

Teresa Dickinson: When I went to college I never had any idea that I was going to own my own pharmacy. That changed after I was working in a chain and I got very frustrated with the patient care, and I wasn't able to spend the time with the patients that I wanted to. I felt like it was fast food service. I felt like I needed to sell some fries with people's Lipitor through the drive-thru, so it was very frustrating.

Male voice-over: After 7 years of working for traditional retail drug stores, Teresa Stickler decided it was time to follow a different career path, and opened a pharmacy of her own in 2005.

Teresa: Melrose Pharmacy is a locally-owned, independent pharmacy, that specializes in compounding prescriptions. Compounding is mixing drugs from scratch, it's the art and science of making medications. We'll do counseling appointments, I'll be able to figure out from our consult whether they need to be on a certain drug or not and then I can send a recommendation over to their doctor. The doctor signs off on it, and then we'll make the prescription for them. Some medications keep changing and we have opportunities available that the drug companies haven't delivered yet and we have new options for doctors that weren't there before.

Voice-over: Stickler focuses on a holistic approach to patient care, and offers a wide variety of custom medications that aren't available commercially including bio-identical hormones for women, and veterinary and dermatological formulations. Melrose Pharmacy makes use of state-of-the-art technology such as a packaging machine that helps patients manage multiple medications, yet all the while provides a unique experience to its customers.

Teresa: When people come into Melrose Pharmacy they feel very at home. It feels like a 1950's old pharmacy where you used to come with your parents or grandparents, so it's very comfortable. We have brown wood shelving, we've got unique ceiling, the music is from the 1930's and 1940's, so it just feels very comfortable. I feel that all my customers that come in are actually family members and neighbors. I like to be involved in their lives and be a part of their lives. So, it's very community.