

## TECHNICIAN OF THE MONTH

Congratulations to Brent Johnson, CPhT, and Victoria Loveday, CPhT, of Red Oak Drug in Red Oak, Texas, for being named PCCA's May Technicians of the Month. The pharmacy is owned by Michael Boyd, RPh.



**Loveday:** I have been at Red Oak Drug since March 2005, but I began as a “typist” for a wonderful pharmacist in 1976, while I was in college, and evolved to a technician from that point. We did not have technicians then – you were a typist or a clerk. Over the years, pharmacy practice has changed drastically, and so have the duties, responsibilities and opportunities for technicians. After I graduated college, I taught school for a couple of years, but continued to work part-time for the pharmacy. Eventually, the pharmacy won out and compounding became my favorite interest. I began compounding in 1992, became a certified technician in 1995, and was certified in aseptic technique in January 2008. I enjoy learning new and challenging things, and my position as a compounding technician certainly provides me with plenty of opportunity to grow, learn and advance.

**Johnson:** I have been compounding since 2000, when I came to work for Red Oak Drug. I started as a clerk for a retail chain in 1990. I found the field

very intriguing. Compounding was a whole new area of pharmacy that I really enjoyed working in. I became a certified technician in 1997, and was certified in aseptic technique in 2008.

### Favorite PCCA Formula

**Loveday:** Brent and I both really enjoy **PCCA Formula #0661**, Medi-Summer Gel. It is fun to make, treats everything from bug bites to skin irritations, and is a huge market for our pharmacy. It always has been a great seller! My own daughter was golfing with some friends, wandered off-course and into a swarm of chiggers. She had a horrible case of bites from the soles of her feet to her waist and higher. They were everywhere! Medi-Summer Gel came to the rescue, and she is a testimony to the effectiveness and comfort of this great compound.

**Johnson:** We have found that if you get your temperature on the liquids to at least 50°C, it keeps your Medi-Summer Gel from clumping and makes for a smooth, clear product.

### Compounding Success Stories

**Loveday:** We have a lady with a degenerative disk disease and terrible pain in her neck who can no longer take anti-inflammatories by mouth, so compounding ketoprofen in **PCCA Lipoderm®** has been a tremendous help to her. Her husband tells me that her quality of life is so much greater since she started using the cream on her neck and shoulder. Her physical therapist wanted to know who made the compound for her since she was seeing such improvement in this lady's life. That's rewarding!

**Johnson:** A couple of years ago, I had a vet call in about a sick chimpanzee. He needed to start the chimp on metronidazole as soon as possible. The chimp was due on a movie set the next day, and the chimp's agent was worried that he wouldn't be able to work! We made a suspension for him using metronidazole benzoate in a fruit-flavored suspension, over-nighted it to the chimp's owner in California, and made everyone happy!

### Safety

**Loveday:** We garb up with all the proper gear. We level and calibrate our scales every day, and wipe down all of our instruments, magnets and beakers with alcohol before using them. We print every formula and log every chemical, expiration date, supplier or manufacturer, and we print the weights and tape them to our formula worksheet. We thoroughly clean our work areas with alcohol before and

after each compound, and work on only one compound at a time to avoid mistakes or confusion. We keep our chemicals put away and observe the 15-minute rule to avoid workplace clutter: if you aren't using something in the next 15 minutes, put it away! Everything should have a place, and keeping your work area clean and free of clutter helps avoid mistakes and cross-contamination. We utilize a powder hood, and we have a service that regularly services all of our filtering systems.

### Marketing

**Loveday:** Brent and I enjoy marketing together, and I think we make a great team. We work diligently to get our name out there, and the hard work pays off for everyone. We have advertised in local magazines, and are active participants in trade shows, especially the Southwest Veterinary Symposium. We like to meet the doctors and vets that we do business with. We mail thank you cards to doctors who send their HRT and pain management patients to us, and have put together gift bags to drop off with vet clinics and medical offices. It is a huge compliment to have a physician or vet refer their peers to us.

Johnson: “We really appreciate the partnership that we have with PCCA. Everyone is always so pleasant and helpful. It makes our job so much easier knowing we can depend on PCCA's staff to answer our questions and offer valuable information. Thanks also to our sales rep, Lisa Johnson, for coming by from time to time to check in on us. We always enjoy her visits!”