

**NORTH WEST**  
**TELEPHARMACY<sup>+</sup>**  
Solutions

August 2016

**Mission Statement:** To be the leading comprehensive pharmacy services provider to Canadians and health care related institutions in under-served markets and times, utilizing innovative technologies.

**North West's ON CALL Program:**

North West has a team of over 75 highly experienced and well equipped hospital pharmacists, available 24/7 to provide timely answers to your organization's medication-related questions. Currently we are providing overnight and weekend clinical on call service to over 20 hospitals. North West pharmacists subscribe to up-to-date and comprehensive drug information resources and have secure remote access to relevant patient specific clinical information to enable optimal responses to clinical questions. Pharmacists will respond to issues concerning drug administration; drug interactions; IV compatibility; allergies; drug identification and availability; formulary medication alternatives; therapeutic use, dosing, and adverse effects of medication options to name a few. We follow up each call with a documented response for your record and ensure continuity and a seamless transfer of care for issues that require follow up the next day.

Services are available to Canadian health care organizations, professional organizations and other healthcare Professionals.

The On-call Service is not considered a replacement for a regional drug information service, but would provide health care organizations access to the expertise of a clinical pharmacist for medication-related clinical problems when the onsite pharmacy is closed.

**ON CALL Sample Question and Response:**

On a Saturday afternoon the ON CALL Telepharmacist was asked by a nurse at a client hospital, if Clavulin 500 was same as Clavulnic Acid 125/Amoxicillin 500. The Telepharmacist determined that the patient was ordered this for a symptomatic UTI and that the patient had previously been on Cephalexin for 10 days. C&S results showed sensitivity to clavulin, ceftriaxone, sepra with resistance to nitrofurantoin. The CALL pharmacist then asked the nurse for the allergy history and discovered that the patient had allergies to penicillin (affected breathing), sulfa and tetracycline.

The Telepharmacist advised the nurse not to give the clavulin (penicillin). Subsequently, in consultation with the physician, the order was changed to Ceftriaxone, which was well tolerated and resulted in clinical resolution of the UTI.

**Let North West Telepharmacy Solutions be your Hospital's Solution:**

North West Telepharmacy Solutions understands patient safety is number one priority for healthcare. That explains why we don't stop working at 4 pm. We offer 24/7 around-the-clock pharmacist medication order review and after-hours On Call service.

For more information on adding our services to your hospital, visit our website at [www.northwesttelepharmacy.ca](http://www.northwesttelepharmacy.ca) or contact:



**Sammu Dhaliwall, RPh, ACPR, Pharm D**  
Clinical Pharmacist & Business Development Manager  
sdhaliwall@northwest.ca  
613-482-7098



**Kevin McDonald**  
Director of Hospital Telepharmacy  
kmcdonald@northwest.ca  
613-733-7117 option 5

### North West Telepharmacist Feature: Introducing Cathy Footitt



Cathy Karin-Footitt completed her first degree at the University of Toronto in 1994 with a Bachelor of Science in Chemistry. She then went on to complete her Bachelor of Science in Pharmacy in 1998. After completing a novel retail residency program with Shoppers Drug Mart, she worked as a clinical pharmacist, and ended up entering hospital pharmacy in 2001, working at Oakville-Trafalgar Memorial Hospital. In addition to working closely with inpatients on the endocrinology and surgical wards, she worked with outpatients at the hospital, working closely with patients in the nephrology department. Cathy has worked as a telepharmacist and site lead for North West Telepharmacy Solutions since 2011. Cathy specializes in chronic kidney disease and dialysis, both hemodialysis and peritoneal dialysis. She developed and implemented a pharmacy program for Chronic Disease Self-Management in Renal Patients. She is a past member of the Professional Practice Committee at the Ontario Pharmacists' Association and has also worked as a reviewer for the Ontario College of Pharmacists. In her spare time, Cathy keeps busy as a hockey mom to two boys and enjoys reading, music, travelling, and spending time with family and friends.

