

Confluence

Bayshore Specialty Rx Newsletter



Pharmacists are at the heart of Bayshore Specialty Rx



The Bayshore Specialty Rx Pharmacy team, from left to right are: Bill Perks, Souha Mourad, Stanya Louda, Sahar Whelan and Martin Chang.

For this issue of *Confluence*, we're taking you behind the scenes to meet the people who are at the heart of Bayshore Specialty Rx – the pharmacists. This team of five dedicated health care professionals ensures that the infusion, injection and specialty medications prepared at the division's new facility in Markham, Ont., are of the highest quality. They also play a critical role in patient care.

Sahar Whelan, Director of Pharmacy, is thrilled with her highly qualified team. "This group has an inherent interest in home care and developing home care in the pharmacy world. I think what makes them unique is the desire to learn something new, and to explore an area of pharmacy that has been explored very little."

Whelan herself has been with Bayshore Specialty Rx since 1999, when it was known as Coram Healthcare. Bayshore

Home Health acquired the company in 2007. She has been working tirelessly to expand the company's services and its reach in Ontario.

Bill Perks has also been with the company since 1999, on a part-time basis. He has worked at St. Michael's Hospital in Toronto and published a number of studies in peer-reviewed journals. He recently became Bayshore Specialty Rx's full-time Manager of Clinical Practice. "Probably the most important aspect of my job would be making a difference to patients' lives," says Perks.

"We're at a bit of a crossroads in the profession, mixing the production, supplies and services we provide with the clinical aspect, which is patient care" Perks adds. "What I like about the profession, especially at Bayshore, is that there's a really nice mix between the two. There may be an impression that as pharmacists we produce products and that's all, but the truth is, we're highly involved with patient care – it's just mostly done by phone."

He adds that the pharmacists frequently consult each other for advice, especially for patients with complex needs. "Because our group is fairly small, it's fairly tight-knit. It's always good to have colleagues and more experienced pharmacists to discuss questions and issues with."

Whelan and Perks make a terrific team. "Bill is well respected by everyone," says Whelan. "He is a very intelligent pharmacist and a real team player. He often boosts me up, encouraging me to

(continued on back page)

Bayshore Specialty Rx is a subsidiary of home and community health care provider Bayshore Home Health. We offer a wide range of infusion-related and pharmaceutical support services to clients such as government care programs, pharmaceutical companies and other health care organizations. Our goal is to improve patient care through an integrated approach to home and community infusion services.

Infusion Pharmacy Services

Our state-of-the-art pharmacy specializes in the preparation, storage and delivery of infusion, injection and specialty medications used in areas such as anti-infection therapy, chemotherapy and TPN (total parenteral nutrition). We also distribute infusion equipment and supplies and provide support services in this area.

Community Care Clinics

Our national network of 23 community care clinics, including 14 in Ontario, offers an alternative to the hospital setting for people who require infusion or injection of specialized drugs.

Pharmaceutical Support Services

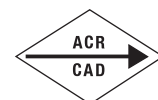
Assist pharmaceutical companies through support services that include specialized nursing, reimbursement programs, home infusions, injection training, clinical trials support and drug warehousing and distribution.

Canadian owned and operated, Bayshore Home Health is the country's largest provider of home and community health care services, with more than 40 home care offices and 8,000 employees.

COMPANY OVERVIEW



Bayshore Home Health, 2155 Dunwin Drive, Unit 10, Mississauga, Ontario L5L 4M1



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Technologically advanced clean room ensures patient safety



A technician inside Bayshore Specialty Rx pharmacy's clean room

Bayshore Specialty Rx's new facility features a technologically advanced "clean room" for the sterile preparation of infusible and injectable drugs.

"Because products are injected into patients intravenously or subcutaneously, we want to lower the risk of infection," explains Bill Perks, the company's Manager of Clinical Practice. "It's a mix of having a very clear, engineered environment, rigorous training for our staff and the final checking of product quality. We have a huge advantage now with state-of-the-art engineering controls to ensure drug purity."

Another advantage of the new facility is a greater physical division between drug preparation and administrative work. This helps maintain accuracy,

since pharmacists can better focus on their tasks, whether they are preparing chemotherapy drugs, troubleshooting equipment or answering clinical questions.

The room's construction and maintenance meet or exceed standards established by the International Standards Organization and other authorities. To further ensure patient safety, the room is professionally certified to the standards set by the Controlled Environmental Testing Association (CETA) every six months by an independent evaluator.

Grand Opening of New Infusion Pharmacy Friday, March 27 • 2 - 5 pm 70 Esna Park Drive, Unit 11, Markham, ON

Bayshore Specialty Rx would like to introduce you to our new infusion pharmacy with hourly tours of our state-of-the-art facility. The Honourable Michael Chan, Minister of Citizenship and Immigration and MPP for Markham-Unionville, will hold a ribbon-cutting ceremony at 3 p.m.

*Please **RSVP by March 25** by contacting Adam LaChapelle at alachapelle@bayshore.ca or 905-822-8075, ext. 303.*

COMMUNITY CARE CLINICS OFFER AN ALTERNATIVE TO HOSPITAL SETTING

Bayshore Specialty Rx operates 23 community care clinics across the country, including 14 in Ontario, that offer a comfortable environment and alternative to the traditional hospital setting for individuals who require infusion or injection of specialized drugs.

WESTERN CANADA

Kelowna / New Westminster / Vancouver
White Rock / Winnipeg

ONTARIO

Barrie / Brampton / Chatham / Hamilton
London / Mississauga / Oshawa / Ottawa
Richmond Hill / Sarnia / St. Catharines
Sudbury / Thunder Bay / Windsor

QUEBEC

Pointe Claire / Sherbrooke

THE MARITIMES

Halifax / Saint John

PLEASE CONTACT US FOR MORE INFORMATION

For more information about any of the services mentioned in this newsletter, please contact Sahar Whelan at swhelan@bayshore.ca (infusion pharmacy services) or Suzanne Nagy at snagy@bayshore.ca (community care clinics and pharmaceutical support services).

Confluence is published by Bayshore Specialty Rx for the information of its pharmaceutical services clients. For more information about this newsletter or to submit story ideas, please contact Mary Mamak at 1-800-668-9490, Ext. 339 or mmamak@bayshore.ca.

Pharmacists (continued)

do what I'm doing so the company can get better."

Martin Chang joined the team in 2006 after working several years in retail pharmacy. He came on board part-time to try working for a pharmacy that specializes with home care clients, and within weeks, decided to stay. Recently, Chang took on a leadership role pertaining to clinical trials (the company is currently supporting two clinical trials). "He has a lot of very good qualities – he's very precise and accurate in what he does," says Whelan. "When you give him a project to do, he takes ownership and runs with it, and I know it will get done and done well."

Stanya Louda began her pharmacy career in Winnipeg in 1995. She gained experience in both hospital and retail pharmacy before joining the company in 2005. "She is one of the most reliable people," says Whelan. "Stanya is our chemotherapy pharmacist. She communicates with all the hospitals doing the chemotherapy and schedules the clients. She also has a leadership role in checking medications after they're prepared in the clean room. She does an outstanding job."

Souha Mourad, or "Sue" as her colleagues call her, is the bubbly pharmacist of the bunch. She has been practicing pharmacy since 1975. She joined the team in 2005, and has a supervisory role in the pharmacy and clean room. "She keeps everybody in good spirits, even in stressful situations," explains Whelan. "She's a problem solver who always attempts to take care of business. She enjoys a wonderful relationship with our customers and patients."

Bayshore's pharmacists serve government home care programs across Canada (including Community Care Access Centres throughout Ontario), pharmaceutical and research companies, hospitals and the public. "We're available 24/7 for inquiries from patients, caregivers and physicians about medication and equipment," says Perks. "We help provide products to make people better, but also advice and service to promote the best outcome for the patient."

The logo for Bayshore Specialty Rx features the word "Bayshore" in a large, blue, serif font with a stylized wave graphic under the "y". Below it, "Specialty Rx" is written in a smaller, blue, sans-serif font.