

THINK PHARMACISTS

TEAMWORK IN PHARMACY

PROFILE

Gary Batt

Pharmacist-in-Charge — Twillingate Pharmacy



What's a typewriter? You know you've been around a while when you hear this question from one of your students. Over the last 30 years pharmacist Gary Batt has witnessed firsthand the evolution of practice at Twillingate Pharmacy. As Pharmacist-in-Charge of an independently owned pharmacy, Gary's spent many days practicing in the dispensary by himself. "It was me, there was no tech, no assistant. I did it all from filling the scripts to counselling patients, to completing insurance forms, to doing resubmissions, to using the cash." Times have certainly changed and changed for the better.

Technological advancements have updated Gary's practice though electronic records and business management. These new systems brought into place more checkpoints and access to a patient's profiles, but technology isn't everything.

Enter Colleen Ings, a registered pharmacy technician that Gary now finds indispensable. The late 90's is when Gary remembers the change in attitudes. In the interest of patient safety, and with the advent of trained pharmacy assistants, pharmacists were encouraged to enlist the help of assistants in the pharmacy. With the move to registered technicians Gary says having a technician makes his life as a pharmacist a lot easier. "In the technical part, she runs the show."

Colleen says the respect goes both ways. "I really do have an awesome relationship with Gary. He really respects my opinion, and my knowledge as a registered pharmacy technician. We work really well together as a team."

Gary relies on his partnership with Colleen and the other members of the pharmacy team to provide patients exceptional care. Colleen works in the dispensary taking care of prescription preparation, filling blister packs and other technical aspects of pharmacy practice, allowing Gary to focus on patient follow up care, increasing the efficiency of his busy pharmacy. Gary says, "She goes above and beyond for all her patients."

Colleen's support also provides an additional layer of safety when dispensing medication to patients.

"It's an extra set of eyes, and extra check in everything you do. You also have more time to check in to adverse effects, and more time to follow up on anything that may present as a problem." Colleen says her role is challenging and rewarding. "I would encourage anyone to pursue a career as a registered pharmacy technician, the role as changed a lot and as a registered pharmacy technician it seems to be continuing to grow."

Gary's advice to those looking to hire a registered pharmacy technician? "Find someone you have total trust in, total faith in, and let them do their job. They are trained and accountable."