



APPE Rotation Description

COMMUNITY PHARMACY ROTATION (INDEPENDENT PHARMACY)

GENERAL INTRODUCTION

Point Loma Cabrillo Drug

955 Catalina Blvd., Suite 102A

San Diego, CA 92106

(619) 630-2710

Business Hours: M-F 9am-6pm,

Sat. 9am-5pm, Sun. 10am-5pm

Contact person(s):

Primary Preceptor:

Christine Stockton, PharmD (UCSD SSPPS alumna)

c.mccue@cox.net

cell: (619) 888-5341 (Text messages OK)

Secondary Preceptor:

Michael Saad, RPh, Pharmacy Owner

plsi@drug.sdcoxmail.com

Point Loma Cabrillo Drug is a small independent pharmacy that opened in 2010 and serves the Point Loma and Ocean Beach communities in the Peninsula area of San Diego. It is a sister-store to Point Loma Shelter Island Drug, located approximately 3 miles away. Both stores are family owned and operated by the Saad family. They continue the tradition of independent pharmacies that have existed in these locations for 50+ years.

INTRODUCTION TO THE ROTATION – 6 Week Rotation

This community pharmacy rotation will focus on providing the core skills needed to work as a community retail pharmacist, as well as provide a business-emphasis and unique glimpse into independent pharmacy operations.

The patient population varies in age, from pediatric to geriatric. We often serve multi-generational families that have lived in this community their whole life. We are the main off-campus pharmacy for the local university (Point Loma Nazarene), and we also see many tourists and commuters to the nearby naval base. As far as socioeconomic, the patient population is mainly middle-class to affluent, and urban. There is a diversity of races/ethnicities, but primarily we have English-speaking patients.

Our rotation site promotes health through quality counseling and personal care of our patients. We offer free delivery of medications during the week, and may make emergency deliveries if needed. We periodically offer 1-hour education classes (e.g. nutrition, diabetes management). Pharmacists and Interns provide medication reviews and med reconciliation, and this may be done by walk-in or appointment. We provide free safe disposal of expired medications. We promote patient confidence in their healthcare through education on insurance and 3rd parties, offering to call and resolve a variety of insurance issues. We offer MTM (with the companies Mirixa and Outcomes). We do not currently offer immunization services.

The student's inter-professional experiences will include daily phone communication with medical offices (e.g. calling for prescription clarification, providing expertise in dosing, helping prescribers find cost-effective alternatives, etc.) We work in close liaison with several local medical practices and the University Wellness Clinic at PLNU. Students will get to speak with a variety of prescribers (including, but not limited to, pediatric, family
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medicine, urgent care, hospital ER, veterinary, dental, pain management). The student will also gain exposure to working with caregivers in assisted care and hospice. There is daily communication with insurance representatives to resolve coverage issues.

The student will be an integral part of the pharmacy team, and will have direct contact with patients and caregivers.

The student will be trained and become familiar with our prescription processing through McKesson Pharmacy Operating Systems, as well as our ordering system through Amerisource Bergen. We have access to the CURES database, and two university online clinical libraries (UCSD and Pacific University in Oregon). We also have access to two MTM programs (Outcomes and Mirixa).

GOALS AND OBJECTIVES

General objectives can be found in the applicable syllabi located on the SSPPS website:

<http://pharmacy.ucsd.edu/faculty/experiential.shtml> .

Site-specific objectives:

1. Shadow and learn the duties of a community pharmacist
2. Gain a working knowledge of pharmacy law, both state and federal regulations
3. Expand knowledge of medications: brand vs. generic, available strengths, dosing info, side effects, anticipating DDIs, how to recommend an alternative, knowing and comparing available OTCs
4. Hone consultation skills (“What for,” “How take,” & “What Expect”)
5. Learn how modern 3rd party payers work, and how insurance may affect options for the patient and prescribers
6. Learn how to access the CURES database and how to handle concerns you may have in filling pain medications

APPE ACTIVITIES

Student activities may include, but are not limited, to the following:

- 1) Direct patient care activities:
 - a. Consultation (showing sensitivity to cultural, socioeconomic factors, etc.)
 - b. Dispense medications and evaluate appropriateness of therapy
 - c. Triage and refer patients to other healthcare professionals as appropriate
 - d. Medication review and reconciliation when needed
- 2) Non patient care activities:
 - a. Pharmacy Operations: learning pharmacy layout, workflow, security, management, inventory, billing and reimbursement
 - b. Legal requirements, documentation, and auditing
 - c. Medication errors and quality assurance programs
- 3) Inter-professional interaction and practice:
 - a. Phone communication with prescribers: learning speed and efficiency
 - b. Providing information to prescribers on new medications, dosing, ins. coverage
- 4) Medication dispensing, distribution, administration, and systems management:
 - a. Drug ordering and inventory control
 - b. Secure ordering of C2's
 - c. Trouble-shooting drug shortages and handling recalls
- 5) Presentations & Conferences:
 - a. Midpoint Presentation: 30 min presentation on topic of student's choice
 - i. Presented to primary and secondary preceptor
 - ii. 30 min discussion and Q&A session to follow
 - b. Final Presentation: 30 min. presentation of your “Ideal Pharmacy” (a mock business model for opening your own pharmacy)
 - i. Presented to primary and secondary preceptor
 - ii. 30 min discussion and Q&A session to follow

EVALUATION

The student will complete three evaluations throughout this experience: 1) a Midpoint/Formative Self-Evaluation, 2) a Preceptor Evaluation and 3) a Site Evaluation. The preceptor, in addition to commenting/signing off on the student Midpoint/Formative Self-Evaluation, will complete a Summative Evaluation at the end of the rotation. Students may be evaluated at any other time at the discretion of the preceptor. Preceptors may evaluate students more frequently, so that the student is informed of areas requiring improvement early in the rotation. The primary preceptor should obtain feedback from all team members as well as any patient comments.

ORIENTATION TO THE ROTATION

Attendance requirements:

- Monday through Friday, from 9am-6pm**, with a one-hour lunch break and two 10-minute rest periods (optional).
- Hours missed may be made up at the discretion of the preceptor.
- We will try to accommodate student schedule requests as they come up (e.g., professional conferences, residency interviews, etc.).
- The student may communicate any concerns relating to the schedule with the preceptor at any time.

Dress Code Requirements:

- Professional pharmacy attire, white coat, and **name tag**
- Shoes: student may wear what is comfortable, but please keep in mind that you will be standing for long periods of time (heels not advised. Arch-support may help. Dansko is a good brand if you are shopping for a professional pair of shoes)

Alternate Site Locations:

- Student may spend approximately 1 week at our sister store, Point Loma Shelter Island Drug (less than 3 mi. away)
- This will provide experience at a slightly larger volume store, and allow the student different practice experience

Work Volume:

Average 90 scripts/day on a weekday

Parking:

Free parking in lot

Lunch Hour:

May bring lunch, or purchase food from nearby Subway, Peets' Coffee, and other local shops and restaurants

Sick Policy/Absence Policy:

Contact your preceptor, Christine, by phone or text as soon as possible. Make-up work will be issued at the discretion of the preceptor and in accordance with the school's absence policy.

Expectations:

A willing attitude and ready to learn! Like most rotations, this is a learning experience that builds upon itself as you go. Be patient with yourself and you will learn with each new day. We look forward to having you!

SUPPLEMENTARY MATERIALS AND ASSIGNMENTS

General timeline for student:

Prior to starting rotation:

- Review this syllabus and e-mail preceptor with any questions or concerns. Please attach a copy of your **most current CV or resume** when e-mailing, so the preceptor can get to know your interests and experiences.
- If there are specific interests or topics you would like covered during your rotation, please let the preceptor know, as we would like to do our best to tailor the rotation to your needs and interests.

Day 1:

- Please bring copy of your intern license with you.**
- Introduction and tour of pharmacy. Preceptor will review the rotation syllabus, and goals for the rotation.

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Week 1:

Learn the basic workflow from prescription inputting to dispensing. Learn how inventory is organized. Learn the role and responsibility of each person in the pharmacy.

Weeks 2-5:

-Continue to work closely with the pharmacist, taking on more duties as your skills progress. We will cover a multitude of topics, including, but not limited to the following:

- Basic pharmacy workflow
- How to take a new prescription by phone
- How to call for a prescription transfer or “copy”
- Pharmacy compounding, on an as needed basis
- Pharmacy law (weekly brief readings and quizzes)
 - HIPAA
 - Pseudoephedrine sales
 - Syringe sales
 - Record keeping
 - Controlled Substances

-Discuss immunizations and administration techniques:

We unfortunately do not administer immunizations, but we will review flu, Tdap and shingles vaccines. We can also cover Epipen and glucagon admin, as well as BG finger sticks, vaccine storage, and anaphylaxis reactions.

-Patient consultation

-OTC recommendation

- How to recommend an OTC based on a pt's s/sx
- Which OTCs to avoid in certain disease states
- Homeopathics
- Natural products
- Pregnancy/Lactation concerns

-MTM

-Practical Business Knowledge

- Drug ordering
- Inventory maintenance
- Drug recalls
- Expired drugs
- Record Keeping

-Home testing equipment

- BG Monitors, BP machines

-Discussion of serving special populations: e.g., geriatric care

How can we facilitate the care of our senior population and help their families to provide better care? We will discuss tricks/tips to help you better understand how to provide care (e.g. preparation of medication trays, delivery to homes, patient and family education, medication profile reviews, communication with MDs, hospice care...team approach!)

Week 3:

-Midpoint 30 min. presentation on topic of student choice

-Topic will be pre-approved by preceptor. Preceptor to provide student with examples of past presentations.

-Date of presentation to be determined by both student and preceptor, generally meeting at 8am for 1 hour prior to store opening.

Week 6:

-Final 30 min. presentation on your “Ideal Pharmacy” (independent pharmacy business model). Preceptor to provide student with examples. Date of presentation to be determined by both student and preceptor, generally meeting at 8am for 1 hour prior to store opening.

-Discuss how to prep for NAPLEX and CA State Exams (Review of Community Pharmacy Self-Assessment Form)

-Goal in the last week is to have the feel and understanding of how to perform daily duties as a community pharmacist, effectively being able to do most tasks required in an average community pharmacy setting.

Recommended References and Resources:

California Board of Pharmacy Website: <http://www.pharmacy.ca.gov/>

The Script Newsletter: <http://www.pharmacy.ca.gov/publications/index.shtml#script>

Pharmacist's Letter (online subscription)

A Guide to California Community Pharmacy Law by Fred G. Weissman, PharmD, JD

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