Rashmi Mariyappa

"the stabbing"



























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Morning of Appointment Pre-Appointment

I have been meaning to get this shingles vaccines for years! I am so **proud** of myself for getting this scheduled!

This is my first vaccination that is not at a hospital or doctor's office. I am a bit **nervous** and **anxious**. I bet it will be fine though.

"PharmStore" is my favorite pharmacy chain. I **love** this place! They give so many vaccinations, especially with COVID, it should be fine.

I am so **happy** and **excited** to finally be crossing this off my list!

Check-InPre-Appointment

Yay, I am here early, 9:40 am for my 10:00 appointment!

This check-in process is frustrating. I have been coming to "PharmStore" for 15 years and they can't find me in the system again. This lady doesn't know what she is doing. She is probably new. Maybe giving her my confirmation code will help. Okay, she finally found me. Wow, this took 20 minutes. The last time I tried to get this vaccine here the check-in person was also difficult.

It is 10:10 am, I hope everything is okay. I feel a bit more nervous and anxious, but the pharmacist is trained in this, it should be fine. Vaccination Prep Appointment

Cool, the pharmacist is calling me back. I am **relieved**.

I am going to let him know this is my first vaccination at "PharmStore" and I am a bit **nervous**, it might be an "icebreaker."

The pharmacist didn't acknowledge that I said anything. I am **confused**. Did he just totally **ignore** me? Okay, I guess I will just be quiet. Are they really busy? I feel more **tense**, and **anxious**.

He is stating the vaccination information in a professional manner, maybe he is just not a people person?

VaccinationAppointment

I get a bit **nervous** with needles. Look away, needles.

Dude, that really **hurt**! Did this guy just stab me? I am **worried** and **shocked**. That didn't feel normal at all. I am **stunned**, I usually never feel these at all?

Is this guy an angry d!#@?
Is this how he always
vaccinates people or is it just
me? Is he taking his anger out
on me? Is he having a bad
day?

I feel **questioning** and **hesitant**. Am I right? Was this abnormal?

Vaccination Wrap-Up
Appointment

The pharmacist stated something like, "it's bleeding" in a slightly remorseful and irritated tone.

I look over at my arm and I have never seen this much blood dripping down after a vaccination. I am **fearful** he made a mistake.

I feel **insecure**. I am thinking but don't ask: Is this okay?

I feel sympathy for him. I make "small-talk" as he is cleaning my arm about how the area has gotten busier and how difficult it must be. He is talkative about this saying how under-resourced they are. Why am I trying to make this guy feel better?

Immediately After Post-Appointment

I am **angry**, **scared**, and **dismayed**. That was a bad vaccination. I don't think it was right.

This is my pharmacy; I worry if I say something negative this pharmacist might trace it back to me. I don't want this guy to get punished, just improve.

I have to Google if it is okay for that much blood to be dripping. Did he hit something he shouldn't have? Did he make a mistake? Let me call my family member MD and ask them about it.

I am never getting another vaccine at "PharmStore" again. I **don't trust** them.

Weeks Later
Post-Appointment

My arm is still bruised. Well, I am not dead, and my arm is improving so I shouldn't worry. LOL.

I feel **disappointed**. That pharmacist needs to improve his technique. I wish I could say something, it might cause some change.

I feel **relief** that it is over. **Ugh**, I still need to schedule the second shot. I'll have to go to another location, so I don't get the same pharmacist. I was right and would prefer to go to a doctor's office over "PharmStore."