



Policy and Procedure:

Sun Pharmacy strives to provide exceptional patient centered care by following appropriate policy and procedures.

1. Counselling patient on new prescriptions
  - 1.1 For each new medication
    - 1.1.1 The Pharmacist will counsel the patient on:
      - 1.1.1.1 Indication of medication (e.g., what the medication is used for)
      - 1.1.1.2 Effectiveness of medication (e.g., how long does it take the medication to work)
      - 1.1.1.3 Safety of medication (e.g., the side effects of the medication)
      - 1.1.1.4 Adherence of medication (e.g., how to take the medication)
2. Counselling patient on repeat prescriptions
  - 2.1 For repeat prescriptions
    - 2.1.1 Pharmacist will counsel the patient on the following as appropriate
      - 2.1.1.1 Indication of medication
      - 2.1.1.2 Effectiveness of medication
      - 2.1.1.3 Safety of medication
      - 2.1.1.4 Adherence of medication
3. Counselling patient on non-prescription medications
  - 3.1 Pharmacist will counsel the patient on the following as appropriate
    - 3.1.1 Indication of medication
    - 3.1.2 Effectiveness of medication
    - 3.1.3 Safety of medication
    - 3.1.4 Adherence of medication
4. Delivery policy
  - 4.1 For every prescription delivery
    - 4.1.1 Free prescription delivery within 5 km radius of Sun Pharmacy
    - 4.1.2 Upon prescription delivery
      - 4.1.2.1 Patient or patient's authorized agent will sign the delivery
      - 4.1.2.2 Patient will call Sun Pharmacy for counseling of new or repeat prescription(s)
    - 4.1.3 No delivery will be made for narcotic or controlled substances
    - 4.1.4 **Before delivery**
      - 4.1.4.1 Pharmacy must have the original prescription on file
        - 4.1.4.1.1 Patient can mail the original prescription to Sun Pharmacy OR
        - 4.1.4.1.2 Present the original prescription in person to Sun Pharmacy
5. Returns policy

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- 5.1 Prescription medication
  - 5.1.1 No returns after prescription medication have left the premises of Sun Pharmacy
- 5.2 Non-prescription medication
  - 5.2.1 Returns accepted if the following requirements are met
    - 5.2.1.1 Package is unopened
    - 5.2.1.2 Expiry date is valid
    - 5.2.1.3 Original receipt is present
    - 5.2.1.4 Purchase was made within 14 days
- 6. Complaints procedures
  - 6.1 Sun Pharmacy strives to provide the best patient centered care
    - 6.1.1 For all complaints
      - 6.1.1.1 please email details to [sunpharmacy3833@gmail.com](mailto:sunpharmacy3833@gmail.com) with a subject line
      - 6.1.1.2 staff will respond within 48 business hours