



Pharmacist on the Front Lines of a Pandemic - Q&A with Aileen Jang

Aileen Jang has been the co-owner of two independent pharmacies in the Edmonton area since 1985. Aileen has been involved in the mentorship program with the Faculty of Pharmacy, preceptor for first year students and Pharm D rotations. She is authorized to administer injections, APA, and recently completed a Medical Marijuana Certificate Program. Aileen is also involved with the Pharmacy Alumni Association and she is the organizer for Independent Night for students.

Q: How did you find yourself needing to prepare for an unexpected pandemic?

A: Since the start of the pandemic at the beginning of March, life in and out of the pharmacy has definitely changed.

Q: How is life at your store different from normal now?

A: A big change for me, maybe not so much for the staff, is the social distancing. In the past, when some of our regular patients came in, it was not out of the norm to hug. I have replaced that with telephone calls to some patients who are not very mobile and may be feeling lonely. The appreciation is huge and for me, gratifying when the call ends with "Love you!"

Q: What kind of safety measures or PPE are you using to do your job? How are you staying safe?

A: We have implemented new cleaning regimens and installed plexiglass shields where appropriate along with social distancing at the counter.

Q: What have your interactions been like with customers/consumers/patrons?

A: The staff, from front store to pharmacist have been tremendous. They have been supportive in all the new policies and procedures and a calming influence on the patients that come in or call. On the same hand, our patients and customers have also been following all the rules, understanding the new norm of social distancing and the 30-day supply rule on medications.

Q: What do you want people to know about your job?

A: I am honored to be a pharmacist and working with and collaborating with others and RxA.

RxA has done tremendous work on behalf of pharmacists during this pandemic and I sincerely wish to say, "Thank You!"

Q: How has your family been affected by your work?

A: Home life is quiet; we don't socialize in person with friends or family like we used to but rely on phone and zoom calls to stay connected. Washing up upon return from work has ensured we

have been safe and healthy at home. We pass our time with baking, cooking, then eating the results while watching Netflix. We are gardening now that spring is here to wear off the extra pounds.