Gilbert's

Pharmacy, Health & Wellness

For over 85 years, Gilbert's Pharmacy has served its communities with care, precision, and integrity. As a trusted healthcare partner, we recognize that every prescription represents a person relying on us for safe, effective, and compassionate service.



Our core values guide how we serve patients, collaborate as a team, and uphold the standards of our profession. They are not aspirational slogans. They are operational expectations that shape how we work - especially when the pharmacy is busy, the phones are ringing, and priorities compete.

At Gilbert's Pharmacy, we are committed to:

Putting Patients First
Prioritizing patient safety, education, and empathy in every interaction.

Creating a Clean, Welcoming Environment
Maintaining organized, professional spaces that reflect the quality and care we deliver.

Delivering Efficient Visits and Accurate Scripts
Balancing speed with precision to ensure safe, compliant, and timely service.

These values are interconnected. Patient-first care cannot happen without accuracy. Accuracy is strengthened by organization. Efficiency depends on teamwork and disciplined processes. Together, these values ensure that we meet both the clinical and human needs of the communities we serve.

Every performance conversation, coaching interaction, and improvement plan should reflect these values in action. They serve as anchors for decision-making, accountability, and continuous growth.

At Gilbert's, how we work matters just as much as what we deliver.

Putting Patients First

What It Means

At Gilbert's Pharmacy, putting patients first means recognizing that every prescription represents a real person relying on us for safe, effective care. Our work does not end at dispensing medication; it includes ensuring that patients understand what they are taking, why they are taking it, and how to take it safely.

This value requires us to balance clinical accuracy with compassion. Patients may arrive feeling anxious, ill, confused about insurance coverage, or overwhelmed by medical terminology. Putting patients first means slowing down when necessary, asking clarifying questions, and prioritizing safety and understanding over convenience or speed.

It also means advocating for patients when needed—contacting providers for clarification, resolving insurance issues, and collaborating with team members to remove barriers to care.

Why It Matters

Pharmacy is a critical link in the healthcare system. A missed detail, unclear explanation, or rushed interaction can directly impact patient safety and outcomes. Medication errors, misunderstandings about dosage, or confusion about side effects can lead to serious consequences.

Beyond compliance, putting patients first builds trust. Patients who feel heard, respected, and supported are more likely to follow instructions, return to our pharmacy, and recommend Gilbert's to others. Trust strengthens long-term relationships and reinforces our reputation as a dependable healthcare partner in the community.

Putting patients first ensures that our operational decisions remain aligned with our ultimate purpose: improving patient health and well-being.



What This Looks Like in Action

- Taking time to educate patients when dispensing medications
- Explaining side effects and dosage instructions clearly
- Demonstrating empathy when interacting with ill, elderly, or anxious patients
- Proactively clarifying confusing prescriptions with providers
- Escalating concerns when a medication may cause harm
- Asking, "What does the patient need right now?" before prioritizing speed

Creating a Clean, Welcoming Environment

What It Means

Creating a clean, welcoming environment means maintaining a pharmacy space that reflects professionalism, safety, and respect. Cleanliness and organization are not cosmetic details; they are essential components of patient safety and operational excellence.

A welcoming environment extends beyond physical cleanliness. It includes the tone of our communication, the way we greet patients, and the overall atmosphere we create at the counter or drive-thru. Every interaction should convey that patients are valued individuals, not transactions to be processed.

This value also requires personal accountability. Each team member is responsible for maintaining organized workspaces, preventing clutter, and supporting an environment where both patients and colleagues can function confidently and efficiently.

Why It Matters

A disorganized or unsanitary pharmacy increases the risk of medication errors and reduces efficiency. Cluttered workspaces can lead to misplaced prescriptions, incorrect labeling, or delays that impact patient care.

From a patient perspective, the physical environment communicates competence. When a pharmacy appears orderly and professional, patients feel more confident in the care they receive. Conversely, visible disorganization can erode trust, even if the clinical work is accurate.

Maintaining a clean, welcoming environment supports both safety and patient experience. It reduces risk, strengthens workflow, and reinforces the credibility of our brand.



What This Looks Like in Action

- Keeping workspaces organized and sanitized
- Maintaining clean counters, windows, and drive-thru areas
- Greeting patients promptly and professionally
- Staying focused and attentive during interactions
- Avoiding rushed or dismissive communication
- Managing clutter to prevent medication mix-ups

Delivering Efficient Visits and Accurate Scripts

What It Means

Delivering efficient visits and accurate scripts means balancing speed with precision in a high-demand environment. Pharmacists and technicians are expected to manage multiple responsibilities simultaneously—filling prescriptions, answering phone calls, resolving insurance questions, and supporting in-person patients—without compromising accuracy.

Accuracy is non-negotiable. Every prescription must be prepared, labeled, and dispensed in compliance with legal and clinical standards. Efficiency, however, remains essential to patient satisfaction and workflow stability.

This value requires disciplined attention to detail, strong teamwork, and sound judgment under pressure. Employees must recognize when to slow down to prevent an error and when to accelerate processes to reduce unnecessary wait times.

Why It Matters

Medication errors can cause serious harm and expose both patients and the organization to significant risk. Accuracy protects patient safety, preserves regulatory compliance, and maintains professional credibility.

At the same time, extended wait times and inefficient processes can increase patient frustration, overwhelm staff, and create bottlenecks that elevate the likelihood of mistakes.

Delivering efficient visits and accurate scripts strengthens both safety and service. It ensures that patients receive correct medications promptly while reinforcing Gilbert's reputation as a reliable professional healthcare provider.



What This Looks Like in Action

- Double-checking prescriptions for dosage, quantity, and labeling accuracy
- Immediately correcting mistakes and reporting near misses
- Coordinating as a team during peak hours
- Managing phone calls, in-person patients, and prep work without sacrificing quality
- Communicating proactively when delays occur
- Balancing multitasking with focus