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PHARMACIST

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Entry-to-Practice PharmD
Students in 2015

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great opportunity to be
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Why Your Pharmacy's Cash
Flow Is Important

Practice Leaders

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n Girgis, BSc.
PHARMACIST



JOHN GIRGIS

Owner
Apple-Hills Medical Pharmacy

“Any time you can save time both in the pharmacy and for the client you’re enhancing your ability to offer more professional services. Essentially, the MyFastMed kiosk is like having a pharmacy assistant by technology.”

When patients line up at the Apple-Hills Medical Pharmacy in Mississauga, it’s not always to speak with a pharmacist. Some patients have been taking advantage of the pharmacy’s MyFastMed kiosk, an invention by pharmacist John Girgis that gives customers the choice to have their prescription filled without waiting in line.

The kiosk – meant to be stationed at the pharmacy near the cash register – complements the workflow of the pharmacy by enhancing overall efficiency, and provides customers the opportunity to request pharmacy services after hours, as long as the building where the kiosk is located is open (e.g., medical clinic pharmacy).

“The idea is that you want to save two things: time and labour,” Girgis says. “Looking at it from the perspective of the owner or operator, we’re saving time and we’re introducing an opportunity that is more convenient for customers. You don’t have to ask people to wait in line for half an hour. They can walk into the pharmacy, order what they need from the kiosk, do their shopping, and either have the prescription delivered to their home or wait for it to be filled.”

To refill prescriptions, order pharmacy products, or book appointments (e.g., MedsCheck) at the kiosk, customers swipe their OHIP card or driver’s license and use the kiosk’s touch screen to answer a few simple questions. Customers can then choose to pick-up their medication or have it delivered to their homes. To fill a new prescription, customers are prompted to scan their prescription on a high-resolution 19-inch touchscreen LCD. The original prescription stays in the kiosk’s scanner so it can be

matched to the scanned image by the pharmacist before it is processed.

Other features of the kiosk include a connection to the Mayo Clinic medical database that allows customers to browse for information on illnesses, medicine, and preventative care, as well as customizable in-store coupons.

Currently, about 10 per cent of patients are taking advantage of the kiosk.

“It’s mainly younger customers, but we’re pushing it to older people who are less technologically savvy,” Girgis says. “Having the kiosk right at the pharmacy counter makes it easy to walk them through the process. After they try it once, they’re more amenable to try it again.”



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