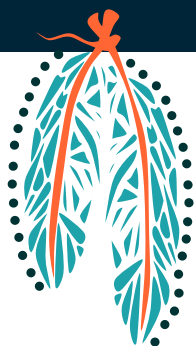




Your Pharmacist's Role in Supporting Your Health



Teacher

How can we help you LEARN?

- Share your preferred method of communication: verbal, written, phone call, having a support person present.
- Do you like information shared step-wise or with visual aids, or would you like extra time to process information and ask questions?

Caregiver

How can we support your SAFETY and COMFORT?

- Share your accessibility needs: large print to see, language translation, or a quiet environment to hear better or feel safer.
- Do you wish for a private space or a comfortable place to sit?
- Have you had previous negative health-care experiences that we should know to avoid re-traumatization?
- How can we build a trusting relationship where you will not feel shamed or judged?



Listener

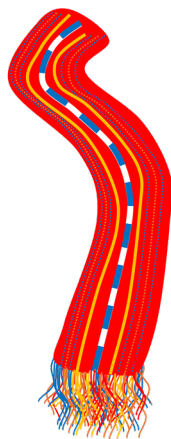
How can we honour your STORY and VALUES?

- What are your goals and health needs?
- What stressors do you have in your life? What are the healthy and unhealthy ways you find yourself coping with them?
- Do you have a support network? Tell us about your current living situation or important people in your life.
- Tell us about your health habits, including sleep, movement, exposures, and usual eating habits, medicines and natural medicines use.

Collaborator

How can we CONNECT with you and your COMMUNITY?

- Tell us about your involvement in your community or cultural practices.
- Share the cultural and spiritual beliefs that matter to your health decisions or treatments.
- Do you have a support network?
- Tell us about your life, including your living situation, sleep quality, movement, exposures, and usual eating habits, medicines and natural medicines use.



Navigator

How can we BRING health HOME?

- Have you ever had issues accessing medications?
- What is the distance to the nearest pharmacy, clinic or hospital, what is the typical travel time, and what available transportation methods (personal vehicle, community transport, flight services) do you use?
- Do you have spaces to safely store medications, including regular access to a fridge?
- Do you have reliable internet or phone service; what is your preferred method of contact?
- Are you supported by community health representatives, patient navigators or other health workers we should know about?