



SARAH MARSHALL

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When I was in year 13 there was work experience organised by my high school at the local pharmacy. I worked for 4 hours a week in both the retail and dispensary for a school term. I really enjoyed it. When a job became available, I took it. I worked in retail for one year. But I always knew I wanted to be a technician. I was offered a training technician job and have never looked back. I love it.

What do you enjoy most about your role?

I enjoy everything about my role. I love how varied my days are - no two days are the same. I can be dispensing, sorting batch payments, organising stock, making, processing, or checking medico packs, sorting rest-home orders and changes or out counselling patients. My days go fast, and I learn something new every single day.

Why is your role essential to your workplace and the profession?

Technicians play a huge part in the process of dispensing medicines safely. We get all the relevant information and medications together for the pharmacist to do their final check before the medicines are dispensed to customers.

How has your role changed since you first started as a technician?

The biggest expansion in my role is working as a Pharmacy Accuracy Checking Technician (PACT). I love it and I know the pharmacists love it as well. There have been a lot of technology changes, with the use of robots and electronic batches.

Where do you see the pharmacy profession heading in the future?

I think in the future pharmacy will become even more important to the community than it is now. We are in a rural town, and we have expanded our services a lot over the years. We now provide INR blood testing for warfarin patients, flu jabs, urinary tract infection treatment and more. I hope we can continue to expand and offer more healthcare services to our community.



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