

PRACTICE DEVELOPMENT **WEBINARS**

From zero to hero: Creative strategies for conflict resolution

February 9, 2022 | 1:00 – 2:00 pm ET



Canadian
Pharmacists
Association

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pharmaciens
du Canada

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MODERATOR

Amanda Ung,
MBA, BSc Phm
Director, Professional Affairs,
CPhA

FEATURED PANELLISTS



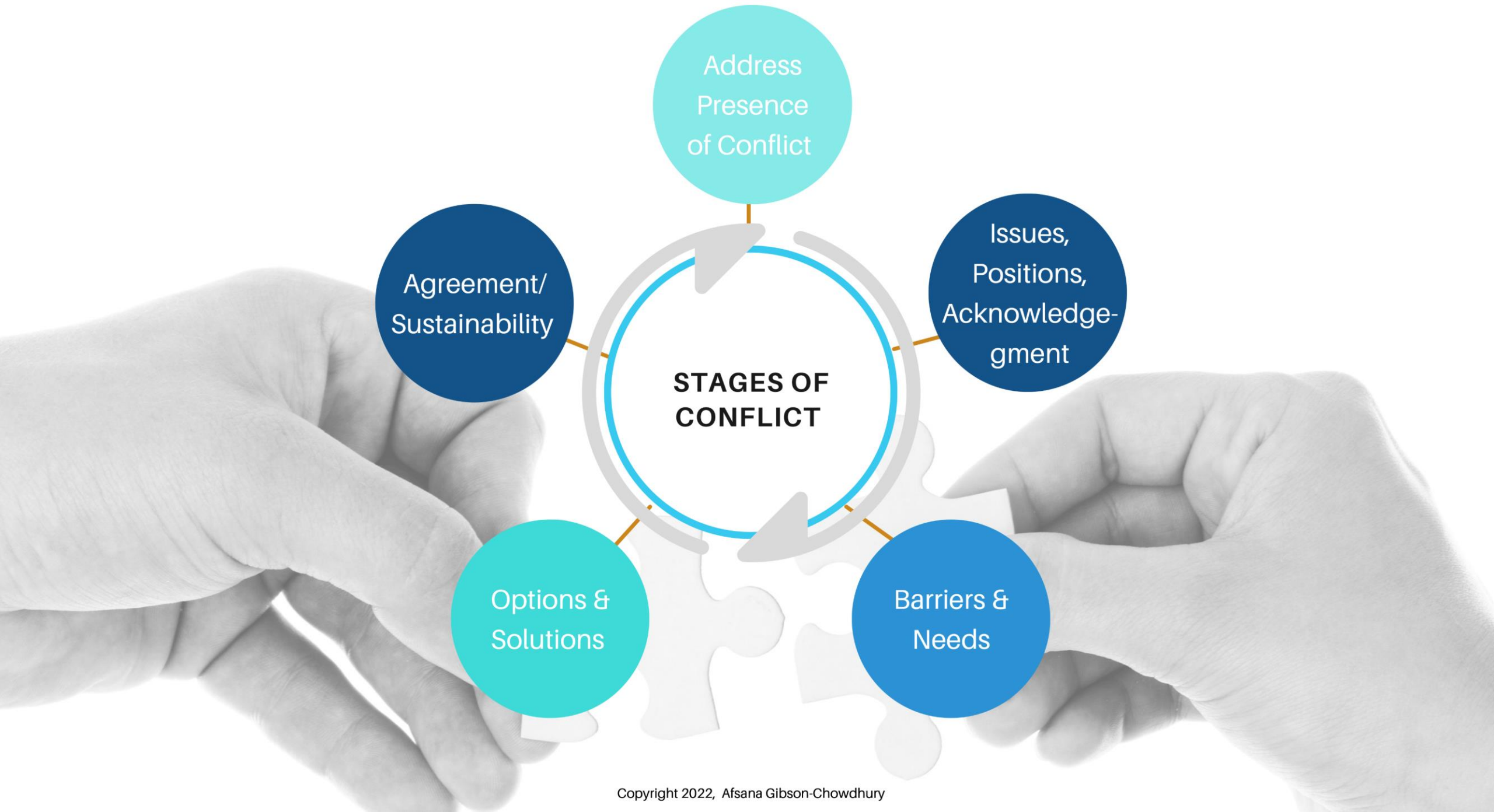
Afsana Gibson-Chowdhury,
Q.Med, Ontario
Mediator, Lawyer, Adjudicator
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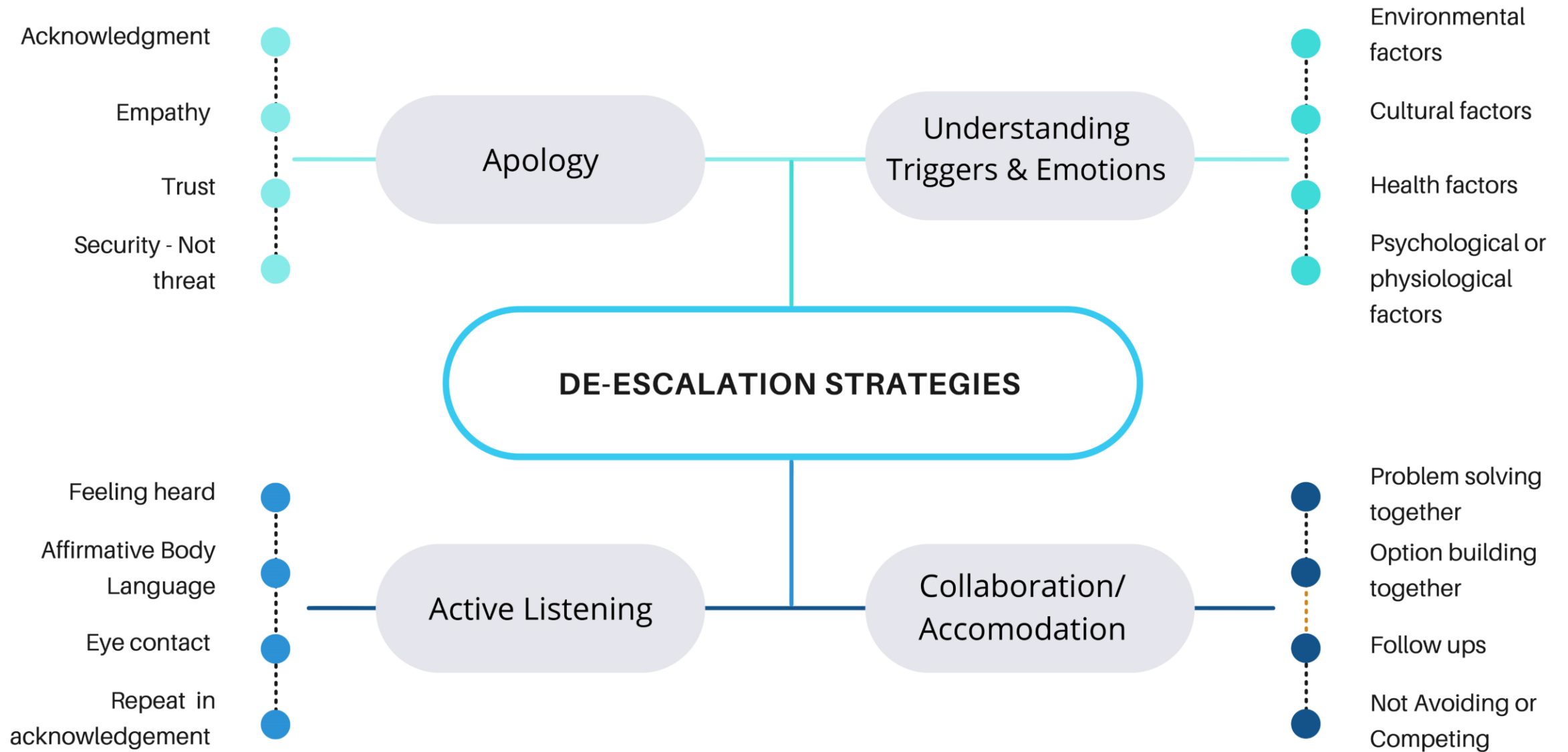


Karen Agro,
BScPhm, PharmD, MSc
Director, Agro Health Associates Inc.
Keynote performer,
speaker & workshop facilitator



Kyro Maseh, R.Ph.
Full-time pharmacist & founder,
Lawlor Pharmacy
Public speaker & mentor





Case #1 – COVID Vaccine: Patient Interaction

- *A patient comes to the pharmacy demanding to receive his COVID-19 booster shot.*
- *The pharmacy has not received its shipment of vaccines yet; therefore, it cannot currently provide this service.*
- *The patient becomes agitated, and the pharmacist does his best to help the customer.*

Case #2 – Rapid Antigen Testing (RAT): Caregiver, Patient

- *Dad comes in with his family of 5 to have RAT done before leaving on vacation 2 days later.*
- *Dad had called the day before to book a 20min appointment, thinking it was for the entire family.*
- *The pharmacy Assistant did not inquire further and only put down the dad's name.*
- *The family arrives just before lunch and hangry.*
- *The pharmacist is working alone with one assistant on Saturday.*

Case #3 – Expanded Scope Adaptation: Prescriber

- *A doctor calls upset that a pharmacist adapted his prescription.*
- *He doesn't think that the pharmacist has the right to do that and argues that they shouldn't change any prescriptions.*
- *Pharmacists explain that it is within their scope of practice to adapt prescriptions in this situation.*

Speaker contact information



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Thank you

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