

What You Should Expect from Your Pharmacist

A Guide for Patients and Families

Community pharmacists, along with your other health care providers, can help you to understand your medications so that you take them correctly to get the most benefit and avoid unwanted side effects.

Pharmacists should:



Treat you with respect.



Answer your questions about medications, insurance benefits, and other health concerns.



Have a private and confidential setting to discuss your medications with you.



Help you understand information in medication handouts and online resources.



Establish an ongoing professional relationship with you.



Explain the reasons for taking your medications as prescribed or recommended.



Teach you how to use prescription and over the counter medications, vitamins, and supplements.



Work with other health care professionals to solve any concerns with your medications.



Provide information about the benefits and potential side effects of medications.



Work with you on an ongoing basis to re-evaluate your medication needs based on your treatment response.

These expectations allow you to benefit from the services that pharmacists have to offer. If you currently do not have such a relationship with a pharmacist, please tell your pharmacist that this is the type of care that you expect. If this level of care is not available from your current pharmacist, we encourage you to identify another pharmacist in your community who will provide these services to you.