

Kristy Henson, R.Ph

What is your title?

I am the Pharmacist-Manager at Metcalf Compounding.

What is your role at the pharmacy?

In addition to business management activities I am the primary pharmacist on staff at Metcalf Compounding. I have a variety of responsibilities that generally revolve around prescription accuracy, quality assurance for our lab, the science of compounding and formulation, physician interaction and direct patient consultation. In addition to these roles, I also devote a substantial part of my time to one-on-one appointments with women to develop a personal plan for addressing their health concerns. I then act as a liaison with their practitioner to customize their prescriptions to an individual level.

How is Metcalf Compounding Pharmacy different?

Metcalf Compounding is different from traditional pharmacies because we only dispense compounded medications.

This means that we do not stock the traditional inventory of commercially produced medications. Everything we dispense is made specifically to the specifications of a prescription for a particular individual. This level of medication customization is our specialty.

I also believe we are unique in our approach to customer service. By nature of compounding our focus is already centered on the needs of individual patients. We are also a small business and that affords us the privilege to treat each patient with the highest level of customer service possible. My goal is for each of our patients to have the highest confidence in our quality, professionalism, courtesy, and responsiveness. Seeing our team deliver on that is what is truly rewarding about my job.

What's the coolest thing you think we do at the pharmacy?

The most rewarding time I get to spend each week is spent in one-on-one appointments with women. I have been doing this for over 20 years and I am able to combine my knowledge of compounding and my experience in women's health to create solutions for the unique health issues women face. The relationships that I have developed aren't simply professional. They are the most fulfilling part of what I do. That's why I love my job.



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