

What can I expect from my pharmacist?

Pharmacists work in a wide range of roles, but most people will have contact with their pharmacist in a community pharmacy setting. In this setting, retail staff, pharmacy technicians, and pharmacy accuracy checking technicians often support the pharmacist, but it is ultimately the responsibility of the pharmacist to ensure that the health services provided to you are safe and effective.

Professionalism in Pharmacy

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- You will be able to access a registered pharmacist whenever the pharmacy is open
 - You will be respected, and your pharmacist will use their knowledge and professional judgement to act in your best interests
 - Your pharmacist will practise according to the principles of the Treaty of Waitangi
 - Your pharmacist will behave professionally in their work, personal and online environments

Communication and Collaboration

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- Your dignity, privacy, and confidentiality will be maintained
 - You will be listened to so that your circumstances and concerns are understood
 - You have the right to include whānau or other support in your care
 - Your pharmacist will collaborate with other health providers to optimise your healthcare
 - Any concerns or complaints you have will be taken seriously and acted on
 - If something is not right with your medicines, your pharmacist will work with you to find a solution

Health and Medicine Management

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- You will be provided with unbiased, evidence-based information on your health conditions and treatment options
 - Your pharmacist will use their knowledge and judgement so that you can have confidence in the products and services recommended for you
 - If your pharmacist does not think the treatment requested is the best option for you, they may recommend an alternative treatment
 - If your pharmacist does not offer a specific pharmacy service, they will help you find an alternative provider

Public healthcare

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- You will receive information on how to self-manage or control your health condition
 - Your pharmacist will help you access other healthcare resources or support programmes

Supply and administration of medicines

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- You will receive medicines that are accurately dispensed, safe, and of good quality
 - You will be provided with advice necessary to help you take your medicines appropriately (see Medicines Information below)

Leadership and organisational management

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- You will be provided with a safe and comfortable environment consistent with a space dedicated to healthcare
 - Pharmacy staff will have the appropriate qualifications, abilities, and experience to provide you with safe and effective care

Medicines Information

If not used properly medicines can be harmful. Because of this, you should leave the pharmacy feeling comfortable that you understand how to use the selected treatment. If unsure, ask your pharmacist:

- What is the name of the medicine and what does it do?
- What is the dose of the medicine (How much? How often? For how long?)
- How long it will take for the medicine to start working and how do I know if it is working?
- Should this medicine be taken with or without food?
- What should I do if I forget to take a dose?
- What side-effects should I watch out for?
- What should I do if I feel better and do not want to finish taking all of it?
- What should I do if it does not seem to be working?
- Is it okay to take with other medicines, alcohol, or natural remedies?
- Is it safe to use if I am pregnant or breastfeeding?

If you have concerns about a pharmacist's physical or mental ability to practise safely, you can notify the Pharmacy Council. As a member of the public you may notify the Council of your concerns, but it is often useful to talk to another pharmacist about these before you make a formal notification. To find out more about lodging a complaint or raising concerns please visit our [website](#).

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Te Pou Whakamana Kaimatū o Aotearoa