

Company: Pharmabest.ca
Company Description: Pharmabest.ca is Ontario’s fastest-growing independent pharmacy network. Founded by pharmacist Joseph Saad, it operates nine locations and TorontoOnlinePharmacy.pharmacy. Headquartered in Toronto, Pharmabest offers chronic care, addiction treatment, and multilingual support, and was honored with a 2024 Global Recognition Award.
Nomination Category: Company / Organization Categories
Nomination Sub Category: Health, Safety & Environment Program of the Year - in Canada and the U.S.A.
Nomination Title: Integrated Harm Reduction & Patient Safety Program – Pharmabest.ca



1. Which will you submit for your nomination in this category, a video of up to five (5) minutes in length about the achievements of the nominated organization since 1 January 2023, OR written answers to the questions for this category? (Choose one):

Written answers to the questions

2. If you are submitting a video of up to five (5) minutes in length, provide the URL of the nominated video here, OR attach it to your entry via the "Add Attachments, Videos, or Links to This Entry" link above, through which you may also upload a copy of your video.
3. If you are providing written answers for your submission, you must provide an answer to this first question: Briefly describe the nominated organization: its history and past performance (up to 200 words):

Total 182 words used.

Pharmabest.ca is a rapidly growing network of independent community pharmacies based in Ontario, Canada. Founded by pharmacist Joseph Saad, the company has expanded from three to nine locations between 2022 and 2024, with pharmacies in the Greater Toronto Area, Hamilton, and Orillia. Pharmabest also operates a province-wide digital pharmacy, TorontoOnlinePharmacy.pharmacy, offering virtual consultations, prescription delivery, and safe medication access.

Pharmabest was created with a mission to provide accessible, patient-centered care with a strong focus on safety, education, and culturally inclusive health services. The organization is known for its leadership in addiction treatment support, including Methadone and Suboxone programs, along with chronic disease management, medication reviews, and blister packaging services.

In 2024, Pharmabest.ca received a Global Recognition Award for its innovative health and safety initiatives, including multilingual outreach and stigma-free opioid care. The organization has played a critical role in the public health response to COVID-19, providing vaccines, testing, and essential medication access.

With a commitment to operational excellence and community health, Pharmabest continues to set a standard in safe, compassionate, and sustainable pharmacy care across Ontario—both in-store and online.

4. If you are providing written answers for your submission, you must provide an answer to this second question: Outline the organization's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words):

Total 228 words used.

Since the start of 2023, Pharmabest.ca has achieved significant milestones in advancing health, safety, and patient care across Ontario. The organization expanded from five to nine pharmacy locations, strategically opening and acquiring stores in high-need areas including Orillia, Milton, and Scarborough. Each location was upgraded to meet rigorous safety protocols, with enhanced workflows for infection control, medication storage, and secure handling of controlled substances.

Pharmabest introduced a standardized Harm Reduction & Patient Safety Protocol across all locations. This includes pharmacist-led education, naloxone distribution, methadone/suboxone monitoring, and multilingual patient support to ensure safe treatment in diverse communities.

A major achievement was the successful province-wide rollout of TorontoOnlinePharmacy.pharmacy in 2024. This platform has provided secure online prescription access, real-time pharmacist consultations, and home delivery—reducing travel-related exposure risks for immunocompromised and addiction-recovery patients.

During this period, Pharmabest.ca also trained over 40 pharmacy staff on opioid stewardship, pandemic readiness, and culturally appropriate patient engagement. These initiatives contributed to a measurable reduction in missed doses, medication errors, and adverse drug interactions.

In 2024, Pharmabest received the Global Recognition Award for its contribution to community safety, addiction treatment, and equitable healthcare access. The company also implemented eco-conscious practices including digital records, paperless prescriptions, and green packaging options.

Through growth, innovation, and a safety-first culture, Pharmabest.ca has emerged as a model for health and environmental responsibility in the Canadian pharmacy sector.

5. If you are providing written answers for your submission, you must provide an answer to this third question: Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the organization's past performance (up to 250 words):

Total 228 words used.

Pharmabest.ca’s accomplishments since 2023 are exceptional in both scale and impact. While most independent pharmacy operators in Ontario maintain one or two locations, Pharmabest has expanded from five to nine pharmacies in under 24 months—demonstrating a rare combination of operational capacity, clinical consistency, and community trust.

Unlike traditional pharmacies that focus narrowly on dispensing, Pharmabest has built a reputation for integrating health, safety, and social responsibility into everyday operations. Its Harm Reduction & Patient Safety Protocol is one of the first standardized, chain-wide initiatives among small-to-mid-sized pharmacy groups in Canada that combines opioid treatment oversight, multilingual education, and real-time monitoring for at-risk populations.

The launch of TorontoOnlinePharmacy.pharmacy positions Pharmabest ahead of many independents that still lack digital infrastructure. While some competitors offer online refills, Pharmabest delivers a fully managed virtual pharmacy experience, including pharmacist consultations, safety checks, and delivery—all aligned with public health standards.

Compared to its own past performance, Pharmabest has doubled its operational footprint, tripled its investment in safety training, and reduced medication error reports by over 30%. It has also widened access to care by adding Italian, Arabic, and Punjabi language support, addressing critical gaps in Ontario’s multicultural health system.

In a highly regulated and conservative industry, Pharmabest’s combination of rapid growth, safety-first programming, and digital innovation makes its achievements not only significant but replicable as a model for modern community pharmacy care.

6. You have the option to answer this final question: Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words):

Attachments/Videos/Links:

[Integrated Harm Reduction & Patient Safety Program – Pharmabest.ca](#)

[REDACTED FOR PUBLICATION]