

2018 PAS/Pharmasave Professional Services Award

Presented to a community pharmacy that demonstrates leadership in implementing, promoting and providing professional pharmacy services to patients within the pharmacy or in the community



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Presenter Jeff Grant, Pharmasave (centre)

Medi-Center Pharmacy, Prince Albert, SK

The Medi-Center Pharmacy has been serving the community of Prince Albert for 30 years. Owner Lorelei Miller has been facilitating excellence in pharmaceutical service for 26 years. The pharmacy employs 39 employees, 12 pharmacists, one registered technician, and 26 pharmacy assistants. The pharmacy offers a wide variety of services to meet all of the health needs of the residents of Prince Albert and surrounding area.

Pharmaceutical services include Methadone and addictions medicine, anti-retroviral therapy and counselling, compliance packing, compression stocking fitting, fentanyl patch exchange programs, naloxone kits and training (free for high risk and Methadone patients), Med-sync of chronic medications, SMAP / MAF, and Compounding.

Medi-Center Pharmacy provides access and pharmacy services to numerous institutions and reserve communities. The pharmacy strives to employ leaders in indigenous health awareness including the employ of employees with aboriginal ancestry and able to speak Indigenous languages like Cree. Also included in their strategy is creating goals, talking about goals, meeting/rewarding for their met goals. The professional services goals are set yearly, and then each team member has five-minute meetings every day to review these goals. In the meetings the team talks about what worked well, recognize successes and looks for opportunities to improve the patient experience.

The strategy to reach out to communities, taking education to the communities and focusing on the goals of professional services has increased patient and staff satisfaction. This has been measured by increased loyalty, increased sales, and the increased bottom line, reflective of the effort and success of Medi-Center Pharmacy business and community well-being. Medi-Center Pharmacy strives for excellence, innovation, and integration in pharmacy clinical services. The pharmacy has adopted and utilized all pharmacy services advocated through the Pharmacy Association of Saskatchewan.

The lack of accessibility to vital care in this community makes the initiatives by Medi-Center pharmacy all the more valuable to the patients who need them. Medi-Center has a daily scheduled 'clinical pharmacist'. The clinical pharmacist is available for any professional pharmacy service at any time. They can perform 'drop-in' services like medication assessments; immunizations, PACT and minor ailments, or they will cover any other speciality trained pharmacist for appointments like hormone or diabetic education sessions. This pharmacist spends the rest of their day meeting with patients at the 'drop off' window, ensuring patients are given prescriptions that are appropriate and acceptable to the recipient. The pharmacist's tasks include organizing Med Sync and calling and confirming compliant renewals of medications and any questions regarding chronic therapies. The pharmacy maintains excellence of service and progressive pharmacy offerings. This pharmacy serves the entire range of community members, ranging from vulnerable populations to those seeking optimal health. The ability to serve a wide variety of health needs facilitates concepts of holistic, cognitive, physical, emotional and spiritual health principles. The Medi-Centre encourages all of these regarding their patient care