

[Teresa Dickinson speaking over background music]

Melrose Pharmacy is an independent retail pharmacy that specializes in filling regular prescriptions, compounding, hormone restoration and specialty pharmacy. And we like to know our customers by name. My pharmacy looks very different, it feels very old school, kind of down-to-earth from the 30s, 40s, 50s. I wanted it to feel old-fashioned but still modern and comfortable. To be different from other pharmacies we had to have a niche, and compounding is our niche where we mix drugs from scratch. And with that I specialize in women's health, so I do women hormone restoration and I'll sit with women, talk to them about their hormones, figure out what formula they should be on and I'll send that recommendation to their doctors.

Being able to compound and specialize in hormones has been able to be a success because there aren't many pharmacies that specialize in it, so people have to really seek it out. Since I help certain women and then they tell their friends, and friends tell friends and it has just spread out. It has been able to grow by just being able to help women with their lives. I'm continuously looking to improve things with the pharmacy and to offer things that other pharmacies aren't offering. So, I have gotten into a product we call "My One-Pack", and it's able to package people's prescriptions into little packs, they kind of look like vitamin packs. It comes in a roll, it has the patient's name on it, it has the date and time they're supposed to be taking it. It helps people take medications that are kind of complicated, it has that reminder of that date to make sure you take your medications.

This area 10 years ago was really hurting, there would be drugs on the street, hookers, a lot of vacant buildings. When we went in other businesses started to come in the area too and it just helped revitalize this part of Phoenix. I'm glad that Melrose Pharmacy has made an impact in central Phoenix. [music fades]