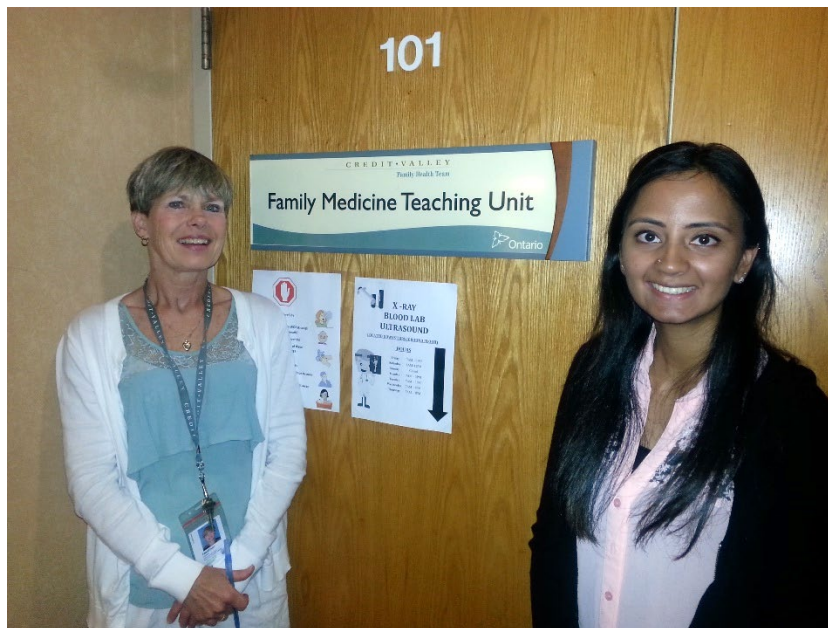




## Nomination

### The “How to” stream

**Credit Valley FHT - Superna Ramesh- Pharm D candidate U of T APPE student  
How To Handle a National Drug Recall: The Pivotal Role of the FHT Pharmacist**



Our FHT pharmacist/student promptly identified patients affected by the national valsartan recall and devised strategies to address this hurdle. This involved ongoing liaison with physicians, patients and our community pharmacy partners. Taking on a leadership role we sent out “InfoBlasts” within our team and to the AFHTO Pharmacists group, describing the situation and our strategy to address it. Our coordinated approach involving patients, prescribers and pharmacies resulted in a seamless transition to alternatives. This initiative demonstrated the value of a pharmacist in the FHT setting, and our strategic placement between prescribers and community pharmacies when dealing with a national recall.

As the FHT pharmacist worked through this national recall, patients were at the center of the strategy. Patients and caregivers were called and informed of the recall, and clearly instructed to continue taking their medication. Patients were educated on how to read the manufacturer on their prescription vial to determine whether they were affected by the recall. The FHT pharmacist empathized with patients who were worried and angry, and discussed with patients the next steps to be taken to help calm the panic. We received positive feedback from patients showing their gratitude for our prompt response to this worrisome situation.