



International
TECH IN
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Elisa Ceron | Larivière et Massicotte, Pharmaciennes, Inc

Name: **Elisa Ceron**

Practice: Larivière et Massicotte, Pharmaciennes, Inc

Title/Role: Pharmacy Technician / Coordinator Access to Drug

1) How did you hear about NCODA's Oncology Pharmacy Technician Association (OPTA)?

Pharmacy Larivière et Massicotte is a member of NCODA; therefore, when we received the visit from NCODA here in Montreal, I immediately became involved.

2) How can OPTA or NCODA help you and your practice?

OPTA and NCODA keep me updated with different practice methods applied in various oncology settings. Togetherness is becoming the perfect tool that can teach us handling a patient's specific situation.

3) What type of pharmacy does your practice contain (i.e. Medically Integrated Pharmacy, Retail, etc.)?

I practice at a retail pharmacy specializing in rear diseases and Oncology.

4) Explain your current role at your practice.

I communicate with the patient prior to starting therapy; I collect all the information required to initiate a drug treatment and ensure a short delay of medication approval/coverage.

This position has given me the title ****Coordinator Access to Drug****

Also, I get to share all my knowledge with my team through training to ensure quality service to any patient in need.

5) What do you enjoy most about your current position?

My greatest satisfaction is having the possibility to be part of helping and making a difference in a patient's therapy. When a patient receives a diagnosis, the road to cure or recover may be bumpy; therefore, I have the privilege of accompanying them throughout the process of therapy initiation. I take away the stress of dealing with various paperwork and phone calls. Overall, the aspect of being there for the patient in any way that I can help is what keeps me going and enjoying my work.

6) What do your day-to-day responsibilities include?

I spend most of my days on the phone with patients, insurance companies, and nurses/pharmacists. I request prescription renewals, Drug or Patient exception forms for drug approval, gather insurance information from patients, collect any information that may be pertinent to the therapy, and alert a health practitioner, etc.

7) Do you assume any specialized duties/responsibilities from time to time?

Our law in Canada does not permit a pharmacy technician to take on any health practitioner's duties. My role would be to gather information and share it with a pharmacist, nurse, or doctor.

8) Are there any areas where you / your pharmacy can improve (i.e. patient education, improved process workflow, etc.)?

OPTA provides a platform for oncology pharmacy technicians to collaborate and learn more about providing better patient care that brings our practice to a higher level.

My only advice to any pharmacy technician is to keep going and never give up. We all make a difference in a patient's life in various ways.

I Live by the motto: When there is no caring hand to be found, BECOME ONE. (By Elisa Ceron)

9) Are there any areas where you/your pharmacy can improve (i.e., patient education, improved process workflow, etc.)?

I think that we can all learn from each other, and there is always room for improvement. I think that we can implement a new language translation for the patient education sheets as not all patients are comfortable with French or English.

10) What advice do you have for any technicians who are new to the oncology/hematology field?

Welcome to the world of reality!

Learn along with the patient what your role should be in this field and shine as bright as you can because you are the guiding light in someone's dark passing situation.