

Manchester University College of Pharmacy

IPPE I Community Workbook

PHRM 370 Spring 2024

Course Coordinator

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Preface

The purpose of this workbook is to serve as a guide for you while you are on your rotation. The exercises are specifically tailored to expose and orient you to the practice of pharmacy in a community setting. To gain the most benefit from these exercises, please think about the questions posed within this document and try to answer them on your own, unless otherwise directed. If you cannot find the answer, then ask your preceptor for direction on where to find the answer.

Prior to your start day:

Please complete the following prior to your first day at the site:

Site information:

Name: _____

Location: _____

Phone: (____) _____ - _____

Preceptor information:

Name: _____

Phone: (____) _____ - _____

Email: _____

Preferred method of contact: _____

First day:

When to meet? _____

Where to meet? _____

Where to park? (Any specific parking instructions) _____

What do I need to bring with me?

First meeting (Orientation day):

The first meeting with your preceptor is the time where goals and expectations are discussed and the plan to achieve them is prepared. Take the time with your preceptor to discuss your calendar for the experience including general times for attendance, meetings, activities....etc.

Course Outcomes:

Outcomes	EPAs	CAPE Outcome(s)	ACPE Appendix 1
1. Demonstrate effective use of pharmacy systems and technology that improve patient safety, pharmacy inventory management, drug/product storage, and medication distribution	3B, 5A, 5B	1.1, 2.2	19, 24, 30, 31
2. Collect and analyze information to establish patient-centered goals to create and implement a patient care plan utilizing nonprescription medications, prescription medications, and immunizations as appropriate	1A, 1B, 1C, 1D, 3A, 3C, 3D, 4A, 4B	1.1, 2.1, 2.3, 2.4, 3.1	15, 21, 31, 33, 34, 35, 37
3. Display professional, ethical and responsible behavior and show concern for patient welfare at all times while complying with all state and federal legal requirements	3A, 3B, 3C	3.3, 3.5, 4.4	18, 23, 25, 26
4. Investigate the roles of pharmacists and technicians in providing community pharmacy services	5A, 5B	2.2, 3.4, 4.1	19, 23, 24, 26
5. Employ effective verbal and non-verbal skills while speaking with patients, caregivers, preceptors, and other professional colleagues	2A, 4A	3.2, 3.4, 3.6	25, 26, 30
6. Provide, under the direct supervision of a pharmacist, medication counseling to patients or caregivers regarding self-care, prescription and non-prescription therapies	1D, 4A	2.1, 2.3, 3.2, 3.6	15, 24, 25, 31, 32, 35

Part 1

(To be completed during your January focused experience)

Medication Flow Process

Prescriptions change hands many times from the moment they are dropped off at a pharmacy until the medications are picked up by a patient. However, there are common steps within the medication flow process that ensure safety and efficiency.

Please identify the role each member of the pharmacy team plays and briefly describe their main responsibilities (Please answer for each of the team members listed. If you do not have one of the listed team members on site, please work with your preceptor to identify the roles they would fill).

Team Member	Responsibility
Pharmacy Clerk	Greeting customers, accepting prescription drop offs, customer check-out, arranging OTC products on the shelves.
Pharmacy Technician	
Pharmacy Intern	
Pharmacist	

Please identify the team member(s) involved in each of the following steps and what their primary responsibility is within the step to make sure the process moves forward.

Rx Drop off	
Data entry	
Filling	
Verifying	
Dispensing	
Vaccinations	

Does the pharmacy utilize any other steps in the medication flow process? If so, please identify and describe.

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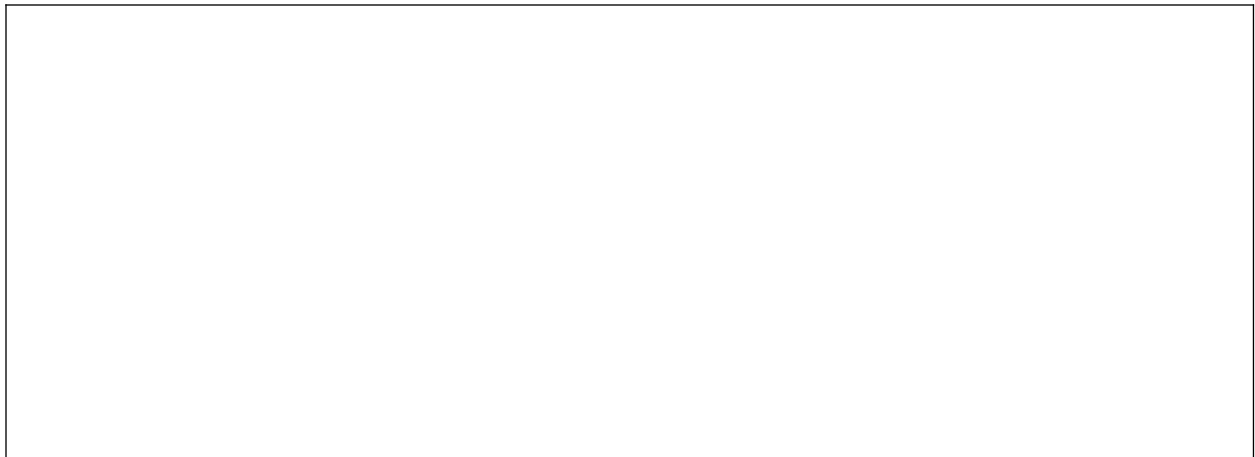
Systems and Technology

The National Coordinating Council for Medication Error Reporting and Prevention (NCC MERP) defines a "medication error" as the following:

".....Any preventable event that may cause or lead to inappropriate medication use or patient harm while the medication is in the control of the health care professional, patient, or consumer. Such events may be related to professional practice, health care products, procedures, and systems, including prescribing; order communication; product labeling, packaging, and nomenclature; compounding; dispensing; distribution; administration; education; monitoring; and use."

Spend time with your preceptor (and/or pharmacy technician) to learn how a prescription is entered in the computer system, checked, filled and eventually dispensed.

What safety measures are in place to prevent medication errors and ensure safe dispensing (e.g. computer system, TallMan lettering, separating sound alike look alike, technician double check....etc)? Please elaborate on how each measure ensures safety.



What procedures are in place for reporting medication errors if they occur, and how are those procedures implemented?



	What happened	How was it detected	Follow up
Intervention			
Intervention			
Intervention			
Insurance Claim Rejection			

Document examples of three interventions (e.g. drug-drug interaction, allergy) that prevented a medication error from occurring and one insurance claim that was rejected and give an overview of what happened, how was it detected and what follow up was provided. Do NOT identify more than one allergy intervention.

Third party payer system

1) What is a “third party payer”?

2) What is a formulary?

3) What is the process for adjudicating insurance claims at the pharmacy (overview)?

4) What happens if a claim is rejected?

5) What is a prior authorization? When and why would one be needed?

6) Please complete the following table, differentiating between Medicare and Medicaid payers.

	Medicare	Medicaid
Who is eligible?		
What services are covered?		

Where can I find more information?		
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- 7) You are helping a new patient on Medicare who is trying to obtain prescription drug coverage. You are looking specifically for a prescription drug plan. Go to the Medicare website (<http://www.medicare.gov/default.aspx>) and figure out which plan works best for the patient. They are taking the following medications:

- Lisinopril 10mg PO qday
- Simvastatin 10 mg PO qday
- Metformin 500mg PO BID
- Advair 250/50n 1 puff PO BID

- a. Which plan did you choose (identify a specific plan, not just a "Part")?

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- b. How long did it take you to complete the exercise?

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- c. How difficult was it to use the website? What were the positive and negative aspects of the user interface?

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- d. What value can a community pharmacist add to this process for patients?



Management

Please spend time with the person responsible for ordering medications and familiarize yourself with the process, then provide an overview of the replenishment process, answering the following questions:

- *How are medications arranged on the shelves (brand, generic, alphabetical, etc.)?*
- *How often are orders being made? What determines order frequency?*
- *How much of a medication is ordered at a time? What determines quantity ordered?*
- *What is done if a medication is needed immediately?*
- *What is done with expired meds?*
- *How are controlled substances ordering processes different?*

Who is responsible for pharmacist and technician scheduling? What factors are taken into account when making a work schedule?

What security measures are in place at the pharmacy? How does the pharmacy prevent drug diversion (*drug diversion, broadly defined, is when the legal supply chain of prescription analgesic drugs is broken, and drugs are transferred from a licit to an illicit channel of distribution or use*)?



Prescription Medications

Identify four prescription drug medications and complete the following tables utilizing the drug reference of your choice. Please speak with your preceptor about appropriate counseling points for each product.

	Drug 1	Drug 2
Brand Name		
Generic Name		
Pharmacologic Category		
Mechanism of Action		
Labeled Indications		
Dosage Forms (e.g. tablet)		
Absorption		
Distribution		
Metabolism		
Excretion		
Pregnancy/lactation		
Counseling Points (What would you tell the patient?)		
Reference (s)		

	Drug 3	Drug 4
Brand Name		
Generic Name		
Pharmacologic Category		
Mechanism of Action		
Labeled Indications		
Dosage Forms (e.g. tablet)		
Absorption		
Distribution		
Metabolism		
Excretion		
Pregnancy/lactation		
Counseling Points (What would you tell the patient?)		
Reference (s)		

Over-The-Counter Products

Explore the aisles of the pharmacy looking at the available over-the-counter drug products. If there is no product available that matches the purpose listed, please identify a product through an internet search. Complete the information utilizing the **Drug Facts** section. Please discuss only the single active ingredient that matches the ailment/description. Make sure that you select an active ingredient that can be used in **pediatric patients (less than 12 years old)**.

	Trade Name	Active Ingredient	Pediatric Dose (Include age range, dose, directions, and duration as appropriate)
Cough suppressant			
Expectorant			
Fever			
Earache			
Pain			
Allergies			
Laxative			
Gas relief			
Heartburn			
Vaginal Yeast infection			
Athlete's foot			

Explore the aisles of the pharmacy and find the following herbal supplements. Identify indications for these products, and discuss efficacy regarding those indications (likely effective, possibility effective, ineffective)

<u>Herbal</u>	Indicated Use
Soy	
Cranberry	
Garlic	
Ginkgo	
Saw Palmetto	
Echinacea	
Black Cohosh	
Milk Thistle	
Ginseng	
St. Johns Wort	

Federal Pharmacy Law

*Recommended resource: Under your Access Pharmacy resources → Books → Pharmacy Law Examination and Board Review. This specifically relates to the Federal section, however there are many states which have good synopsis of laws as well for your reference.

1. Define a schedule I substance and give 2 examples.

2. Define a schedule II substance and give 2 examples.

3. Define a schedule III substance and give 2 examples.

4. Define a schedule IV substance and give 2 examples.

5. Define a schedule V substance and give 2 examples.

6. Which of the following are mid-level practitioners according to federal law? (Select all that apply. No partial credit given.)

- ☐ Chiropractor
- ☐ Optometrist
- ☐ Physician assistants
- ☐ Pharmacists
- ☐ Nurse Practitioner

7. Determine the final digit of the following valid DEA number:

FJ639411_____

8. True or False: Prescribers are legally required to get new DEA registration numbers if their last name changes.

9. What DEA Form is needed when CII's are disposed of by reverse distributors?

10. What is the DEA form 106 used to report and how long do you have to submit the form to the DEA?

11. According to federal law, how often must control substance inventory be performed?

12. What is the federal time limit in which a schedule II control substance must be filled after being transcribed by the practitioner?

13. Which federal drug control law is most likely to be violated by a pharmacist?

14. Explain the difference between misbranded drugs versus adulterated drugs.

15. What distinguishes the difference between compounding and manufacturing?

16. Explain the differences between class I, class II, and class III recalls.

17. The Poison Prevention Packaging Act is designed to protect children under the age of what from accidental poisoning?

