

ABOUT THE SURVEY

The practice of pharmacy has evolved over the years, giving way to the creation of different types of pharmacies and services to better meet the ever-growing needs of patients.

A survey conducted via the LEO online opinion panel explored the perceptions of 750 Quebecers regarding different types of pharmacies available in the province today. The results demonstrate that Quebecers want to be able to **choose** the pharmacy that best suits their needs, and they appreciate the **diversity** of options available to them.

QUEBECERS WANT CHOICE



86%

More than 4 out of 5 Quebecers want to be able to **choose among different types of pharmacies.**



82%

More than 4 out of 5 Quebecers **believe they benefit from access to different types of pharmacies.**

QUEBECERS VALUE DIVERSE SERVICES

78%

Nearly 4 out of 5 Quebecers believe **there is a place and purpose for each type of pharmacy.**

THE PHARMACIST'S KNOWLEDGE OF THE MEDICATION: A TOP PRIORITY IN COMPLEX CASES

Living with rare, complex, and/or chronic diseases that require a specialty medication therapy can influence the choice of pharmacy. According to the survey, should Quebecers require a specialty medication, they would prioritize the following criteria:

- 
64% Access to a pharmacist with in-depth knowledge of their prescription medication
- 
44% A pharmacy offering proactive follow-ups
- 
31% The possibility of receiving in-person advice from a pharmacist
- 
30% A pharmacy offering reimbursement support and mitigates upfront costs
- 
30% Access to a pharmacy located near a person's home

KNOWING ONE'S OPTIONS IS KEY TO MAKING AN INFORMED CHOICE

In Quebec, the right to choose one's pharmacist is protected by the pharmacists' Code of Ethics ("Code de déontologie des pharmaciens"). The survey highlights the need to raise awareness about the different types of pharmacies and the services they offer to enable Quebecers to make a free and informed decision.

QUEBECERS' DEGREE OF FAMILIARITY WITH DIFFERENT TYPES OF PHARMACIES:



THE DIFFERENT TYPES OF PHARMACIES

The survey explored Quebecers' perceptions of the following types of pharmacies:



NEIGHBOURHOOD PHARMACIES

Local pharmacies offering a wide range of prescription and over-the-counter medications, as well as in-person consultations with a pharmacist. This includes large chains (e.g., Familiprix, Jean Coutu) and independent pharmacies.



PHARMACIES LOCATED IN BIG-BOX STORES

Pharmacies that are generally located in Walmart or Costco stores. They offer prescription medication services and over-the-counter products, often at competitive prices.



SPECIALTY MEDICATION PHARMACIES

Pharmacies exclusively dedicated to specialty medications for patients with complex and chronic diseases (e.g., cancer). They offer personalised services to meet these patients' specific needs. Interactions happen mostly by phone, and medications are delivered to the patient's home.



ONLINE PHARMACIES

Allows patients to consult a pharmacist online and order prescription medications through their website for home delivery.