



## Bob Mehr, BSc Pharm, FIACP:

**Congratulations to Bob Mehr, BSc Pharm, FIACP of Pacific Peoples Pharmacy & Compounding in Victoria, British Columbia, Canada for being named PCCA's February Pharmacist of the Month.**

**HISTORY:** Pacific Peoples Pharmacy & Compounding has been in business since March 2000. My wife, **Mary Rad** (also a pharmacist), and I opened our first pharmacy in 1999 in Shawnigan Lake, BC. In February 2000 we traveled to PCCA to learn about pharmacy compounding. After taking the class we decided to open a compounding pharmacy in Victoria in March. We began with one technician, who is still working with us, and one pharmacist. We made about two to three compounds per day for the first year. Since then we have grown significantly. We now have a large staff that includes three compounding pharmacists, four compounding technicians, one registered nurse and a front store manager. Today we do about 50-60 compounds per day in our main location.

We also have opened two other locations, one in Mill Bay, BC and one in Victoria, BC, where we have compounding pharmacist partners. Our long-time, dedicated staff is one of our main assets in the pharmacy. The

staff is energetic, caring and knowledgeable; we all work towards the patient's best health outcome.

Our practice model is a combination of compounding and traditional pharmacy. Our main focus is natural and alternative medicine. Our compounding areas of expertise include: bio-identical hormones; veterinary; pediatric compounding; hospice care; natural supplements; sports medicine; specialty dermatological preparations; and pain medicine. We serve all types of practitioners for various healthcare teams in our city; but, we still work primarily with pediatricians, pain specialists and veterinarians.

**PHARMACY LAYOUT:** Our pharmacy is about 1,650 square feet. Approximately 1,000 square feet are designated for the dispensary and the compounding lab. The compounding lab, where patients can see their medications being compounded, is 600 square feet. The lab has controlled temperature and a cleanroom. The pharmacy has a large natural and alternative medicine section along with an area designated for home healthcare. Our private consultation area features a good-sized library with health-related books and journals. The pharmacy layout is designed with an open and welcoming atmosphere for our patients.

The pharmacy is well equipped with an ointment mill; a tube sealer and vacuum pump; heat sealer; enteric coating capsule machine; Jaansun® capsule



**BOB MEHR, Bsc Pharm, FIACP**

machine; four balances; a fume hood with HEPA filter for making capsules; an electronic mortar and pestle; autoclave; convection oven; lollipop mold; rectal suppository mold; rapid dissolve tablet molds; animal treat mold; and facial skin analyzer.

The 10' x 10' cleanroom is equipped with two HEPA filters; a vertical laminar flow hood; and one ISOTECH® MicroSphere. Our state-of-the-art cleanroom was featured recently in the local major newspapers. There also is a 4' x 4' ante-room.

**PATIENT COUNSELING:** We do a lot of one-to-one BHRT consultation for both men and women. Our pharmacists are well trained in this area and have attended many BHRT seminars and workshops. We have a follow-up schedule and work closely with the physicians and patients to achieve the best health outcome. We also book appointments for skin analysis and compound custom-made creams and lotions for our patients. We participate in a variety of on-going seminars and continuing education.

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### APOTHATIP:

Always be prepared to make any compound at any point of time. Make lots of stock bases such as: PLO, sterile oils, simple syrup, emollient cream, anything you use frequently in your practice. Stick labels to pre-bagged mixed powders and store to encapsulate at a later time.

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**MARKETING:** Working with the patients is the best way to market because it seems that once people make up their mind that a compound could benefit them, they help you work with their physicians to get the therapy they need. And, with successful compounding comes satisfied patients. “Word of mouth” is one of the most important forms of advertising you can have. We make sure to provide the best service and highest quality compounds for our patients, so not only do they come back to us, but also they recommend us to their friends and physicians. We spend a lot of time with every single patient who comes into our pharmacy, especially when it is for a compound. We sit down with them and try to listen to them. We make them feel comfortable by creating a friendly environment in the pharmacy. We know them by their first name and will work closely with their doctors in order to provide the best care for them. My suggestion for other compounders is to spend time with their patients, care about their needs and develop a good rapport with their physicians.

**MOST REWARDING EXPERIENCE:** Compounding an intrathecal preparation for relieving a patient’s extreme pain is one of our most memorable cases. The compound had to be done in our cleanroom in an extremely sterile environment and I had to make it twice per month for about two years. Each time after dispensing the compound, I would call the patient the next day to see how she was doing. The best part of my job was when I could sense the smile on her face over the phone. To me and my staff, that was the best reward of the day! Compounding has provided me with an exciting future. When someone tells me that our pharmacy has changed their life — it makes all the dif-

ference. I work and live for that; it is so professionally rewarding.

**As a physician of 24 years specializing in Menopause, Andropause and Longevity Medicine, I highly recommend Bob and Pacific Peoples Compounding Pharmacy to my colleagues.”**

**Marianne Le Blanc, MD, CAFCI**

**MOST UNIQUE EXPERIENCE:** Our most unique compounding case was when we had to make ivermectin in a form of a large treat for three horses that belonged to a veterinarian. According to the vet, the horses were very picky and would not take medicine easily. We tried various flavors in different suspensions and none of them worked. We tried to hide the medicine in their food and that didn’t work either. Finally one of our staff developed a large alfalfa treat that was flavored with PCCA’s apple powder flavor and that did the trick.

**ASSOCIATIONS:** I am a member of the International Academy of Compounding Pharmacists, British Columbia Pharmacy Association and the Victoria Chamber of Commerce. I also am a director with Cowichan Valley Hospice Society and involved with many community events and associations.

**FUTURE PLANS:** We plan to do more consultations for different disease states, offer seminars for our patients and educate the area physicians on the benefits of compounding. Patient consultation



**BOB MEHR, Bsc Pharm, FIACP**

will continue to be my focus.

**PHYSICIAN QUOTE:** Over the past three years of close professional association with Bob Mehr and his staff at Pacific Compounding Pharmacy, I have been consistently impressed and delighted with his knowledge of compounding bio-identical hormone creams, his integrity and his spirit of enthusiastic cooperation in educating the public.

**PHYSICIAN QUOTE:** I haven’t given Bob and his staff a compounding challenge they couldn’t meet. They are fast, friendly and willing to take the time to look something up. Does Bob ever take a holiday? You’d never know it if he does.

**Chris Collis, DVM**

**PATIENT QUOTE:** I have been using bio-identical progesterone cream for more than four years and all of my symptoms, such as poor sleep quality, painful and irregular menstrual cycles and night sweats, have dramatically diminished. I am a serious proponent of hormone replacement therapy and a real fan of Bob Mehr and his pharmacy staff.

**Leslie K.**

## TECHNICIAN OF THE MONTH Stacy Hunter, PhT: Loves Helping Customers

**Congratulations to Stacey Hunter, PhT, of Specialty Pharmacy in Cullman, Ala., for being named PCCA’s February Technician of the Month. The pharmacy is owned by Stephen Skinner, RPh.**

### **APOTHATIP:**

**When making creams in the ointment mill, always make 3 ml extra. Use Krisgel 100™ (PCCA #30-3215) if your creams are runny and always turn off the ointment mill before cleaning it.**

work and I love helping customers with their special compounds.

**AREA OF EXPERTISE:** My area of expertise includes compounding a variety of BHRT creams and suspension dosage forms. I especially enjoy using creative flavors to help pediatric patients.

**BENEFITS OF COMPOUNDING:** Compounding enables patients to receive their medication through any means necessary. For instance, we

**HISTORY:** I have been with **Specialty Pharmacy** for 2-1/2 years. I received my training on the job at the pharmacy. I have been compounding for the last two years. I help prepare children’s suspensions, lollipops, troches, BHRT and veterinary compounds. I have enjoyed my career working with the staff at Specialty Pharmacy. It is a great place to

make topical creams for hospice patients who cannot swallow.

**PATIENT STORY:** We compounded a scopolamine gel for a three-year-old boy who had throat surgery at the Cincinnati Children’s Hospital. On the trip back home from the hospital he developed breathing difficulties due to excessive saliva. His mother thought she could wait until they returned home to fill the prescription but instead had to immediately get us to compound the medication. We prepared the compound — the scopolamine dried the throat secretion — and the child could breathe. He and his thankful family continued their trip home.

**FUTURE PLANS:** We expanded our lab recently by adding a large, double-sided safety hood, two ointment mills and two balances. We now have two work stations for two people to work simultaneously.



**STACY HUNTER, PhT**