**Outline**

**Direct patient encounter**

* Tom was kind to the patient and reassuring while Murphy was behaved unethically when he visited Emma at the hospital.

**Professionalism**

* Tom represented the profession well by showing commitment to his work. Murphy was unethical when he read his patient’s details to Emma.

**Pharmacist I would chose**

* I would choose Tom because of his dedication and honesty.

**Movie in 2021**

* If a movie in 2021 was made, Tom would still make a good pharmacist because leadership qualities are required in today’s healthcare system.