

# LIVELIFE PHARMACIST RESPONSIBILITIES

## DAY TO DAY RESPONSIBILITIES

- Be genuinely willing to remove dispensary bench as a barrier to service
- Maintain a positive/happy attitude at all times.
- Demonstrate a genuine passion for patient health care – willingness to truly engage with your patients
- Greet patients from the shop floor or the forward dispense/s2 position at all times, **using names** and personalising wherever possible (i.e. making a connection with the patient)
- Understand and follow LiveLife Customer experience expectations & the LiveLife Life Values
- Provide healthcare solutions to meet the patient's health goals – include OTC and additional services wherever possible to best meet the needs and educate the patient – always offer practical advice & wherever possible written advice to support the patient's understanding of their condition & medication
- Routinely access relevant information for patients from suitable websites to assist and or provide to patients.
- Multitask and understand the requirement of any 'waiting' patients in order to facilitate their most efficient and personalised service – implement strategies to remember names, requests and to be aware of wait times etc
- Walk the store and interact with patients regarding OTC purchases specifically responsible for OTC consultations in
  - S2 & S3
  - Wound Care
  - Eye & Ear
  - GI
  - Vitamins
  - Medicated Skin
- Ensure service levels are prompt:
  - Prescriptions wait times are minimal (all scripts less than 15 minutes and where possible processed on the spot at forward dispense during the consultation to best meet the patient's needs)
  - Utilising Dispense Tech skills for processing and collating of prescriptions to facilitate maximum time with/being available for patients
  - Delegate tasks and roles throughout the day to deliver optimal service
  - Wherever possible team to use cash & wrap separate from dispense
  - Wherever possible complete the sale for the patient at the cash register as a demonstration of teamwork and to provide the best experience to our patients
- Promote and assist team members with the completion of the LiveLife Health training modules
- Assist and monitor team members to demonstrate the learning's from the LiveLife Health training modules in daily practice

## COMMUNICATION

- Communicate clearly with your patient's to demonstrate a solid understanding of medication management issues including:
  - Compliance & how to detect compliance issues
  - Drug interactions
  - Medication Side Effects and
  - Medication Contraindications
  - Lifestyle changes to complement therapy
  - Recommending, Supplying and sourcing MLE equipment where possible
- Maintain a clear, open and positive communication with team members at all times – Fully Engage
- Be approachable to the team – to improve patient accessibility to the pharmacist
- Actively educate the team throughout consultations and also with health and product information both informally and formally to ensure standard of service across the team is maximised via knowledge

## BUSINESS DEVELOPMENT

- PPI coaching and delivering to best practice levels within your Pharmacy – CI, MC, DAA, HMRs, Medscreen, etc.
- Promote strategies to grow and maintain patient base