



# A WINDOW ON PANDEMIC-RELATED SAFETY:

## Drive-Thru at Medical Arts

**N**o one could have predicted that what was once an innovation in customer convenience would become such a safety breakthrough during the pandemic but pharmacist Harry Haramis explains it this way: “We’re essential healthcare workers so it’s a priority that we protect both the families we serve and our team.”

As a result, and even though Drive-Thru use is “up” Harry wants to reinforce that face to face discussion with the pharmacist remains important and can be done virtually.

“We usually prompt a virtual appointment by sending an email but people can always call and request a virtual appointment,” says Harry, explaining that it’s important that pharmacists continue to help people learn how to inject their insulin or how to measure their blood sugar or use a new type of asthma inhaler. “All these are fundamental to the best and safest use of medication,” Harry adds.

But whether a new prescription is phoned or faxed in by the prescriber or dropped off by a client at the Drive-Thru window, the following steps are always taken to ensure safety:

- Translating the doctor’s orders (drug, dose, timing etc.),
- Reviewing the person’s medication history,
- Assessing for drug allergies or drug interactions,
- Investigating whether special packaging is required, and
- Determining whether a medication is covered by insurance or paid for by the government.

Since Medical Arts has been serving the community since 1956, Harry has a message from the team: “Please remember that regardless of COVID-19, we’re always here for you whether you call, email, come through the door or pull up to the Drive-Thru window.”

**Keep safe. Be well, Cornwall!**



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— HARRY HARAMIS  
pharmacist



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