

Minor Ailment Assessment – What to Expect at Your Pharmacy

Pharmacists in Ontario can assess and treat *certain minor health conditions* (minor ailments). A minor ailment assessment can help you access appropriate care in a timely and convenient way. **Here's what you can expect during a minor ailment assessment with a pharmacist.**



Step 1: Check if the Service is Available

Not all pharmacies or pharmacists offer every healthcare service. Contact your pharmacy to ask:

- What minor ailment service(s) they provide
- Whether you need an appointment for the assessment

If the service isn't available, they can assist by suggesting alternative ways to access care, such as directing you to another pharmacist or healthcare provider.



If you have an Ontario Health Card, bring this with you when visiting any healthcare professional, including your pharmacist.



Step 2: Assessment

The pharmacist will speak with you about your condition, and pharmacies are required to have a private consultation area so your conversation cannot be overheard.

You may be asked about:

- Your symptoms
- Your medical history
- Any medications you are taking

Share complete and accurate information, so the pharmacist can recommend the most appropriate care. The pharmacist may be able to access certain personal health information to inform their assessment.



You may be able to receive this assessment at no cost with your Ontario Health Card.



Step 3: Treatment

After your assessment, the pharmacist will recommend the most appropriate next steps. This may include:

- No treatment needed
- Advice on non-drug treatments
- An over-the-counter (non-prescription) medication
- A prescription medication
- Referral to another healthcare provider

Important: Not every assessment will result in a prescription. The pharmacist, like other healthcare professionals, will use their professional judgment to decide what is appropriate for you.



Step 4: Next Steps

What happens next depends on the outcome of your assessment. The pharmacist may:

- Discuss your treatment plan
- Provide instructions on how to use the prescribed or recommended medication
- Advise you to visit another healthcare provider (such as a doctor or nurse practitioner) for care



If you receive a prescription, you can fill it at any pharmacy. The pharmacist will inform your primary healthcare provider (if you have one) about any prescription provided. The cost of treatment (prescription) is not included as part of the assessment.

Still Have Questions?

If you have questions about minor ailment assessment services, contact your pharmacy. For more information on how pharmacy professionals can support your care, please [visit our website](#).