

Simon Desgagné & Julien Gagnon Pharmacy and Ubik:

A partnership for customers.



"Ubik was designed to free up even more time to provide clinical services," says Mr. Gagnon. "For us, this is a major asset because it allows us to focus even more on our competitive advantage, which is the quality of our customer service. In short, it is our customers who benefit most from this technological advance."

Simon Desgagné & Julien Gagnon Pharmacy, affiliated with Accès Pharma at the Galeries Chagnon Walmart, is well-known in Lévis. It has been serving many of its customers since it opened about 22 years ago. The pharmacist-owners are proud to have such a loyal clientele. What makes Simon Desgagné & Julien Gagnon Pharmacy special is its attention to customer service, which is based on quality and speed, two things its busy customers can appreciate.

The two pharmacist-owners aren't afraid of innovation when it comes to customer service. For example, they have a personalized follow-up system that is specifically for people who are taking a new medication. An automatic reminder is sent out to find out how well the medication is working, in terms of both side effects and expected effectiveness. "Customer service is a big part of our day," says co-owner Julien Gagnon. "And we make a point of providing professional service."

A new tool for even greater efficiency.

For this dynamic duo of pharmacist-owners, process optimization is particularly important, as it is an effective way to maximize the time available for their many customers. The addition of Ubik has generated numerous benefits.

One such benefit is that patient follow-up is easier since everything is now integrated into the system. "With Ubik, when we arrive in the morning, our dashboard tells us which follow-ups to do with which patients," explains Mr. Gagnon. "That saves a lot of time compared with our old system, which was not as advanced in that area."

The Ubik solution also makes it possible to incorporate new clinical procedures required by recent legislative changes, and it is fully compliant with the safety standards of the Ordre des pharmaciens du Québec medication circuit. For each file and each medication, the pharmacist can see at a glance who did what and in what order.

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