

A Nurse's Perspective

Working with Surety Pro Pharmacy

It is effortless to speak of my experience with Surety Pro Pharmacy. Whether it be my 1st call of the day or my 10th, I consistently receive the same top notch level of customer service. Each and every member of the pharmacy team is very responsive to the individualized needs of my residents. They always take the time to answer my questions or respond to a request.

High standards and processes are consistently in place for initial medication regime reviews, annual medication therapy reviews, allergy review and documentation, annual physician orders, Influenza clinics, monthly cycle fill, INR tracking and more. My daily deliveries are timely and predictable and they will work hard to make an additional delivery for a medication that needs a quick start. My monthly cycle fill deliveries and MAR's are always accurate.

Any outstanding issues have consistent follow-up and communication until they are resolved, which helps me to stay on-track as well. It is such a pleasure to have such confidence in my pharmacy team and to know that my residents are receiving the best in services.

Kim Brown, RN
Director of Nursing, Howard Village