is the likelihood that you would recommend someone else with chronic pain to have a chronic pain medication consultation completed by the community pharmacist?
 - a. Very likely
 - b. Likely
 - c. Neutral
 - d. Unlikely
 - e. Very unlikely
6. Please provide any final thoughts or comments you have about this program below.

Feedback and Appreciation Statement

On behalf of the research team, thank you for participating in the Opioid and Pain Management in Pharmacies Program (OPMPP) research study. We are grateful for the time you have taken to help us learn more about how an opioid and chronic pain specific medication consultation service can improve patient health outcomes. By participating in this study, you have played an important role in increasing our understanding of this program's value and potential for feasible implementation as a standardized service that could be offered in Ontario's community pharmacies.

This study has been reviewed and received ethics clearance through a University of Waterloo Research Ethics Board (REB #45514). If you have questions for the Board, contact the Office of Research Ethics, toll-free at 1-833-643-2379 (Canada and USA), 1-519-888-4440, or reb@uwaterloo.ca.

Upon collection and analysis of the data for this project, our intentions are to appropriately disseminate the information within the research community and amongst pharmacy professionals and policy makers through presentations and journal articles. If you are interested in receiving more information regarding the results of this study, please do not hesitate to contact the Ontario Pharmacists Association via email (info@opatoday.com) upon completion of the study, anticipated by March 2025.

Sincerely,

Ashley Cid
Pharmacist Research and Practice
Ontario Pharmacists Association
Opmpp@opatoday.com