pharmacy mentor

OLD PHARMACY VS NEW PHARMACY

Saam Ali

OLD

- Manual data-entry
- Storing paper folders
- Sticky notes on desktop
- Computer used primarily for PMR
- Phone disrupting workflow

Operations

NEW

- Digital record-keeping
- Cloud-based storage
- Advanced integrative PMR
- Advanced website and/or App
- Digital patient communication
- Multiple payment methods
- CRM System

- Dispensing NHS Items
- NMS
- NHS Flu Jabs

OLD

Service Spectrum

- Hybrid - NHS & Private
- Travel Clinic
- Ear Wax Removal
- Blood Testing
- Weight Management
- Pain Clinic
- POM Treatments
- Complete holistic healthcare

NEW

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OLD

- In-person only
- Usually at the counter
- No loyalty programmes

Patient Engagement

NEW

- Multi-channel approach
- Full team engagement
- WhatsApp/Live Chat
- Digital loyalty scheme
- Email marketing
- Social media
- Mobile apps & online portals

OLD

- Limited Rx collection hours
- Ordering Rx's by phone
- Too many phone calls
- No delivery service

Convenience

NEW

- 24-hr/365 day Rx collection
- Rx ordered & tracked online
- Multi-channel communication
- Delivery/postal service (paid/free)
- Automated feedback

OLD

- Pharmacist at the back
- Minimal team education
- Minimal patient education
- Minimal patient interaction

Patient Care

NEW

- Pharmacist at the front
- Continuous learning & dev
- Maximise patient interactions
- Digital healthcare
- Connected healthcare
- Ongoing healthcare tracking

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OLD

- Brick & mortar
- Confined to 4-walls
- 1-mile radius catchment area
- Limited scalability

Business Model

NEW

- In-person & online
- Omnichannel presence
- 15-mile radius catchment area
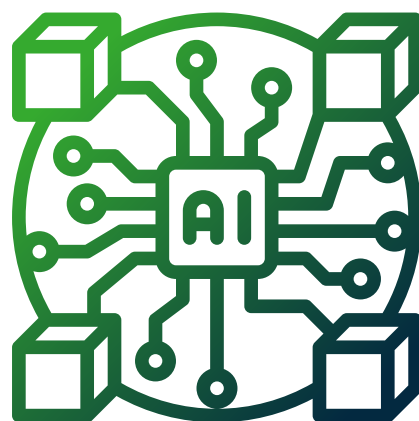- Unlimited scalability

An AI-Powered Future?

Artificial Intelligence will be involved in the following:

- AI **chatbots** on your website that council and triage patients
- AI-driven **inventory management**
- **Automation of routine tasks**, freeing up pharmacist time even more
- AI-driven **drug interventions**
- And much more...

Are you ready for an AI revolution?