

## Some of the “free” services covered by our Professional Fee

1. We answer medication and health questions in person and by phone and provide medical advice within our scope of practice whenever needed with no appointment required.
2. We provide free delivery.
3. Our Registered Nurses provide free consultations.
4. Our RNs provide emergency wound care and wound care consultations.
5. We educate our patients on their drug plan and call the drug plan on our patient's behalf to clarify coverage and to resolve coverage issues as needed.
6. We educate our patients and doctors about the Ontario Drug Benefit program.
7. We follow up with our patients to ensure medications are working optimally.
8. We promote healthy living through good health habits including diet, exercise, smoking cessation and when required drug therapy.
9. We advance medications as needed when reasonably appropriate to maintain our patient's therapy while waiting for a physicians' authorization to renew the medication. .
10. We help our patients find a family physician.
11. We contact our patient's physician for many reasons including:  
  
To correct or clarify prescriptions, to request alternate medication when the one prescribed is not covered by the patient's drug plan, to advise of medication interactions and adverse effects, to get prescription repeat authorizations, to make therapy recommendations, to advise of medication non-adherence, to recommend therapy changes, to provide drug information, to discuss our patient's medication profile, to identify someone who may be at risk for substance abuse, to advise on compression hose therapy, to consult on lab test results, to provide an alternate product in case of product shortage, to answer Ontario Drug Benefit formulary coverage questions.
12. We meet with doctors to better provide patient care.
13. We provide free blood pressure monitoring.
14. We provide flu shots.
15. Our pharmacists make home visits as needed.
16. We provide medication reviews beyond the government MedsCheck program.
17. We pick up prescriptions.
18. We conduct research for our patients and physicians on medication questions.
19. We assist our patients with manual billing to their insurance plans when required.
20. We counsel on over the counter drugs.
21. We cut tablets as required.
22. We demonstrate and teach how to use insulin pens, medication nebulizers, oral syringes, spoons, aerosols, aerosol spacers, inhaled powders, trans-dermal patches, sublingual sprays and more.
23. We monitor prescription refill intervals for our patient's benefit and safety.
24. We provide medication profiles to our patients and their doctors.
25. We provide yearly prescription receipts for income tax and insurance as needed.
26. We perform drug abuse and fraud prevention.
27. We provide free dosing aids like syringes, spoons and medication cups.
28. We provide free needle and lancet disposal.
29. We refer our patients to other healthcare professionals as needed.
30. We provide written information on medication conditions and treatments.
31. We contribute to public health education through seminars and published articles.
32. We assist medication compliance via counseling and reminder tools.
33. We provide written dosing schedules on the times to take medications as needed.
34. We assess and re-assess asthma medication and device use with our patients and their caregivers.

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## Some of the “free” services covered by our Professional Fee (cont.)

35. We demonstrate and teach how to use peak flow meters, blood glucose monitors, TENS machines, blood pressure monitors, vaporizers, humidifiers, fever thermometers and more.
36. Our nurses teach hypodermic self injection and insulin pen use.
37. We provide our patients with education and give advice on many conditions and therapies including, diabetes and hypoglycemia, asthma control, arthritis, women’s health, HRT and menopause, cough and cold, allergies, lice, compression therapy, sun care, skin care, vaccinations including the flu, and cardiovascular disease including hypertension, angina, and high cholesterol plus many more. .
38. We report medication adverse effects to Health Canada.
39. We educate our patients about medication expiry dates and safe keeping.
40. We provide travel advice such as which vaccines are needed, what over-the-counter medications to take, which prescription medications may be required and how to travel with your medications.
41. We sponsor and hold clinics on cholesterol, blood pressure, sleep apnea, Alzheimer’s, osteoporosis, healthy legs, diabetes and more.
42. We counsel new mothers on breast feeding and other newborn issues.
43. We counsel on safety of products during pregnancy and breast feeding.
44. We provide nutrition counseling for many conditions including pregnancy, diabetes, gout, osteoporosis and blood clotting disorders.
45. We counsel on “natural” and herbal medicines and therapies.
46. We provide fall risk assessment and counseling to seniors.
47. We provide prescription refill reminders.
48. We provide disease management monitoring tools such as cards and log books for blood pressure and blood sugar recording.
49. We will review therapy options with our patients prior to them visiting their doctor as needed.
50. We focus on medication compliance monitoring for our elderly patients.
51. We counsel on emergency contraception and sexual health.
52. We visit seniors’ residences to present medication and health programs.
53. We test and tune-up blood glucose meters.
54. We provide breast prosthetics consultations.
55. We measure for and fit post-surgery devices.
56. We provide the Ontario Colorectal Cancer Self Check kit.
57. We provide foot screening for our diabetic patients.
58. We identify foreign medications for travelers and find a Canadian equivalent.
59. We provide an “In Home Personal Shopping” service.
60. We pre-load insulin syringes as required.
61. We provide non-medication advice on quality of life questions.
62. We provide a teaching environment for pharmacy and pharmacy technician students during practical community rotations.
63. We provide compounded medications, even when government reimbursement is below our cost.
64. We provide information to our patients who have called Ontario Tele-health and have been referred to a pharmacist for more information.

And more!



*.....another reason to make  
**our pharmacy your pharmacy.***