



Recognizing Outstanding Service Excellence

TARA BISHOP — PHARMACY TECHNICIAN, PHARMACY

A patient's husband called in the morning asking to make sure that a prescription had arrived for his wife; a prescription he planned to have his assistant pick up and send to his wife since she was in a very small town on the other side of the country. When the assistant arrived we learned the medication was not correct - right drug, wrong strength. Eventually, we located a pharmacy which had the drug in stock and would receive the prescription from us. It was transferred to that pharmacy and we felt the situation was resolved. But then, Tara received a call from the patient, asking why we were sending the wrong strength of the medication to that pharmacy. We all looked at each other - it turned out that the technician who originally created the order had filled the old strength the patient was not taking (and was not discontinued), but ordered the right drug in the right strength (a pure mistake which would have been right had all steps been done correctly). Tara then took the extra steps to get the patient her medication. She confirmed with the patient that her address could receive a Saturday FedEx delivery and took the package to a downtown FedEx location ensuring it made it to the airport on time. It was Tara's quick thinking, willingness to resolve a problem and ability to design a solution (despite the patient's protests--they didn't want us going to "any trouble") that impressed me.

Submitted by Scott Devlin, Pharmacy

GOLDEN ROSE AWARD RECIPIENT

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