

Counter Service & Patient Experience

Pharmacy & Chemist Retail

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Produces counter-service standards for a pharmacy — patient interaction, speed and accuracy, empathy and privacy, handling queries and OTC advice within limits. Use it to raise service quality and trust. For clinical counselling use the Patient Counselling tool (P7).

Purpose of this tool & output

Serve patients with care and speed

How the output is used

Use it to serve patients with care and speed — a counter service and patient-experience standard that builds trust.

Important cautions

Empathetic, accurate, discreet counter service builds patient trust — the moat against chains/online. Give OTC guidance only within scope and refer to a doctor for anything needing diagnosis; never overstep. Handle sensitive purchases with privacy. Adapt to your patients.

Companion documents

- Pharmacy Store Design & Layout
- Pharmacy Operations SOP
- Pharmacy Billing & POS Setup
- Prescription Handling & Dispensing SOP
- Opening & Closing Checklist Builder
- Cold Chain & Refrigerated Drug Setup

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.