

## **ARSHIA MOHAMMAD**

Senior Pharmacist

Phone: +966554322358

Address: Hai-ul-wizarat-Riyadh

Email: arshia.qursh@gmail.com

### **SUMMARY**

Compassionate and professional Pharmacist with 10 years of experience delivering Pharmaceutical care services. Proven positive attitude to the patients and offered information to their needs. Ability to leverage leadership in-depth knowledge of medication to help patients. Maintained revenue through excellent customer care.

### **WORK HISTORY**

**Pharmacist, 05/2023 to 08/2023**

**Hayat National Hospital-Riyadh**

#### **Outpatient Pharmacy**

- Dispense medicines with accuracy in a fast-paced pharmacy and advising on correct dosages and medication prescribed by the Physician
- Managed and trained new pharmacists, that improved pharmacy performance
- Advised patients and interpret their queries with friendliness, which resulted in 95% positive feedback by the customers
- Pharmacy temperature monitoring as per protocol
- Managing Pharmacy expiry stock to move first as well as ordered request for medication stocks when required.
- Managed to check on classification of generic drugs with new brands
- Assisted patients and dispense their refill medications for chronic conditions.
- Advised patients related to insurance queries and solve issues for their medication costs
- Medication error rectified and reporting to Pharmacy Quality coordinator
- Collaborating with Doctors and Insurance for medication reconciliation to prevent medication errors.
- Advising customers on cash medications(vitamins, supplements and derma products)

**Pharmacist, 09/2022 to 02/2023**

**Urgent Care Medical Center-Riyadh**

#### **Outpatient Pharmacy**

- Reviewed Doctor's Order and verify accuracy of prescription
- Dispensed medications with right dose and right dosage forms
- Checked medication error and error rectified
- Counselling Patient and provided excellent customer services
- Educating customer on correct medication use and provides efficient service
- Reviewed Pharmacy purchase Order and modify medications list
- Ensure ordering pharmacy stock items, oversee expiry items
- Restock of new medicines and ensure safe storage conditions

## **Pharmacist, 07/2018 to 07/2022**

### **Aster Sanad Hospital –Riyadh**

#### **Outpatient & Inpatient Pharmacy**

- Reviewed Doctor's prescription, Verified accuracy, correct medication & dose.
- Dispensed medications while providing quality patient service and ensured maximum efficiency
- Advised patients on correct use of medication and the benefits of medication adherence.
- Proficient in dispensing narcotic & controlled medicines, Ensured safety of medicines.
- Communicated with Doctor's & Provide information about drug interactions & contraindication .
- Supervision in sterile compounding process of Intravenous in compliance to Pharmacy standards
- Monitor Pharmacy well stocked and promptly re-ordering in any low stock or nearly expired.
- Dispensed medications in any emergency & to inpatient wards. crash cart medicines inspection.
- Processed insurance prescriptions, tracking and resolved insurance and payment issues.

## **Pharmacist,08/2015 to 01/2017**

### **Security Forces Hospital-Riyadh**

#### **Inpatient Pharmacy, Narcotic and Controlled drugs and Drug information center**

- Review & interpret Doctor's prescription with correct medication using electronic system
- Dispensed medication with right dose and frequency, Check proper labeling, packaging
- Corrected prescription errors (wrong dose, frequency and therapeutic duplication of medicines)
- Dispense Narcotic and Controlled drugs with correct dosage and direction of use
- Oversee Automated dispensing system Pyxis to assess accuracy of Narcotic & Controlled drugs
- Accurate documentation, record keeping and preparing a Narcotic and
- Controlled drugs statistics monthly report
- Supervised the work of pharmacy technicians and educate the new pharmacist
- Check the unit dose refill medications and sign refill report
- Oversee the floor stock order (right medication, quantity, expiry date) & signed request form
- Maintained collaborative communication with all healthcare professionals

## **SKILLS**

- Proficient communication(verbal/written)
- Patient care
- Problem solving
- Customer-oriented
- Empathy
- Team work
- Clinical research

- Medication safety & Quality assurance
- Pharmaceutical organization

## **EDUCATION**

### **Doctor of Pharmacy, Pharm.D**

Baqai Medical University-Karachi, Pakistan – **12/2011**

## **CERTIFICATIONS**

- Saudi Commission for Health Specialties License
- Basic Life Support License
- Pharmacy Council of Pakistan License

## **ACCOMPLISHMENTS**

- Supervised and trained 10+ New Pharmacist, technicians improving performance by 50%.
- Grew sales through counseling and helped achieve pharmacy business objectives that increased the revenue by 30%-50%
- Provided patients with prompt and comprehensive service.
- Received 98% positive feedback in customer satisfaction.
- Evaluated the complex prescriptions, reported Medication errors at a rate of 5-10 per day.
- Demonstrated success in order to minimize Medication errors before reaching to the patient
- Answered inquiries from patients and healthcare personnel related to correct dosing e.g
- Desmopressin spray and High Alert Medicine Clexane ,Heparin Inj and Apixaban
- Reviewed medication reconciliation form and resolved discrepancies issues
- Collaborated with Supervisor and Manager to resolve errors due to system failures, achieved saving the pharmacy in any potential loss

## **TRAINING**

1 year Pharmacist trainee **King Faisal Specialist Hospital & Research Centre-Riyadh**  
**Outpatient Pharmacy and Inpatient Pharmacy – 2013 to 2014**

### **Clinical Pharmacist Intern, King Khalid University Hospital, Riyadh – 06/2009**

- Academic Staff Pharmacy (ASP)
- Cardiac Care Unit (CCU)
- Clerkship ,Baqai Medical University Hospital , Karachi-Pakistan 1year– 2009-2010
- Clinical rotations in the Inpatient wards
- Understanding the role of pharmacy in patient care

### **Pharmacist Intern, Getz Pharmaceutical Company, Karachi-Pakistan 2009-2010**

- Manufacturing & Research and development department
- Quality Control and Quality Assurance department

## **LANGUAGES**

- English (Proficient)

- Arabic (Upper intermediate)
- Urdu (Native)
- Hindi (proficient)

#### **Online Activity:**

- Grant Them Shingles Free Life webinar by GSK , 1<sup>st</sup> September 2023
- 24th ICU- webinar, 29<sup>th</sup> August 2023
- Omega 3 Fatty Acids in Dyslipidemia Connecting Evidence with Practice, 25<sup>th</sup> August 2023
- Advances in Irritable Bowel Syndrome Management webinar, 19 August 2023
- Pain Management: A Patient-Centered Approach webinar , 23<sup>rd</sup> July 2023
- Acute Diarrhea Management in Children – Riyadh, 29<sup>th</sup> May 2023

#### **CONFERENCES**

- Head & Neck Oncology Conference, KSAU-HS Convention Center-Riyadh, October 2016
- Burden of Cancer in the Gulf region, Intercontinental Hotel Riyadh, October 2014
- 3rd Saudi International Pharmacoeconomics Conference, Hotel Intercontinental , May 2014
- 2nd International Conference of the Saudi Osteoporosis Society, Marriott hotel , March 2014
- 2nd PSMMC Oncology and Palliative Care Conference, King Fahd Cultural Center, Feb 2014
- Asthma and COPD Forum-11th Annual Conference ,Saudi Thoracic Society by SINA group- Riyadh, December 2013

#### **Symposium**

- Whole Body Health Symposium, 04<sup>th</sup> Oct 2022
- Saudi Hypertension Symposium, King Faisal Specialist Hospital & Research Centre, Dec 2014
- 1st International Drug Formulary Management Theory & Practice, KFSH&RC- Riyadh, Nov 2014
- Recent Advances in Diabetes Management symposium, Marriott Riyadh, May 2014

#### **Workshop /Lectures**

- CPHQ Foundation workshop by Anexas Europe, virtual -May 2021
- Lean Six Sigma Yellow belt training, virtual- Oct 2021
- Science behind the Pharmaceutical Product development, International Medical University Malaysia, December 2020
- Six sigma application to healthcare lecture, Security Forces Hospital-Riyadh, December 2016
- Hazardous waste management lecture Security Forces Hospital Riyadh, October 2016
- Work Ethics lecture, Security Forces Hospital Riyadh, August 2016
- Safety awareness Lecture Ergonomics, Security Forces Hospital Riyadh, March 2016
- 7th Annual Quality & Safety Day, Security Forces Hospital Riyadh, October 2015
- 1st Intravenous Admixture, Total Parenteral nutrition (TPN) and Hazardous I.V Medications

#### **Hobbies/Interests**

- Reading
- Community meetup
- Watching vlogs
- Virtual learning activity
- Yoga
- Baking