



# I am **Your** Partner **in Care** >

Roan Mendez, *RPhT*

Operations Manager  
Remedy'sRx Specialty Pharmacy - Calgary, Alberta

When Roan Mendez was in third year university, her parents told her about their dream of having a family pharmacy business. She switched from psychology to pharmacy in the hopes of fulfilling that dream, but due to some life circumstances, wasn't able to practice. Years later, she found her way back to the field as a pharmacy technician with a certification in sterile compounding.

Roan is now the Operations Manager and eMAR Specialist at Remedy'sRx Specialty Pharmacy in Calgary. She ensures orders are fulfilled safely and efficiently by optimizing workflows and managing the production schedule. She is also responsible for implementing and training nurses on electronic Medication Administration Records (eMAR), which improves medication workflows in our partner homes.

Roan is passionate about her work because she sees a direct connection between her role and a patient's wellbeing. She continually analyses and adjusts the pharmacy's processes to minimize and eliminate errors. She often spends extra hours on quality control and education, ensuring that staff is cross-trained so that the large team can function even if they are short-staffed.

Roan's philosophy is to lead by example. She has a strong work ethic with a focus on being thorough, which is passed along to her teammates. As an Operations Manager, she is able to bring her unique skills to the pharmacy world and be a true Partner in Care.

**“A Partner in Care means being part of a patient's whole health picture. I believe that medications, when used appropriately, play a big part in improving a patient's quality of life.”**