The Community Pharmacy Operations 2 Rotation

The goal of this four week rotation is to advance the student's community practice ability through clinical services and patient care activities. The student is to complete all required clerkship activities and work towards improvement in competency with the learning objectives.

During the first few days of the program, the student should be oriented to the pharmacy and pertinent policies and procedures. The following are suggested:

- Participate in a guided tour of the pharmacy, identifying the location of equipment, supplies, drug products and reference materials and learning the order of pharmacy operations.
- Learn the general store layout for assistance with customer questions.
- Meet other pharmacy employees, and understand lines of authority as relates to the student.
- Discuss pertinent policies and procedures with the preceptor.
- Understand expectations with regards to dress, conduct, and scheduling of hours.
- Understand HIPPA (Healthcare Insurance Portability and Accountability Act) and confidentiality of information.
- Assess opportunities for items to be signed-off on the skill-based competency and ambulatory objectives check lists.
- The student is encouraged to share his/her portfolio with the preceptor during the first week of the rotation. The preceptor may then tailor the rotation to meet the specific needs of the student.

Required Community Pharmacy Clerkship Activities

1. **Documented eight pharmacist interventions** - the student must have participated with them.
2. **Minimum of three completed patient medication histories** - student should prepare a SOAP note afterwards, summarizing the information gained from the interviews.
3. **Care plans for a minimum of three patients** - may use the care plan forms in this manual (suggested to use vertical ones), or ones from student or other sources. Care plans must include a prioritized problem list.
4. **Minimum of one presentation** - tailored to interest of student/needs of rotation site (see examples under "potential activities", below).
5. **Complete the online Community Pharmacy Learning Modules** - in conjunction with preceptor.

Learing Objectives

1. Demonstrate **advancement** in patient counseling skills through constant patient interaction achieving and higher level of the following:
   - The purposes, uses, and effects of their medications and related therapy
   - Achievable therapeutic outcomes with an estimated time frame
   - Drug cautions and side effects in relation to the patient's condition
   - Medication cost issues
   - Relevant lifestyle modifications (i.e. weight loss and smoking cessation) and non-drug therapies
   - Use, storage, side effects, and dosage of nonprescription drugs
   - The appropriate selection of over-the-counter medications in response to patient's condition/needs
   - Appropriate use and demonstration of over-the-counter devices and diagnostic products
   - Assess patient's comprehension of student's selling (i.e. final verification step)

Student provided services to promote health improvement, wellness, and disease prevention to patients, communities, and at-risk populations through:
   - Brown Bag sessions
Health Screenings (i.e. blood pressure, blood glucose, cholesterol)
Risk assessment programs (i.e. osteoporosis, heart disease, diabetes, etc.)
Immunizations
Preventative services (i.e. osteoporosis, heart disease, diabetes, etc.)
Lifestyle counseling
Health observance services (i.e. during national osteoporosis awareness and prevention month, when dispensing a prescription, counsel every female patient about the appropriate amount of dietary calcium and/or supplemental calcium.)

2. Demonstrate advanced patient communication skills and assessment of patient comprehension level and level of understanding through development of the following services:
   - Community health presentations
   - Patient instruction sessions (i.e. proper inhaler use, blood glucose monitoring, medication compliance)
   - Patient education materials (i.e. brochures, handouts, bulletin boards, shelf-talkers)
   - Development of monthly or quarterly health newsletters

3. Develop policies and procedures for existing and new patient-care services. Include development of OSHA/CLIA training program if necessary.

4. Implementation of marketing for advanced patient-care services.

5. Advance effective oral and written communication with healthcare professionals
   - Regarding medication-related problems of the patient
   - Regarding medication selection and recommendations
   - Formulary substitutions and cost-effective options
   - Drug information
   - Written physicians note as follow-up for advanced clinical service provided

6. Evaluate and document interventions and pharmaceutical care outcomes

7. Organize and complete an appropriate amount of patient case discussions with the preceptor each week

8. Demonstrate advancement in patient communication techniques through:
   - Direct communication
   - Group learning sessions
   - Newsletters, brochures, and other educational information

9. Retrieve, evaluate, and manage professional information and literature

Potential Activities for the Community Pharmacy Operations II Rotation

This list offers suggestions for student activities. Additional and/or alternative activities may be incorporated to accommodate the specific needs/offerings of the site and student.

1. Conduct education programs for selected patient groups (i.e. smoking cessation, patients with diabetes, non-prescription medications)
2. Conduct education programs for healthcare practitioners (i.e. pharmacy in-service)
3. Present health-related or drug-related presentations to patient or civic groups
4. Do a poster presentation
5. Perform follow-up phone calls to patients to assess the outcome of previously dispensed prescription and/or non-prescription medications
6. Discuss medications with individual patients at a "brown bag" program
7. Contribute to a pharmacy newsletter
8. Develop patient medication information sheets
9. Develop an informational bulletin board display for patients
10. Develop and/or test appropriate forms and/or computer applications for the clerkship site
11. Conduct an audit of drug therapy implemented by the preceptor or other healthcare professional
12. Develop a new patient care service for the site
13. Attend Local and/or State Pharmacist Association Meetings (i.e. continuing education or legislative meeting)
14. Conduct a staff meeting
15. Assemble Medicaid regulations in an easy-access information pamphlet
16. Present new information in Indiana law of Medicaid/Medicare regulations
17. Take a class in emergency first aid training
18. Any other presentations/projects proving beneficial to the practice site