

# You and Your Pharmacist



What can you expect from your community pharmacist?




**PSI**

CUMANN CÓGAISEOIRÍ  
NA HÉIREANN

*The Pharmaceutical Society of Ireland*

**AN RIALTÓIR CÓGAIŚÍOCHTA**  
THE PHARMACY REGULATOR



**This Patient Charter tells you what you can expect from a community pharmacist. It highlights how they can help you look after your health, and how you can help your pharmacist meet these expectations.**

## **What does a pharmacist do?**

Pharmacists are highly-qualified healthcare professionals with expert knowledge of medicines. Pharmacists work in a variety of settings such as community pharmacies, hospitals, residential care centres, the defence forces, prisons, in education, regulatory and research organisations.

In managing your day-to-day health, you are likely to visit a community pharmacy where a pharmacist is available to give advice about your healthcare needs and about how to take your medicines in the safest and most effective way. Pharmacists often work as part of a team of trained pharmacy staff who are all available to assist you directly and, if necessary, refer you to a pharmacist.

The role of pharmacists is expanding. Some pharmacies also offer services such as health monitoring, vaccinations, blood pressure checks, help to quit smoking and advice about managing your weight or cholesterol.

# What can you expect from your community pharmacist?



## Safe and Effective Services

You can expect your pharmacist to:

- make sure your health, wellbeing and safety is at the centre of your care,
- work with other healthcare professionals to help ensure you are getting the best possible care and treatment,
- be responsible for ensuring that medicines supplied to you from the pharmacy are suitable for you to take,
- ensure the quality of the medicines supplied to you, by sourcing medicines from authorised suppliers,
- provide advice about your health, disease prevention and minor ailments,
- recommend medicines you can get without a prescription, or other products, which may help.



## Information and Privacy

You can expect your pharmacist to:

- give you clear information about the cost of medicines, other pharmacy services and health products,
- respect your privacy at all times. You can speak with your pharmacist in confidence, in a private consultation area,
- keep your personal records up-to-date and confidential. You can ask for a copy of your records from your pharmacist, if you wish.



## Communication and Engagement

You can expect your pharmacist to:

- involve you in decisions about your care and treatment and help you to make informed choices,
- explain how refusing a treatment offered to you may affect your health.



## Dignity and Respect

You can expect your pharmacist to:

- treat you in a sensitive and courteous way, which respects you and your beliefs.



## Accountability

You can expect your pharmacist to:

- be registered with the PSI - the regulatory body for pharmacists and pharmacies,
- display registration certificates of both the pharmacy and pharmacist in charge. You can search the PSI online registers to check if a pharmacist or pharmacy is registered.



## How can you help your pharmacist meet these expectations?

- Give your pharmacist valid and up-to-date prescriptions.
- Provide your pharmacist with accurate and complete information about your medical history and any medicines you take.
- Tell your pharmacist about any other information that may improve your care, for example if you have allergies, if you have stopped taking a medicine for any reason, or if you have difficulty reading the small print on labels and leaflets.
- Take an active part in decisions about your care.
- Ask questions if you do not understand something about your medicines or have any concerns about your health.
- Talk to your pharmacist if you have any concerns about the care or treatment you receive in the pharmacy.



## What can you do if these expectations are not met?

If you are unhappy with the service or care you have received in a pharmacy, you should ask to speak with the pharmacist in charge at the pharmacy.

If this does not resolve the matter, and you are concerned about the behaviour, conduct or practice of a pharmacist, or the service you have received in a pharmacy, you can contact the PSI - the regulatory body for pharmacists and pharmacies.

## About the PSI

The Pharmaceutical Society of Ireland (PSI) has been set up by law to independently regulate pharmacists and pharmacies. We act in the public interest to protect and promote the health, safety and wellbeing of patients and the public. Pharmacists and pharmacies must be registered with the PSI and must operate legally, safely and ethically.

More information is available on the PSI website  
[www.psi.ie](http://www.psi.ie)

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