

OPERATION: Pharmacy CIA – Consultants In Action

Location: Nationwide

Scope Note: At-a-Glance

Key Players: A Pharmacist Near You?

Key Findings

At this very moment, pharmacists across the country are engaged in fee-for-service consultations on a range of health issues from chronic disease and menopause to integrative and preventive medicine.

Preliminary findings indicate that this activity is trending upward, precipitated by the growing patient demand and pharmacists' willingness to identify and adopt innovative practice strategies.

Intelligence has been compiled and transmitted to "the Pharm".

Key Players

Eastern Canada

The Maritime provinces of Canada house a number of operatives.

Peter Ford, Ford's Apothecary, Moncton, NB. CodeName Pioneer. Consulting since 1994. Conducts 12-14 consults per day, four days per week. Obtains 40-45% of his patients from physician referrals. Specialty areas: Limitless, including autism, seizures, IBS, weight management and pain. His specialty services are covered by: WCB, Department of National Defense, Insurance Work for Lawyers - after having been deemed to be an "expert witness on pharmacology of opioids" by the Court of Queens Bench in New Brunswick.

Robin Oglvie, Rockingham Pharmasave, Halifax, NS. Began conducting Basic and Advanced Medication Review services in 2011. Registered with the Pharmacists Association of Nova Scotia, as required, to conduct the advanced reviews. Contemplating smoking cessation consults. Target clientele: pharmacare recipients who have reached their co-payment maximum and other interested parties. Surveillance recorded him expressing approval that pharmacists are "starting to take advantage of the skills we've had all along".

Central Canada

From Ontario to the longitudinal and true centre of Canada, Winnipeg, pharmacist consultants can be found in a range of practice settings. Local informants have narrowed their spectrum to three of many consultants in action.

Kent MacLeod, Nutrichem Biomedical Clinic, Ottawa, ON. Consulting for 15 years. Conducts consultations full-time and is booked two-three months in advance. Specialty areas: Orthomolecular treatment of mental health disorders, nutritional optimization. Identifies iatrogenic causes

of health problems. Special services: Founded a laboratory to measure different nutrient levels in the body. Also owns his own pharmacy and health clinic. Human intelligence affirms that he has been able to resolve patient problems of 10+ years within one-two visits.

Phil Hudson, Beechwood Wellness Pharmacy, Kitchener-Waterloo, ON. Consulting for 10 years, charging for 2 years. Specialty areas: Uses a physiologic approach to patient wellness, including pain management, women's health, mental health. Also conducts MedsCheck through the province. He now finds that his consultation services "allow for a higher level of interaction with both patients and physicians" and continues to be "astonished with the respect patients have when they come in".

Tara Maltman-Just, CinDen Integrative Health Services, Winnipeg, MB. CodeName Stevia. Consulting since 2009. Specialty areas: Integrative Medicine, including brain fitness, women's health, autoimmune disorders, stress management. Electronic surveillance has uncovered that her "focus is on treating the patient, and not the disease". She uses a comprehensive, metabolic approach to help each of her patients achieve a healthy, balanced lifestyle. Specialty services: public presentations and broad spectrum of testing, including in-office cholestech, INR and bioimpedance analysis.

Western Canada

Assets based in western Canada report substantial consultant pharmacist activity.

Brenda Yuzdepski, Medical Arts Pharmacy, Saskatoon, SK. Consulting for 8 years. Conducts consultations 3-4 days per week. Specialty areas: women's health, pain, ED and overall wellness, including diet, exercise and supplemental strategies. She has been a long-time advocate of thorough patient education, believing that pharmacist skills comprise medication knowledge, not just dispensing, and that "if we don't tell patients how to use their medications, we may become extinct". She puts this conviction into action treating her patients in a tailored approach "like peeling off the bad layers of an onion", realizing that "little suggestions can make a big difference" and that each patient is at a different stage.

Will Leung, Strathcona Prescription Centre, Edmonton, AB. CodeName Prescriber. Consulting for 5 years. Specialty areas: BHRT, travel, prescribing, injections. Although every Alberta pharmacist may prescribe for emergency/interim fills and dosage changes, Will possesses additional prescribing authority granted by the Alberta College of Pharmacists. Special services: vaccine and botox administration, authority to order patient labs.

TARA MALTMAN-JUST



probable that Peter will continue to expand his already esteemed practice.

In document *MSP Communication Jul/Aug/Sep 2011 A Consultation Program - Making it Work*, Tara Maltman-Just encrypted this message: "One stirring quote I noted recently from a patient was 'Thank-you. I've been waiting for someone to help me this way for decades'. As more of us continue to take on a consultative role, I am confident that fewer patients will be left waiting." She emphasizes that "the patient response and gratitude have been like nothing else I have seen in my years of practice."

Key player Kent MacLeod was intercepted stating that "I now book my life around my consults" and provide a quality of care that one "can't achieve at the end of the counter". Upon interrogation, he quickly admitted that "once you consult, you can't go back".

Conclusion

Activities of Pharmacist Consultants are now documented nationwide. These pharmacists are requesting reimbursement ranging from \$100 to \$250 an hour for what their patients are acknowledging is a worthy investment. In several regions, there is government sponsorship echoing the value.

Considering the achievements outlined in this investigation, it is suspected that many more pharmacists could effectively offer consultation services. The rationale for

why there are not more pharmacist consultants in action has not been clearly elucidated.

Future analyses are required to ascertain the true prevalence of pharmacists providing cognitive services in Canada, as foreign informants continue to report progress in the U.S.

It is anticipated that the network of Pharmacist Consultants In Action, active on Facebook, may provide further insight into current practices. It will be monitored for increased traffic and new members, to determine whether its mandate of 'enhancing patient lives, advancing the profession' is implemented in the next 6 months and years to come.

References

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