

“Community Care Chemist, provider of health, beauty and well being solutions where profits are returned as benefits to our members”

Why become a member:

There is no requirement to become a member to purchase from Community Care Chemist Friendly Society Ltd.

However, if you do become a member you will enjoy better prices through member discounts and access to special offers. Your membership allows us to continue to serve and support the local Geelong Community through health, education, financial support and well priced healthcare without a compromise in service.

Services we offer include:

- a) Dispensing private and PBS prescriptions
- b) Compounded formulae
- c) Medication counseling
- d) Home Medicines Reviews
- e) Patient Medication Profiling
- f) Dose Administration Aids (WebsterPaks)
- g) Medication Flavouring (FlavourX)
- h) National Diabetes Service Supplies
- i) Naturopath Service
- j) Weight loss Program (UltraLite)
- k) Smoking Cessation Program (No Need To Smoke)
- l) Photographic developing and printing, both digital and film formats
- m) Geelong “Walk For Life”
- n) Estee Lauder, Clinique and Shiseido (Belmont)
- o) Lancôme and Clarins (Geelong)
- p) Revlon (North Geelong)
- q) Max Factor

If a there is a service we do not offer:

The staff of Community Care Chemist will endeavour to provide an alternative when appropriate or otherwise direct our customers to a business which is capable of supplying the required service.

How customers will be treated in the pharmacy:

- a) In our dealings with our customers, we will be helpful, show courtesy and respect. Health and entitlement information will be regarded as confidential.
- b) Customers will be advised of likely waiting times, if beyond those normally experienced.
- c) Counselling will be undertaken in privacy, away from other customers.
- d) We welcome customers accessing our pharmacists.
- e) If appropriate, a written referral to another health professional may be provided.

How customers can assist in their pharmacy experience:

- a) If the nature of your inquiry is sensitive, please preface this immediately so that our staff may take extra care to be discreet or alternatively direct you to our private counselling rooms.
- b) Understand that staff try to assist, and any questioning is aimed at helping, not prying. To supply medication we are required to adhere to all legislative requirements and professional guidelines.
- c) Understand that we may ask you questions to assess whether we are providing medicines in accordance with the Quality Use of Medicines principles.
- d) Understand that accessing the pharmacist cannot always occur immediately.

How we will try to improve our service:

- a) Customer survey forms for comment will be available at every 'script in' counter and will also be available at selected times in the year.
- b) Please advise any of our staff if we can help you in a different way
- c) If you are not happy with our service, please speak to either our Pharmacy Store Manager or Operations Manager.

Contact details:

*Operations Manager
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