

Technician Spotlight: Antoniece Thomas, Kansas City, Mo. – Site #00113

What has been most challenging for your pharmacy during COVID-19?

Not being able to physically see the clients and connect with them on a personal level. The clinic is normally very busy with consumers around all day. Now it is more challenging to connect with the consumers and see how they are doing.

How have you managed to connect with consumers who may feel isolated?

Every day, I call consumers and check in on how they are doing. Through the past few years, I have built strong relationships with our consumers and miss making them smile. I have had many consumers thank me for taking their mind off things for a minute with a phone call. Inside their mailers, I have been including handwritten notes, positive messages and printouts from the Marketing Days resources.

How are you partnering with your center during this time?

With a small clinic staff, we have partnered on overall patient care. We have been helping consumers find community resources like homeless shelters, getting additional help for substance use and also providing a listening ear. By relying on each other during this time, we've built a stronger relationship with our center partners.

Site Manager Question – Dallas Brown

How has Antoniece positively impacted your pharmacy during these uncertain times of COVID-19?

Antoniece has become someone our consumers can lean on. Often, consumers call and ask for her by name when they are having a difficult day. After speaking with a consumer, she always mails a positive message to put a smile on their face. She provides consumers with more than just their prescriptions, she offers a listening ear and comforting words to calm their anxieties during these uncertain times.