Community Introductory Pharmacy Practice Experience (C-IPPE) Workbook

Name of Student: __________________________________________________________
Name of Site: __________________________________________________________
Name of Preceptor: ______________________________________________________
Date of Rotation: _________________________________________________________

10/01/13
• The student is required to complete one workbook for each IPPE rotation.

• The student will select the appropriate workbook to complete based on the rotation type.
  
  Community IPPE rotation = Community Workbook (P1)
  
  Institutional/Health Systems IPPE rotation = Institutional/ Health Systems Workbook (P2)
  
  Service Learning SL-IPPE = Service Learning Workbook (P3)

• Workbooks will be submitted electronically to the Office of Experiential Education at the end of each rotation through HuskyCT. Failure to submit the completed workbook will result in a failing grade for the Pharmacy Practice Experience II Course (PHRX 3021). This workbook was developed to facilitate your learning and ensure that students leave their respective sites with the same baseline knowledge.

Objectives: At the end of this course the student will be able to:

1) Recognize the role of the pharmacist in the community practice setting.
2) Describe the role of the pharmacist in collaboration with other health care providers in the community pharmacy practice environment.
3) Develop an understanding of the skills necessary for providing direct patient-care activities and for performing medication therapy management (MTM) in the community practice setting.
4) Demonstrate effective verbal and written communication skills with health care providers, staff, and patients.
5) Design, develop, and present educational materials tailored to the needs and educational background of a given audience (ex. patient).
6) Demonstrate an understanding of the process to prepare and dispense medications following existing standards of practice and the community pharmacy’s policies and procedures.
7) Develop an understanding of the steps that must be taken to ensure departmental compliance with legal, regulatory and safety requirements as they apply to community pharmacy practice.
8) Describe the basic administrative activities as they pertain to the community pharmacy practice.
9) Demonstrate mature and professional attitudes, habits, values, ethics and behaviors of a student pharmacist.
Setting your goals:

In addition to meeting the general objectives of the rotation (as stated on the previous page), what would you like to accomplish in your time at this site? Please list 5 personal goals for this rotation:

1. 
2. 
3. 
4. 
5. 

Please communicate these goals to your preceptor.

How will you be perceived?

Please list 5 adjectives that you would like others to use to describe you as an employee/student/colleague:

1. 
2. 
3. 
4. 
5.
Assignment 1: Prescription Drugs
Choose 10 prescription drugs from 10 different therapeutic classes and complete the following:

Drug #1
Brand Name: ____________________________________________________________
Generic Name: __________________________________________________________
Indication(s): __________________________________________________________
Therapeutic Class: _______________________________________________________
Mechanism of Action: ____________________________________________________
Available Dosages: _______________________________________________________ 
Adjust dose based on renal function? _______________________________________
Adjust dose based on hepatic function? ______________________________________
Monitoring parameters? _________________________________________________
Use in pregnancy: _________________________________________________________
Use in lactation: _________________________________________________________
Use with caution in patient with the following allergies: _______________________
Reference: ______________________________________________________________

Drug #2
Brand Name: ____________________________________________________________
Generic Name: __________________________________________________________
Indication(s): __________________________________________________________
Therapeutic Class: _______________________________________________________
Mechanism of Action: ____________________________________________________
Available Dosages: _______________________________________________________ 
Adjust dose based on renal function? _______________________________________
Adjust dose based on hepatic function? ______________________________________
Monitoring parameters? _________________________________________________
Use in pregnancy: _________________________________________________________
Use in lactation: _________________________________________________________
Use with caution in patient with the following allergies: _______________________
Reference: ______________________________________________________________
Drug #3
Brand Name: ___________________________________________________________________
Generic Name: __________________________________________________________________
Indication(s): __________________________________________________________________
Therapeutic Class: __________________________________________________________________
Mechanism of Action: __________________________________________________________________
Available Dosages: __________________________________________________________________
Adjust dose based on renal function? __________________________________________________________________
Adjust dose based on hepatic function? __________________________________________________________________
Monitoring parameters? __________________________________________________________________
Use in pregnancy: __________________________________________________________________
Use in lactation: __________________________________________________________________
Use with caution in patient with the following allergies: __________________________________________________________________
Reference: __________________________________________________________________

Drug #4
Brand Name: ___________________________________________________________________
Generic Name: __________________________________________________________________
Indication(s): __________________________________________________________________
Therapeutic Class: __________________________________________________________________
Mechanism of Action: __________________________________________________________________
Available Dosages: __________________________________________________________________
Adjust dose based on renal function? __________________________________________________________________
Adjust dose based on hepatic function? __________________________________________________________________
Monitoring parameters? __________________________________________________________________
Use in pregnancy: __________________________________________________________________
Use in lactation: __________________________________________________________________
Use with caution in patient with the following allergies: __________________________________________________________________
Reference: __________________________________________________________________
Drug #5
Brand Name: 
Generic Name: 
Indication(s): 
Therapeutic Class: 
Mechanism of Action: 
Available Dosages: 
Adjust dose based on renal function? 
Adjust dose based on hepatic function? 
Monitoring parameters? 
Use in pregnancy: 
Use in lactation: 
Use with caution in patient with the following allergies: 
Reference: 

Drug #6
Brand Name: 
Generic Name: 
Indication(s): 
Therapeutic Class: 
Mechanism of Action: 
Available Dosages: 
Adjust dose based on renal function? 
Adjust dose based on hepatic function? 
Monitoring parameters? 
Use in pregnancy: 
Use in lactation: 
Use with caution in patient with the following allergies: 
Reference: 
Drug #7
Brand Name: 
Generic Name: 
Indication(s): 
Therapeutic Class: 
Mechanism of Action: 
Available Dosages: 
Adjust dose based on renal function? 
Adjust dose based on hepatic function? 
Monitoring parameters? 
Use in pregnancy: 
Use in lactation: 
Use with caution in patient with the following allergies: 
Reference: 

Drug #8
Brand Name: 
Generic Name: 
Indication(s): 
Therapeutic Class: 
Mechanism of Action: 
Available Dosages: 
Adjust dose based on renal function? 
Adjust dose based on hepatic function? 
Monitoring parameters? 
Use in pregnancy: 
Use in lactation: 
Use with caution in patient with the following allergies: 
Reference: 
Drug #9
Brand Name: 
Generic Name: 
Indication(s): 
Therapeutic Class: 
Mechanism of Action: 
Available Dosages: 
Adjust dose based on renal function? 
Adjust dose based on hepatic function? 
Monitoring parameters? 
Use in pregnancy: 
Use in lactation: 
Use with caution in patient with the following allergies: 
Reference: 

Drug #10
Brand Name: 
Generic Name: 
Indication(s): 
Therapeutic Class: 
Mechanism of Action: 
Available Dosages: 
Adjust dose based on renal function? 
Adjust dose based on hepatic function? 
Monitoring parameters? 
Use in pregnancy: 
Use in lactation: 
Use with caution in patient with the following allergies: 
Reference: 
Assignment 2: Oath of a Pharmacist

"I promise to devote myself to a lifetime of service to others through the profession of pharmacy. In fulfilling this vow:

I will consider the welfare of humanity and relief of suffering my primary concerns.
I will apply my knowledge, experience, and skills to the best of my ability to assure optimal outcomes for my patients.
I will respect and protect all personal and health information entrusted to me.
I will accept the lifelong obligation to improve my professional knowledge and competence.
I will hold myself and my colleagues to the highest principles of our profession's moral, ethical and legal conduct.
I will embrace and advocate changes that improve patient care.
I will utilize my knowledge, skills, experiences, and values to prepare the next generation of pharmacists.

I take these vows voluntarily with the full realization of the responsibility with which I am entrusted by the public."

List 5 examples of how the Oath of a Pharmacist can be carried out in the community setting.

1. 
2. 
3. 
4. 
5. 

The revised Oath was adopted by the AACP House of Delegates in July 2007 and has been approved by the American Pharmacists Association.
Assignment 3: Cultural Competency

Factors that influence how people perceive their health and the care that is available include their gender, ethnicity, faith, age, level of education, and economic status. Over the course of your rotation, think about how a patient’s culture can make the delivery of health care challenging for the patient and/or the pharmacist. Some examples may include:

• Low literacy levels
• Financial hardship, i.e. the patient cannot afford their medication
• Religious beliefs that certain medications should not be taken
• English as a second language

Choose 3 patients for whom their culture has affected the delivery of pharmacy services. For each patient, answer the following questions:

1. Describe the cultural aspect that you have identified.
2. Describe how you or the pharmacy staff addressed the patient’s needs.
3. Were any assumptions made about the patient?
4. What kinds of questions were asked to clarify the patient’s needs?
5. Was the provider called in order for the needs to be addressed?
6. What was the outcome and was the patient satisfied?
7. How might you have handled the situation differently?

Be sure to remove all patient identifiers in order to follow HIPAA regulations:

Patient #1:
1. 
2. 
3. 
4. 
5. 
6. 
7. 
Patient #2:

1. 
2. 
3. 
4. 
5. 
6. 
7. 

Patient #3:

1. 
2. 
3. 
4. 
5. 
6. 
7. 
Assignment 4: Professionalism

I. **Interview a pharmacist** at your site and ask them the following:
   1. Define professionalism
      __________________________________________________________
      __________________________________________________________
      __________________________________________________________
   2. Give 3 examples of unprofessional behavior witnessed in the workplace.
      a. _________________________________________________________
      __________________________________________________________
      b. _________________________________________________________
      __________________________________________________________
      c. _________________________________________________________
      __________________________________________________________

**Interview a technician** at your site and ask them the following:

1. Define professionalism
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________

2. Give 3 examples of unprofessional behavior witnessed in the workplace.
   a. _________________________________________________________
   __________________________________________________________
   b. _________________________________________________________
   __________________________________________________________
   c. _________________________________________________________
   __________________________________________________________
II. Describe a challenging phone conversation involving pharmacy personnel where you heard one side of the situation:
   a. What was the situation?

   ______________________________________________________

   b. What are some of the potential issues the caller was dealing with, which may not have been known to the person on the phone in the pharmacy?

   ______________________________________________________

   c. How did this impact the work environment in the pharmacy?

   ______________________________________________________

   d. Was someone right and wrong in this situation?

   ______________________________________________________

   e. How could this situation be handled differently?

   ______________________________________________________

III. Describe a situation where the interaction between two pharmacy personnel was not professional.
   a. What was the situation?

   ______________________________________________________

   b. Was the outcome of the interaction positive or negative, and what made it that way?

   ______________________________________________________

   c. How could it have been handled differently?

   ______________________________________________________
IV. Describe a challenging situation where you observed a member of the pharmacy personnel manage the situation well.
   a. What was the situation?

   b. Was the outcome of the interaction positive or negative, and what made it that way?

   c. How could it have been handled differently?

   d. How could this situation be minimized in the future?

V. What would you improve in yourself to be more professional?
Assignment 5: Responsibility of Pharmacists and Technicians

1. List 5 primary responsibilities/ functions of the staff pharmacist in the community setting.

   a. __________________________________________________________
   b. __________________________________________________________
   c. __________________________________________________________
   d. __________________________________________________________
   e. __________________________________________________________

2. List 5 primary responsibilities/ functions of the pharmacist in charge (PIC) which differ from that of the staff pharmacist.

   a. __________________________________________________________
   b. __________________________________________________________
   c. __________________________________________________________
   d. __________________________________________________________
   e. __________________________________________________________

3. List 5 primary responsibilities/ functions of the pharmacy technician in the community setting.

   a. __________________________________________________________
   b. __________________________________________________________
   c. __________________________________________________________
   d. __________________________________________________________
   e. __________________________________________________________

4. List 5 primary responsibilities/ functions of the pharmacy clerk in the community setting (if applicable).

   a. __________________________________________________________
   b. __________________________________________________________
   c. __________________________________________________________
   d. __________________________________________________________
   e. __________________________________________________________
List 5 primary responsibilities/ functions of the store manager in the community setting.

a. 

b. 

c. 

d. 

e. 

5. List 5 shared responsibilities of the pharmacy manager and the staff manager.

a. 

b. 

c. 

d. 

e. 

6. List 3 functions that you believe future pharmacists will be responsible for in their ever expanding role.

a. 

b. 

c. 

Assignment 6: The Process

1. List the steps taken to fill a prescription from the time the prescription is dropped off until it is picked up.

2. What steps are taken to assure that the prescription is being processed for the correct patient and the correct drug?

3. What procedures are in place to have prescriptions FILLED accurately (correct product in the bottle)?
Assignment 7: The Verification Process

Watch 2 different pharmacists complete the verification process. For each pharmacist, list the steps, in order, taken to verify the prescription. (Note: Pharmacist’s process may have less than or greater than 10 steps.)

Pharmacist 1:
1. 
2. 
3. 
4. 
5. 
6. 
7. 
8. 
9. 
10. 

Pharmacist 2:
1. 
2. 
3. 
4. 
5. 
6. 
7. 
8. 
9. 
10. 

List 3 ways in which 2 verification processes differ.
1. 
2. 
3. 

Analyzing the 2 processes, describe the process which you would consider best practice and why.
Assignment 8: Medication Errors

When a medication error occurs in the practice setting:

1. Who is contacted?

2. What form(s) are filled out?

3. Who fills out the form(s)?

4. Where is the form filed?

5. Who gets a copy of the form?

6. Ask the pharmacist to give you 2 examples of medication errors that occurred and how they were handled:
   a. 
   b. 

7. What strategies would you employ to prevent errors in the community setting?

8. What is the first thing that you should do when you discover an error?
Assignment 9: Patient Counseling

1. Describe the counseling requirements of the Omnibus Budget Reconciliation Act of 1990 (OBRA 90).

2. Describe the process of how counseling is offered in your practice site.

3. Describe the process for counseling a patient on a new prescription. Who does the counseling? Where is the counseling done?

4. List 3 questions asked by the pharmacist during a patient counseling session.
   a. ________________________________________________________________
   b. ________________________________________________________________
   c. ________________________________________________________________
Assignment 10: Patient Scenarios  (You may interview the pharmacist for answers to these questions.)

1. **Scenario 1:** A patient comes in and is out of refills for his blood pressure medication. It is 8pm Friday night. How would you handle this situation?

   ____________________________________________

   ____________________________________________

   ____________________________________________

   ____________________________________________

2. **Scenario 2:** A patient comes in and is out of refills for his diazepam, which he takes for anxiety. It is 8pm Friday night. How would you handle this situation?

   ____________________________________________

   ____________________________________________

   ____________________________________________

   ____________________________________________

3. **Scenario 3:** A Mom calls you on the phone for information regarding her daughter’s medications. The daughter is 17 years old and on birth control pills from Planned Parenthood. How will you handle this situation?

   ____________________________________________

   ____________________________________________

   ____________________________________________

   ____________________________________________

4. **Scenario 4:** A wife stops in to fill her husband’s medications and appears to be fishing for information. The wife wants to know if he has any refills on his Viagra®. You are aware the husband fills that medication monthly but another woman picks it up with him. How will you handle this situation? She also asks for his cholesterol medication.

   ____________________________________________

   ____________________________________________

   ____________________________________________

   ____________________________________________
5. **Scenario 5:** A 79 year old woman comes in to the pharmacy who is a regular patient of yours for years now. You have noticed that she has trouble remembering if she picked up medication, if she has taken any medication, has told you that she got lost driving to your pharmacy, and has appeared unkempt over the last few months. You feel that she is not able to take care of herself anymore. What will you do?

6. Describe a situation where the patient was upset/unsatisfied and how the pharmacy/staff handled this situation.

7. Describe a situation where the pharmacist did or did not demonstrate empathy to a patient. What would you have done differently, if anything?
Assignment 11: Schedule II through VI

1. What organization is responsible for deciding the schedule of a medication?

2. Does every state have a schedule VI class? Please explain.

3. What is a legend drug?

4. What is the purpose of the Good Faith Dispensing (GFD) policy?

5. What is your site’s Good Faith Dispensing (GFD) policy?

6. Under what circumstances can a CII prescription be faxed to the pharmacy and used as the original prescription?

<table>
<thead>
<tr>
<th>Question:</th>
<th>Schedule II</th>
<th>Schedule III-V</th>
<th>Schedule VI</th>
</tr>
</thead>
<tbody>
<tr>
<td>How long is the prescription valid for once written?</td>
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<td>What is the maximum days’ supply that can be filled?</td>
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<tr>
<td>What is the maximum number of refills that can be written for in the state in which your practice site is located (list state)?</td>
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<td>Can the prescription be taken over the phone?</td>
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<tr>
<td>Can the prescription be faxed in the state in which your practice site is located? If so, by whom?</td>
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<tr>
<td>Is it legal to fill CII prescriptions from out of state? Explain.</td>
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</table>
**Schedule II**
1. Definition:

2. List ten Schedule II drugs commonly used in the community setting (list brand and generic)

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**Schedule III**
1. Definition:

2. List ten Schedule III drugs commonly used in the community setting (list brand and generic)

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**Schedule IV**
1. Definition:

2. List ten Schedule IV drugs commonly used in the community setting (list brand and generic)

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Schedule V
1. Definition:

2. List ten Schedule V drugs commonly used in the community setting (list brand and generic)

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Schedule VI
1. Definition:

2. List ten Schedule VI drugs commonly used in the community setting (list brand and generic)

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</table>
Assignment 12: OTC / Devices

1. List the pros and cons of probiotics- do you recommend them why or why not? If so, under what circumstances?

2. What types of durable medical equipment (DME) are available at your site?

3. What is the difference between a humidifier and a vaporizer? How do you instruct a patient to clean one?

4. Why is a hypertensive patient not supposed to be on decongestants? Explain the mechanism of action involved.

5. What product works well for breastfeeding moms who complain of sore nipples?

6. What condoms prevent against pregnancy and STDs? Which ones do not?
7. What would you recommend for athlete's foot? List 3 counseling points.

a. 

b. 

c. 

8. List three products which you might recommend for lice and 3 counseling points of one of the products.

a. 

b. 

c. 

9. What would you recommend for ring worm and list 3 counseling points?

a. 

b. 

c. 

10. What would you recommend for pinworm and list 3 counseling points?

a. 

b. 

c. 

11. A patient comes to the pharmacy and presents to you a tick in a zip lock bag. What reference would you use to identify what type of tick it is?

12. What is Lyme disease? Why is it called Lyme disease?

13. Does everyone get a bulls-eye rash with Lyme disease?

14. Why do dry eyes tear?

15. How do you treat dry eye?

16. When would you recommend a cough suppressant?

17. What is the general first aid for a minor cut?
18. What can you recommend for a patient with incontinence?

19. What can you recommend for an ear infection?

20. What product would you recommend for ear wax removal?

21. Evaluate 2 blood pressure monitors. List 2 advantages and disadvantages of each.

Product 1

Advantages:
1. 
2. 

Disadvantages:
1. 
2. 

Product 2

Advantages:
1. 
2. 

Disadvantages:
1. 
2. 
Assignment 13: Medications for pain/fever

Please complete the following charts:

**Acetaminophen**

<table>
<thead>
<tr>
<th>Weight</th>
<th>Liquid 1 teaspoon=160mg/5ml</th>
<th>Chewable 1 tablet=80mg</th>
<th>Jr. Strength 1 tablet=160 mg</th>
<th>Regular Strength 1 tablet=325 mg</th>
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</thead>
<tbody>
<tr>
<td>8 lbs</td>
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<td></td>
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<tr>
<td>22 lbs</td>
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<tr>
<td>35 lbs</td>
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<tr>
<td>73 lbs</td>
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**Ibuprofen**

<table>
<thead>
<tr>
<th>Weight</th>
<th>Liquid 1 teaspoon=100mg/5ml</th>
<th>Chewable 1 tablet=50mg</th>
<th>Chewable 1 tablet=100mg</th>
<th>Regular Strength 1 tablet=200 mg</th>
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<tr>
<td>8 lbs</td>
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<tr>
<td>73 lbs</td>
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Describe three fever detection devices and list the pros and cons of each.

Product 1

Pros: ____________________________

Cons: ____________________________

Product 2

Pros: ____________________________

Cons: ____________________________

Product 3

Pros: ____________________________

Cons: ____________________________
**Assignment 14: Over the counter products**

List 3 products for each category and complete the following tables:

### Constipation

<table>
<thead>
<tr>
<th>product</th>
<th>active ingredient(s)</th>
<th>recommended adult dose</th>
<th>warnings/cautions</th>
<th>cost</th>
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### Diarrhea

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<th>product</th>
<th>active ingredient(s)</th>
<th>recommended adult dose</th>
<th>warnings/cautions</th>
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### Cough

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<th>active ingredient(s)</th>
<th>recommended adult dose</th>
<th>warnings/cautions</th>
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### Decongestants

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<td>Gas</td>
<td>active ingredient(s)</td>
<td>recommended adult dose</td>
<td>warnings/cautions</td>
<td>cost</td>
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<td>Heartburn</td>
<td>active ingredient(s)</td>
<td>recommended adult dose</td>
<td>warnings/cautions</td>
<td>cost</td>
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<tr>
<td>Motion sickness</td>
<td>active ingredient(s)</td>
<td>recommended adult dose</td>
<td>warnings/cautions</td>
<td>cost</td>
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<tr>
<td>Vaginal yeast infections</td>
<td>active ingredient(s)</td>
<td>recommended adult dose</td>
<td>warnings/cautions</td>
<td>cost</td>
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<tr>
<td>Wart removal</td>
<td>active ingredient(s)</td>
<td>recommended adult dose</td>
<td>warnings/cautions</td>
<td>cost</td>
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### Diaper rash

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<tr>
<th>product</th>
<th>active ingredient(s)</th>
<th>recommended adult dose</th>
<th>warnings/cautions</th>
<th>cost</th>
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### Allergies

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<th>product</th>
<th>active ingredient(s)</th>
<th>recommended adult dose</th>
<th>warnings/cautions</th>
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Assignment 15: Natural Products

List the top 5 natural products you have seen purchased/recommended at your site. For each product, complete the following table. (ex. Cranberry, garlic, ginkogingko, saw palmetto, echinacea)

<table>
<thead>
<tr>
<th>Product</th>
<th>Indication(s)</th>
<th>Adult dosing</th>
<th>Adverse effects/warnings</th>
<th>Drug interactions</th>
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Assignment 16:

1. Please explain the process for selling hypodermic needles and syringes.

2. Does your state have a needle exchange program?
**Assignment 17: Prescription Transfers**

Describe the process:

You are the pharmacist transferring the prescription.

You are the pharmacist accepting a transferred prescription.

Can the technician transfer a prescription (list your site’s state)?

Can a pharmacy intern transfer a prescription (list your site’s state)?

A patient faxed a prescription to the pharmacy to be filled. Is this allowed? If so, describe the process followed with the faxed prescription. If not, explain.
Assignment 18: Store Operations:

Please consult with the store manager or pharmacy manager to answer the following questions.

1. Interview the pharmacy or the store manager to answer the following:
   a. What are indirect costs?
   b. What are direct costs?
   c. How may indirect and direct costs be controlled?
   d. What percentage of the store’s operating budget is devoted to salaries?
   e. How many prescriptions does your store fill per day?
   f. Are prescriptions up or down from 12 months ago (i.e. prescription volume)?
   g. Are reimbursement rates going up or down? Please explain your answer.
h. What influences reimbursement rates?

i. Describe the process of perpetual inventory.

j. Who is responsible for counting the inventory?

k. How often is inventory required to be counted? Please specify by drug schedule.

l. What happens if the inventory is incorrect? Who is responsible?

m. How much inventory in dollars do you think your site currently has on hand?

n. Describe the process for ordering inventory. Is the process automatic or manual? What are advantages/disadvantages of each?

o. How can inventory be improved?
Assignment 19: Vaccines

1. List the vaccines that pharmacists are allowed to administer in the state in which you are working (i.e. MA, CT).

2. For which age groups are pharmacists allowed by law to administer vaccines?

3. Which vaccines are available at your community practice site?

4. What is the purpose of the VIS? What does VIS stand for?

5. What is the purpose of the VAERS? What does VAERS stand for?

6. To what site/organization do you report an adverse vaccine event?

7. What is the vaccine compensation injury fund? Why was it started?

8. What is the cold chain and how do you maintain it?

9. What screening procedures are in place for each vaccine?

10. How does the pharmacist determine which vaccines the patient needs?
11. Describe the process for administering vaccines at your site. Please include all steps from patient coming in to after vaccine process.

12. Can interns vaccinate at your site? If so, what are the requirements?

13. Do you think pharmacists should be immunizers? Why or why not?

14. Should a pharmacist lose their position if they refuse to immunize?

15. Which vaccines are live?

16. Can a live vaccine be given on the same day as an inactive vaccine?

17. Can two live vaccines be given on the same day together?

18. Can two inactive vaccines be given on the same day together?

19. Why can MA pharmacists only give 11 vaccines? Why not all available?
Assignment 20: Pharmacy Services

1. Does your pharmacy offer MTM services?

2. If so, how are they released or sent to the pharmacy?

3. If so, is there a third party vendor involved?

4. How does the pharmacist make time for MTM services?

5. What is a TIP?

6. What is the reimbursement for a CMR (complete medication review)?

7. What other clinical services are offered at your site?
Reflection on Personal Goals

Reflect upon the 5 personal goals set at the beginning of the rotation and document whether or not the goals were reached.

1. __________________________________________________________
   __________________________________________________________

2. __________________________________________________________
   __________________________________________________________

3. __________________________________________________________
   __________________________________________________________

4. __________________________________________________________
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5. __________________________________________________________
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List 5 new personal goals you have discovered following the rotation.

1. __________________________________________________________
   __________________________________________________________

2. __________________________________________________________
   __________________________________________________________

3. __________________________________________________________
   __________________________________________________________

4. __________________________________________________________
   __________________________________________________________

5. __________________________________________________________
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