Sustaining Canadians’ access to quality, affordable healthcare through neighbourhood pharmacies.

Where can you go for healthcare that meets your family’s needs, your family’s schedule?

You never know when your kids will get a sore throat, a rash or a minor infection is next to impossible. If your parents need to know how their medications will interact with over-the-counter products, it can wait. It can be a matter of life and death.

There’s really no way to know when someone in your family is going to need quick access to professional healthcare. And if that need arises at night, or on the weekend, or you live in a community without a hospital or easy access to a clinic, there’s a real risk the issue is going to get worse before it gets better.

Family doctor appointments, even on an urgent basis, can take days to get. Walk-in clinics typically only offer limited evening hours, usually with long wait times, and hospital emergency rooms are designed, staffed and equipped for treating the most seriously ill or injured patients on an acute care basis, where you can go for the other healthcare that meets your family’s needs and their schedule?

There’s no truly one-size-fits-all solution. But for many Canadian families, their neighbourhood pharmacy offers accessible healthcare advice that’s close to where they live, work and play. Canada has about 9,000 neighbourhood pharmacies across the country, many open 24 hours a day, seven days a week, and even more open to midnight, where a growing range of services is available, usually without an appointment.

Many Canadians are now familiar with pharmacies’ flu shots, but there’s a growing list of patient services being delivered in neighbourhood pharmacies around the country that they may not know about. These services include prescribing for minor ailments, wellness and preventative care, diabetes management, smoking cessation, administering other vaccines and support for chronic conditions. Each pharmacy regulates its own pharmacies, so this lack of knowledge may be due to the varying services available.

The Neighbourhood Pharmacy Association of Canada (Neighbourhood Pharmacies) conducted in-depth public-opinion research and it indicates that Canadians have a positive view of their neighbourhood pharmacies. We use pharmacies as “firstly” (90 per cent agree or somewhat agree), and providing advice that is “accessible” (90 per cent), “supporting patients care through advice on medicines” (90 per cent), “sharing health information” (84 per cent) and “helping prevent illness through programs such as flu shots” (94 per cent).

Canadians trust and respect their pharmacists, based largely on pharmacists’ expertise as medication specialists, but there is evidence that Canadians are increasingly comfortable having their pharmacists provide other professional healthcare services. Research recently published by Shoppers Drug Mart associates a pharmacist John Papastergiou, in the “Canadian Pharmacists’ Journal” (Oct 29, 2016) addressed patient reactions from flu shot recipients in October-November 2013. Based on more than 1,500 survey responses, patients were overwhelmingly positively: 8.4 per cent reported they were very comfortable with the pharmacist administering the injection, and 9.0 per cent that they were very satisfied with the pharmacist’s services and injection technique. Perhaps even more impressively, 86 per cent of respondents indicated that they would recommend administering flu shots at a pharmacy, and 99 per cent would recommend their family and friends be vaccinated by a pharmacist.

Perhaps even more impressively, seven in 10 (76 per cent) patients said they would have had a flu shot if they hadn’t been able to receive one last year, had it not been available at a neighbourhood pharmacy, and 92 per cent that they were very satisfied with the pharmacist administering the injection. So, where can you go for the other healthcare that meets your family’s needs and their schedule?

The Healthcare Closer to Home Commitment

Quick, convenient access to healthcare services, closer to where Canadians live, work and play. A growing range of primary healthcare needs. Better use of pharmacies’ time to treat more complex cases. Treatment by the most cost-appropriate provider. Avoiding unnecessary emergency room visits. Better use of taxpayer dollars.

More stories and information at www.healthcarecloserathome.ca

www.healthcareclosertohome.ca

pharmacyinfo.ca

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The Flu

It’s not just a bad cold

With so many people misusing the terms "flu" and "cold," almost interchangeably, this flu is a much more severe health risk than the common cold.

Health Canada estimates between 5,000 and 6,000 Canadians die of the flu and its complications each year.

In the best case scenario, the typical flu will knock you out for several days. In the worst case it will give you a high fever, chills and achy bones. The whole experience can be so unpleasant that people have even considered using a nasal spray vaccine.

"When you consider the risk than the common cold.

The flu is a serious illness and unlike the common cold, some strains can make you sick, it is made from an inactivated virus, so it simply cannot give you the flu."

"Those who worry the vaccine can make you sick, it is made from an inactivated virus, so it simply cannot give you the flu."

Why neighbourhood pharmacy matters to Canadians

Canadians enjoy on average 8.5 hours of care from a doctor, 10 hours of care from a nurse and 13 hours of care from a pharmacist each year. The community pharmacy helps to fill the gaps in healthcare by providing immediate healthcare benefits to patients and economic benefits to governments, businesses and individuals.

Accessing primary healthcare in a pharmacy of tomorrow offers Canadians closer to home care – to the highest standards.

One of the most important benefits of pharmacies is their accessibility. In addition to the core services of dispensing medications, describing for minor ailments and assessing for smoking cessation, pharmacies, there's an unmatched convenience and ease Canadians enjoy the matter of being capable of being interviewed, for those who worry the flu shots.

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"Accessing primary healthcare in a pharmacy of tomorrow offers Canadians closer to home care – to the highest standards."

Acting now to sustain health across Canada

Canadians enjoy access to almost 9,000 pharmacies across the country. They are open an average of 16 hours a day, 7 days a week or six hours on week-ends with a high degree of patient care, convenience and ease Canadians enjoy the matter of being capable of being interviewed, for those who worry the flu shots.

"Canadians enjoy access to almost 9,000 pharmacies across the country. They are open an average of 16 hours a day, 7 days a week or six hours on week-ends with a high degree of patient care, convenience and ease Canadians enjoy the matter of being capable of being interviewed, for those who worry the flu shots."

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Canada’s neighbourhood pharmacy companies provide a wide range of medication and patient services. To enable them to showcase their offerings in their own terms, we have made a equal amount of space available to each one. Since pharmacies and pharmacists are provincially regulated and licensed, the services offered may vary by location, so please contact your neighbourhood pharmacy for more specific details.

Pharmacists have recently been given a greater healthcare role. In certain provinces, a pharmacist can write a prescription and certain renewals, including PERFORMANCE MANAGEMENT AND INCOME DEVELOPMENT NEIGHBORHOOD PHARMACIES

The lowest prescription costs and high quality products offered by Costco Pharmacies are only the beginning of what makes Costco a convenient and friendly pharmacy experience.

Costco Pharmacy provides exceptional service, more importantly, high-quality, personalized care. Costco Pharmacy offers exceptional service and, more importantly, high-quality, personalized care. Costco Pharmacies are more than a place to pick up your prescriptions. Our pharmacists provide exceptional service throughout the year, going the extra mile to ensure you receive the best care possible.

In addition to this food-based care, Loblaw pharmacies use their strategic location in grocery stores to reach a larger patient population.

Pharmacies located in Costco Wholesale U.S. stores include Costco Pharmacy and Pharmavance.

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Check the boxes, below, to see which expanded scope of practice healthcare services have been enabled in your province.

**NORTHWEST TERRITORIES**
- Provide emergency prescription refill
- Renew/extend prescription
- Change drug dosage/formulation
- Make therapeutic substitution
- Administer a drug by injection
- Medication review

**BRITISH COLUMBIA**
- Provide emergency prescription refill
- Renew/extend prescription
- Change drug dosage/formulation
- Make therapeutic substitution
- Administer a drug by injection
- Medication review

**ALBERTA**
- Provide emergency prescription refill
- Renew/extend prescription
- Change drug dosage/formulation
- Make therapeutic substitution
- Administer a drug by injection
- Medication review
- Prescribe for minor ailments/conditions

**SASKATCHEWAN**
- Provide emergency prescription refill
- Renew/extend prescription
- Change drug dosage/formulation
- Make therapeutic substitution
- Administer a drug by injection
- Medication review
- Prescribe for minor ailments/conditions

**MANITOBA**
- Provide emergency prescription refill
- Renew/extend prescription
- Change drug dosage/formulation
- Make therapeutic substitution
- Administer a drug by injection
- Medication review
- Prescribe for minor ailments/conditions

**ONTARIO**
- Provide emergency prescription refill
- Renew/extend prescription
- Change drug dosage/formulation
- Make therapeutic substitution
- Administer a drug by injection
- Medication review
- Prescribe for minor ailments/conditions

**QUEBEC**
- Provide emergency prescription refill
- Renew/extend prescription
- Change drug dosage/formulation
- Make therapeutic substitution
- Administer a drug by injection
- Medication review
- Prescribe for minor ailments/conditions

**NEW BRUNSWICK**
- Provide emergency prescription refill
- Renew/extend prescription
- Change drug dosage/formulation
- Make therapeutic substitution
- Administer a drug by injection
- Medication review
- Prescribe for minor ailments/conditions

**NOVA SCOTIA**
- Provide emergency prescription refill
- Renew/extend prescription
- Change drug dosage/formulation
- Make therapeutic substitution
- Administer a drug by injection
- Medication review
- Prescribe for minor ailments/conditions

**NEWFOUNDLAND & LABRADOR**
- Provide emergency prescription refill
- Renew/extend prescription
- Change drug dosage/formulation
- Make therapeutic substitution
- Administer a drug by injection
- Medication review
- Prescribe for minor ailments/conditions

**YUKON**
- Provide emergency prescription refill
- Renew/extend prescription
- Change drug dosage/formulation
- Make therapeutic substitution
- Administer a drug by injection
- Medication review
- Prescribe for minor ailments/conditions

**NUNAVUT**
- Provide emergency prescription refill
- Renew/extend prescription
- Change drug dosage/formulation
- Make therapeutic substitution
- Administer a drug by injection
- Medication review
- Prescribe for minor ailments/conditions

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- Provide emergency prescription refill
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- Administer a drug by injection
- Medication review

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- Medication review

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- Make therapeutic substitution
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- Prescribe for minor ailments/conditions

OnPharm helps independents thrive. Through advocacy, training and manage ment aid, independent pharmacies keep their own name and place within their communities but have the support of a larger organization.

Metro Pharmacies REACH A WIDE RANGE OF THE POPULATION

The company operates 72 pharmacies in select Metro grocery stores and drug stores in select Food Basics grocery stores across Ontario. They provide pharmacist-administered flu vaccinations in all of their pharmacies, and the benefits to their patients are immediate considering the exposure to a potentially serious illness every year.

Metro independent pharmacies are accessible and available for walk-ins, so their patients are more likely to get vaccinated due to convenience and time saved, which in turn provides better protection for those who are more vulnerable to influenza, like young children and older adults. Dosing vaccinated is a win-win for the individual and the community, and the pharmacies offer this service in participation of the global disease prevention strategy.

Metro independent pharmacies also offer medication review services to their patients who require their treatment by identifying and managing lifestyle factors that affect drugs, medication side effects and drug interactions with another drug, food or supplement. Pharmacists address these issues before they become clinically significant, which may lead to hospitalization.

In addition, all of Metro independent Pharmacies patients benefit from personalized nutrition information from its pharmacists based on their medication. Pharmacists provide patients with the benefits of eating healthy, getting enough essential nutrients, and interpreting nutrition labels to help them make better food choices as it relates to their medical conditions.

**ONPHARM PROVIDES SUPPORT FOR INDEPENDENT PHARMACIES**

OntPharm has created a customized online platform to help pharmacies provide these services in a standardized professional manner. It promotes these programs and more, including the shot, to the independent pharmacist but only pharmacy has the autonomy to decide what best suits their community.
Founded in 1915, the Overwaitea Food Group (OFG) is Canada’s largest western-based food store chain operating in Alberta, British Columbia, and Newfoundland. OFG has elevated its pharmacy programs and clinic services to meet the healthcare needs of their local communities. Patients receive convenient and timely care through pharmacist consultations, refill assistance and specialized assessments. Other services may include custom compounding, travel health services, feed intolerance testing, and management programs for chronic conditions, such as diabetes, COPD, asthma, high blood pressure, high cholesterol, and mental health conditions.

OFG’s pharmacy professionals are pleased to inform patients and other professionals who wish to obtain their prescribing authority that the progressive company continues to support pharmacists who are taking all of their medication.

Remedy’sRx pharmacies are the key point of reference for all of their patients. It is a place where community pharmacists can connect the individual’s profile with the medications or within a collaborative practice to avoid any potential overlap in treatment. The pharmacist is also the best person to make sure the patient’s health is maintained in a coordinated manner. The pharmacist can also convey travel health and routine breast cancer vaccinations. In select locations, individual pharmacists have specialized knowledge in chronic disease management. They work in collaboration with physicians and other healthcare professionals to provide the best care for their patients. This might include a referral to a certified diabetes educator or an asthma education program to address specific areas such as diabetes. Pharmasave pharmacists also work to obtain their prescribing authority in Alberta.

OVERWAITEA PHARMACIES: OFFERING PATIENT-CENTRED CLINICAL SERVICES AND PROGRAMS

Remedy Drug Store Company Inc. is a Canadian coast-to-coast network of independent pharmacy owners. Remedy’sRx pharmacies meet local community healthcare needs through the professional specializations of each pharmacist-owner and their unique pharmacy practices. Remedy’sRx pharmacists provide a diverse range of professional services, such as the administration of immunizations, medication reviews and assessments, prescribing for specific conditions, and medication adherence programs. Remedy’sRx pharmacies are the key point of entry into the healthcare system in many communities. Patients receive convenient and timely care through pharmacist consultations, refill assistance and specialized assessments. Other services may include custom compounding, travel health services, feed intolerance testing, and management programs for chronic conditions, such as diabetes, COPD, asthma, high blood pressure, high cholesterol, and mental health conditions.

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**NEWFOUNDLAND AND LABRADOR**

- Provide emergency prescription refills
- Renew/extend prescription
- Change drug dosage/formulation
- Order and interpret lab tests
- Administer a drug by injection
- Medication review

**NEW BRUNSWICK**

- Provide emergency prescription refills
- Renew/extend prescription
- Change drug dosage/formulation
- Make therapeutic substitution (non formula)
- Order and interpret lab tests
- Administer a drug by injection
- Medication review

**NOVA SCOTIA**

- Provide emergency prescription refills
- Renew/extend prescription
- Change drug dosage/formulation
- Make therapeutic substitution
- Prescribe for minor ailments
- Order and interpret lab tests
- Administer a drug by injection
- Medication review

**ONTARIO**

- Provide emergency prescription refills
- Renew/extend prescription
- Change drug dosage/formulation
- Initiate prescription drug therapy
- Order and interpret lab tests
- Administer a drug by injection
- Medication review

**QUEBEC**

- Provide emergency prescription refills
- Renew/extend prescription
- Change drug dosage/formulation
- Initiate prescription drug therapy
- Order and interpret lab tests
- Administer a drug by injection
- Medication review

**PHARMASAVE IS BECOMING MORE ACCESSIBLE THROUGH THE ECARE PROGRAM**

Pharmasave is implementing an online program to increase the convenience and accessibility for the patient as well as for the healthcare team.

Pharmasave has approximately two stores across Canada. The program offers in-store pickup, delivery, and curbside pickup. There are also some programs available to pharmacies across the board. Each pharmacy is independent in the sense that they choose what programs to run because they know their community’s needs. Pharmasave needs to develop different programs to help individual pharmacies better serve their patients. A very recent innovation by Pharmasave is the eCare program, which was rolled out at the end of April. This is a web-based program where patients can create a profile and add information such as medical conditions, allergies, vaccinations, and OTC products. If given permission, the pharmacist can connect the individual’s profile with the medications they are taking. Ecarer has multiple benefits. The patient has a list of all the medications they are taking at their fingertips, allowing them to see what their healthcare providers have to offer a better understanding of their health. If a patient gives their caregiver access to their ecare profile, the caregiver can monitor how often a patient is refilling their prescriptions or being refilled and if the patient is taking all of their medications.

Pharmasave provides tools and resources to aid the pharmacists in becoming educators in a specific area, such as diabetes. Pharmasave physicians can also administer flu shots and some other forms of health.
Rexall is on the cutting edge of adapting all of the new services offered to pharmacists in each of the provinces.

Rexall has taken a proactive approach, not only because what they do is important but because they want patients to have confidence in the pharmacist. In each province, Rexall has developed a unique approach to provide convenient access to healthcare and advice, but they all have the same look and feel. Patients can expect pharmacists who provide the best care possible, and follow-up services if necessary. Each of the provinces has its own distinct characteristics but the individual pharmacists have the capacity to reach everyone difficult to access.

Salesway Pharmacies offer a patient-centric model of healthcare in their neighbourhood. From travel health services, immunization services, to diabetes care, even if the actual services differ, the patient experience is the focus on superior service.

With just over 170 stores in western Canada (including 68 in B.C.), each salesway pharmacy provides consistent care from branch to branch, ensuring that the scope of practice allocated in the respective province is performed. Salesway Pharmacies are pleased to provide immunization and injection services, such as flu, shingles and hepatitis vaccines. Many suburbs are not set up to do these vaccinations and having this convenient service available (right in the community helps to increase accessibility.

Medication management is something Rexall is playing an increasingly important role. Depending on the province, the pharmacy also offers convenient access to healthcare advice and services, but the individual pharmacists have the capacity to reach everyone difficult to access.

Uniprix is the Quebec independent pharmacy chain in Quebec that will alert them when their medication is due to run out and reducing the need to make multiple phone calls to remind them that their prescriptions are due. Uniprix also provides additional services including, adapting (modifying) prescriptions, from a physician, therapeutic substitutions, medication reviews, and minor ailments assessment. The scope of services vary by province (or province equivalent) for all services. In pharmacies and Uniprix pharmacy locations in the province, the pharmacist can receive care.

Patients can expect pharmacists who take the time to learn their needs, give them the best care possible, and follow-up to create long-term relationships at any Walmart Canada pharmacies.

The target pharmacies outside of Quebec, in additional services pharmacies in Churches through the community to spread the word about their services. target pharmacies are proud to serve customers with specialty training to better help patients seeking out other pharmacists who may already have a prescription for an antidepressant medication.

Walmart pharmacies can also help patients save money. Walmart has been product-line insulin supplies, medication review, nutrition and lifestyle counseling, medication management, Drug therapy management, and other professional services.

As with other provinces where pharmacists provide additional services, including: adapting medication, providing drug therapy management, and other professional services.

Sobeys Pharmacy locations in the province will be doing their part to increase vaccination rates and provide excellent customer service.

You can count on Sobeys Drug Mart pharmacists to give you personalized care.

* In BC, MB, PE, NB, NS and NL, the pharmacy services provided are required by law.
Neighbourhood pharmacies are already an important part of the patient healthcare landscape. They are set to play an even larger role as the country’s broader healthcare system evolves to address the needs of an aging population managing their chronic conditions.

Neighbourhood pharmacies are already an important part of the patient healthcare landscape. They deliver $12.5 billion in accessible advice (90%) and increased to 76% in 2014 from 68% in 2013.

The overall treatability of neighbourhood pharmacy’s role has increased to 76% in 2014 from 68% in 2013. Canadian pharmacies have an average waiting time of 80 per cent.

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CANADA’S NEIGHBOURHOOD PHARMACIES – COMMITTED TO EXCELLENCE IN MEDICATION AND PATIENT SERVICES