



PROFILE

Adam Patel, Boots store manager, Mirfield, UK

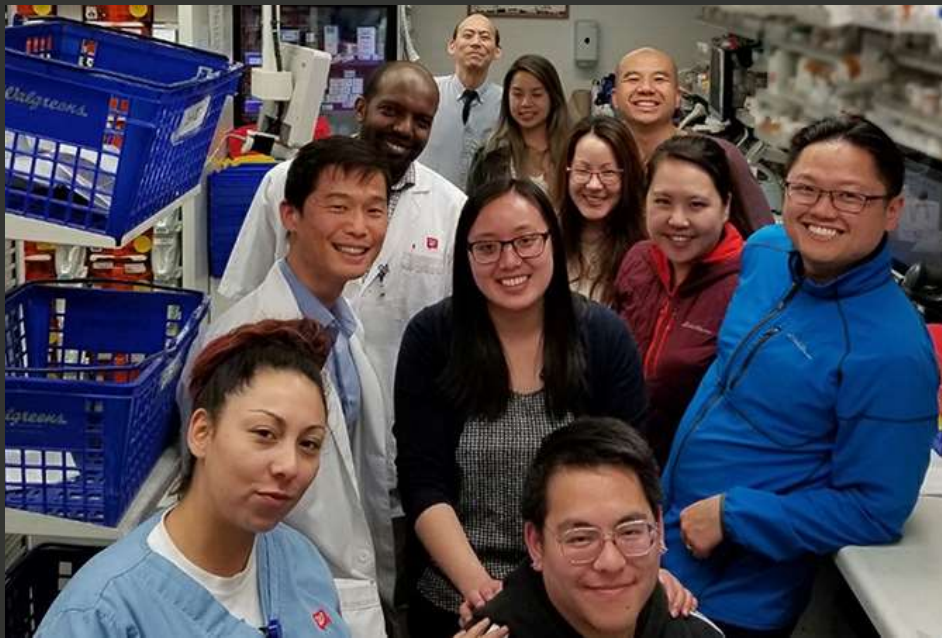


Adam has taken his usual high duty of care and concern for his customers and patients and stepped it up a level during this unprecedented time. In fact, you just need to follow the Mirfield Community Facebook page to see the glowing messages posted by his customers. Recently, an elderly patient at home due to the pandemic rang to tell him that she had possibly taken an overdose of her medication. Adam kept calm during the conversation while his colleague rang emergency services to attend to the patient's house – potentially saving her life. Additionally, while doctor's surgeries were closed at the height of lockdowns, he started his days early and kept his doors open late to be available to share professional advice for anyone who needed help. Even through this tough period, Adam never stopped developing undergraduate students nearing completion of their pharmacy training or caring for the vulnerable with a toiletries collection box in his store.



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The Walgreens 'regional task force' team, Bay Area



For passengers on the Grand Princess cruise ship, which was in holding pattern off the California coast due to concerns over exposure to COVID-19, medications were running low. Many on board only packed enough to last through the planned cruise. Roughly two weeks after they had expected to be home, a large number of the 3,500 passengers had run out of much-needed prescriptions. When Walgreens received a call from state health officials asking them to help those who needed their medicines urgently, teams kicked into action right away. **Anthony Perez**, Walgreens regional health care director for California, said: "From the list of medications needed on the ship, it was clear how many underlying health conditions there were among the passengers. The least we could do was get them the medications they need so they can feel better, and not have other health issues to worry about. There was an urgent need, and whenever our people know there's a need, they show up." Visit [Walgreens.com](https://www.walgreens.com) for the full story of how this 'all-hands-on-deck' effort from teams at multiple pharmacies allowed all the quarantined passengers to safely receive their prescriptions within hours.