

Madam/ Sir

My name is Mr Bharat Patel. from Metcentre Pharmacy , George street , Sydney 2000

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Overall Dispensing is getting more and more computerised and mechanised, Health information is increasing exponentially and people are not keeping up with this. Those people also include professionals.

Over the last few years , I tend to think that misdiagnosis is getting to be common , and information on medicines may not be as good as it could be. In this context, giving out printed information on medicines is not enough. One needs to allay the fears and anxieties of patients, and to increase compliance information should also be conveyed verbally in a summary form.

I do not believe that most of the printed information gets read.

Secondly, The business model for a discount Pharmacy cannot possibly include regular and productive information . The cost of this would be higher than a discounter could bear. The Pharmacy board may well think that Discount Pharmacies are professional in their approach - But I would think that they base this on intervention records that are necessary. The accuracy of these records needs to be ascertained.

And of course the reason I state this is because the Dispensary in a lot of discount Pharmacies is removed from the Customer/patient by setting it higher then the floor and also by having a counter in between. I cannot see how a patient will not feel intimidated by this encounter. It is less likely that the patient will ask questions.

How is it possible that a Pharmacist, in a busy Pharmacy will step down to the floor after each dispensing ?

As for diagnosis, most of my patients complain that they are in and out of a surgery within minutes. A case in point would be the diagnosis of Pertussis.

Regards
Bharat Patel

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