

20 Things to Do to Make a Good Pharmacy Great

What to do for patients

- ___ Find ways to reduce wait times for prescriptions (improve workflow, add automation, staff correctly)
- ___ Offer convenient pick-up options (prescription delivery, drive-thru, curbside pickup)
- ___ Provide various prescription refill options (IVR, online, mobile app)
- ___ Make sure a pharmacist is always available to answer patient questions
- ___ Have friendly staff available in the front end to help patients find what they need
- ___ Train your staff to know about front-end products
- ___ Encourage employees to smile during patient interactions
- ___ Dedicate employees to exclusively handle patient complaints
- ___ Get to know patients by name (ask about their family, career, and interests)
- ___ Provide a private consultation room to consult patients and administer clinical services

What to do for profits

- ___ Provide high-margin services (vaccines and immunizations, transitions of care, travel health, compounding, veterinary pharmacy, etc.)
- ___ Reduce inventory stockpiling
- ___ Remove slow or dead product from your inventory
- ___ Conduct regular inventory reviews to identify dispensing trends
- ___ Check state licensure of all suppliers you use
- ___ Make sure all suppliers you use comply with track-and-trace requirements
- ___ Verify all suppliers you use are VAWD-certified
- ___ Check to see if all suppliers you use are HDA members
- ___ Use an independently owned pharmacy distributor
- ___ Look for a better primary wholesaler arrangement