Canadian Pharmacist of the Year: Cathy Puffer

CHRISTINE
DALGLEISH, BA

CATHY PUFFER PERSONIFIES THE “COMMUNITY” in community pharmacist. Respected and admired by her patients and colleagues alike, Cathy is caring and compassionate, dedicated to making a difference in the life of everyone who walks through her doors.

Cathy began her pharmacy career in 1987 and opened her own pharmacy in Lindsay, Ontario, in 2009. Since then, Remedy’s Rx on Kent has built a loyal following, providing personalized service, expert advice and a steadfast commitment to patients.

“Feel better all over” is Cathy’s personal guarantee. Every day she goes above and beyond

to ensure that her patients have access to the care they need, when they need it. From specialized services, education sessions and in-depth consultations to home visits, late nights and special order services, Cathy takes a genuine interest in the well-being of her patients, always taking the time to ensure that they understand their medications and their conditions.

Residents of Lindsay are vocal in their appreciation for Cathy and her team. “Cathy Puffer saved my life,” said one patient. When diagnosed with diabetes, another commented, “Cathy brought me into her little room and taught me all about diabetes and how to cope. It was such a relief knowing I had someone on my side.”

Cathy is continually upgrading her skills to fill gaps. She holds a Certificate in Patient Care Skills from CPhA’s ADAPT program, is a Certified Diabetes Educator and is accredited in compounding. She inspires her staff to be their best and leads by example. Cathy is also a dedicated volunteer, spending countless hours supporting various organizations and committees.

Cathy holds a Bachelor of Pharmacy degree from the University of Toronto and is a past recipient of the CPhA Patient Care Achievement Award for Health Promotion, the OPA Pharmacist of the Year Award and the Remedy’s Rx Ambassador Award and Charitable Work Award. ■