



Annie Schiefer, Project Manager  
Health Professions Regulatory Advisory Council  
#806-55 St. Clair Avenue West  
Box 18  
Toronto, ON M4V 2Y7

Dear Ms. Schiefer:

I am writing in support of the Ontario Pharmacists' Association submission on the role of the community pharmacist.

I am currently the Pharmacist and Business Manager for Dell Pharmacy in Ancaster and I have been practicing pharmacy since I graduated in 1974.

This is certainly an exciting time for community pharmacists as we are probably the most accessible health care professional, and as surveys have indicated a well-trusted member of the health care team. At Dell Pharmacy in Ancaster a majority of our clients are seniors with complex health care needs.

On a daily basis we are called upon to intervene on a patient's behalf to ensure they are getting the best possible health care. We have a variety of patient education tools and resources that we use and give to patients daily to help them in understanding their medical conditions and assisting them to get the most from their medications. This includes:

- training and upgrading blood glucose meters
- downloading blood glucose meters for patients to take to their physician
- variety of CDA pamphlets and more on understanding diabetes
- supervising use of our in-store blood pressure machine, and where appropriate giving them a Smart Card to allow them to track their most recent numbers
- assistance in purchasing a blood pressure machine for use at home
- information sheets on proper use of eye drops, ear drops, grapefruit interactions,
- calcium content of food and recommended dosing guidelines
- overview of constipation and appropriate drug use
- what to do when your child is ill
- variety of quitting smoking pamphlets
- drugs in pregnancy and lactation
- best possible medication profile
- calendar for post-surgery eye drops and drug titration
- pain medication calendar to track break-through doses



Daily we send at least one Pharmaceutical Opinion to a doctor to recommend changes in drug therapy and telephone many patients to follow up with their medication related issues. All of these allow us to play an important role in patient care and they remind us daily how helpful we have been.

I hope that you will agree that pharmacists are a valuable member of the health care team and will support the OPA position of advancing the role of pharmacists for patient care. We could certainly give you countless examples of improved patient care as a result of our interventions.

Thank you in advance for your kind consideration. In the meantime, if you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

**Mary Nelson**

Mary Nelson, BScPhm, RPh  
Pharmacist Manager

