

Teresa Dickinson: I went into pharmacy school because I wanted to help people. Thinking that I was going to work in a chain pharmacy I'd never have to worry about anything, I'd just go to work, go home and not have any other worries. I never ever thought about opening up my own store.

Male voice-over: But for Teresa Stickler the experience of dispensing medication in a corporate setting was not what she expected.

Teresa: I started to get a little more frustrated. I wasn't able to give the kind of care that I wanted to, not what I was taught in school. So, I was telling people where the toothpaste was, and through the drive-thru I felt like I needed to say "Hey, do you want fries with that prescription?" so it was very frustrating.

Voice-over: About the same time Stickler and her husband, Kurt, purchased a building in central Phoenix to house his art studio. Aware that his wife was unhappy, he suggested she start her own business, and Melrose Pharmacy was opened next door.

Teresa: We're a compounding pharmacy and we can mix things from scratch. So, things that aren't commercially available, we do bio-identical hormones for women, we do vet meds, you know it's our niche, so people have to come to us for that because not every pharmacy offers that.

Voice-over: Stickler's approach has been a successful one and attracts a loyal clientele. But she admits that the transition from pharmacist to business owner was, at times, challenging.

Teresa: As a pharmacist I was trained on how to take care of people and medications. I wasn't trained on how to run a business. I ended up getting very overwhelmed, so finally I looked into a business coach program for pharmacists and that really helped me spearhead into the next level.

Voice-over: In contrast to its comfortable, vintage feel, Melrose Pharmacy makes use of the latest equipment to meet its patients' needs. Including a packaging machine, the first of its kind in Phoenix, that helps patients manage multiple medications.

Teresa:

We have a different kind of look, you feel like you're in the 50s, but we have state-of-the-art technology. We give good patient care, we try to know all our patients by name. There's not many independent pharmacies left in Arizona and a lot of people like to support local so I think a lot of people like to support us because they know us and we actually care about our customers. So, I'm sure that's why people keep coming back to us.