**Connecticut’s Pharmacy Managers: Promoting a Constant State of Readiness**

**POSTTEST**

After completing this activity, the pharmacist will be able to:

-Describe the role of the Department of Consumer Protection with respect to Pharmacy Operation/Compliance  
-Recognize the pharmacy manager’s responsibilities to the Department of Consumer Protection  
-Explain the pharmacy manager’s responsibilities to the store operation  
-Recall the laws pertaining to being a pharmacy manager  
-Outline the manager’s responsibilities with regard to the pharmacy staff   
-Differentiate between legal obligations and your organization or store responsibilities

*In all of the following questions, assume that you are the registered pharmacy manager for this pharmacy.*

**1. An inspector from the Connecticut Department of Consumer Protection appears in your retail pharmacy on a Tuesday morning. Which of the following situations will the inspector consider a problem?**

A. This inspector has been to this pharmacy before, but the last time she inspected was 3 ½ years ago.

B. The pharmacy manager’s name is posted and visible to the public, but the lead technician’s name is not posted.

C. One of your three certified pharmacy technicians greets the inspector cheerfully, but is not wearing a nametag.

D. The hours of operation for your pharmacy are posted at the pharmacy entrance, but the pharmacy manager’s name is posted elsewhere.

**2. Which of the following categories are the three most important responsibilities for pharmacy managers?**

A. Staff management, record-keeping, and purchasing

B. Staff registration, record-keeping, and continuing education

C. Staff management, record-keeping, and reporting losses

D. Staff morale, record-keeping, and reporting income

**3. Your pharmacy hires several interns. One of these interns consistently works overtime. How many professional hours may this intern accumulate during the course of one week?**

A. 20

B. 30

C. 40

D. As many as he or she is scheduled for

**4. Three days ago, your order arrived from your wholesaler. The invoice indicated that the order included 10 bottles acetaminophen with codeine #3, and the inventory manager (who is one vacation now) checked it in as having been in the order. On that day (three days ago), you looked for this product briefly and couldn’t find it. Today, you have a prescription. This product is not in the safe, and it’s very busy, so you don’t have time to check to see if it was mis-shelved (which is what you suspect happened). What should you do?**

A. Assign a technician to look for the 10 missing bottles

B. Notify DCP that you are missing these 10 bottles

C. Set aside time to look for the missing bottles in the next 72 hours

D. Fill the prescription with plain codeine and plain acetaminophen.

**5. A patient presents a prescription for brand name product. You make a generic substitution because the patient’s third-party insurance formulary requires substitution. Whom must you notify before making the substitution?**

A. The patient or the patient’s family

B. The prescribing physician

C. The third party insurer

D. No one

**6. Your company is pleased to promote you to the position of pharmacy manager. Who is responsible for notifying the Commission immediately when you are appointed?**

A. The pharmacy owner

B. You, as the new manager

C. The pharmacy’s scheduler

D. No one

**7. After several years as a pharmacy manager with your company, you accept a position with another company and step down. Who is responsible for notifying the Commission that you have left the pharmacy manager position?**

A. The pharmacy owner

B. You, as the departing pharmacy manager

C. Both you and the pharmacy owner

D. No one

**8. Your new company recognizes your potential and asks you to step into a pharmacy manager role. Which of the following statements is true?**

A. You can be appointed to this position with no action with regard to the Commission because you have served as a pharmacy manager in the past.

B. You cannot be appointed to this position because you haven’t worked for this specific pharmacy for six months.

C. You must decline this position because you have already worked as a pharmacy manager for your previous pharmacy, and you can’t take a new pharmacy manager position for three months.

D. You will need to appear before the Commission for a personal interview related to the knowledge and responsibilities of every pharmacy manager.

**9. Which of the following is a pharmacy manager’s responsibility?**

A. Oversight of some activities on the pharmacy premises

B. Ensuring that all staff employed by the pharmacy is licensed

C. Ensuring that all pharmacy interns work 40 hours per week

D. Reporting errors to the state within 28 days

**10. Which of the following statements is TRUE with regard to notifying physicians/prescribers when errors occur?**

A. When an error occurs, the pharmacist must notify only the patient or the patient’s family.

B. The pharmacist must document the date, time, and the person to whom he or she spoke in the physician’s office.

C. Follow the pharmacy’s internal policy on how to handle prescription errors; internal policy supersedes Connecticut’s law.

D. If the patient is deceased, notify the medical examiner or the corner but other notifications are not necessary.

**11. Your pharmacy is located in a big box store and very short on storage space. The grocery manager says that she has an empty room in her section and offers it to you for storage. Which of the following statements indicates conditions under which you can accept this offer?**

A. You cannot accept this offer because the grocery department is on the far side of the store; storage needs to be within your immediate supervision (within your eye lines).

B. You can accept this offer but you need to ensure access is restricted or controlled and only you or members of the pharmacy staff are able to enter the area.

C. You can accept this offer, but the area needs to be locked at all times when the pharmacy is not open.

D. You can accept this offer, and you can allow access to sales representatives, delivery people, or anyone else who works with the pharmacy frequently.

**12. Which of the following is NOT required in Connecticut’s pharmacies?**

A. Properly working pharmaceutical equipment

B. Appropriate pharmaceutical reference materials

C. Policies and procedures

D. A peer review process

**13. What does “readily retrievable” mean with reference to quality assurance records?**

A. Records can be stored outside of the pharmacy, but you must be able to retrieve them for inspection within 48 hours of request

B. Records can be stored outside of the pharmacy, but you must be able to retrieve them for inspection within 24 hours of request

C. Records can be stored outside of the pharmacy, but you must be able to retrieve them for inspection within 8 hours of request

D. Records cannot be stored outside of the pharmacy; you must be able to retrieve them for inspection as soon as an investigators asks

**14. Your store has a Quality Assurance program. Select the statement that is TRUE.**

A. You are responsible for giving a copy of the program to your supervisor.

B. You must notify pharmacists to report all prescription errors to you immediately.

C. You must communicate policies, procedures, or processes changes appropriately.

D. You must assess your quality assurance program every 5 to 7 years.

**15. What legislation mandates that Medicaid recipients differ from other patients when they receive prescriptions?**

A. They do not differ from other patients in any way

B. The Omnibus Budget Reconciliation Act (OBRA) of 1990

C. The Patient Protection and Affordable Care Act

D. The Health Insurance Portability and Accountability Act

**16. What happens annually on August 31 in pharmacies licensed by the State of Connecticut?**

A. The pharmacy must conduct the annual controlled substance inventory

B. All technicians’ registrations expire and must be renewed

C. All pharmacists’ licenses expire and must be renewed

D. All pharmacy licenses expire and must be renewed

**17. Your company policy is to perform a controlled substance inventory in July of every year. Select the statement that is TRUE.**

A. You can use this inventory to meet the state’s requirement for biennial controlled substance inventory every other year.

B. You cannot use this inventory to meet the state’s requirement; you must inventory between April 30 and May 4.

C. You can use this inventory provided you note if it was conducted at opening of business or close of business.

D. Good electronic inventory management systems and perpetual inventory management have eliminated the necessity for this activity.

**18. Select the statement that is TRUE:**

A. Pharmacy manager needs to ensure that all technicians are registered, and that they obtain 15 credits of continuing education.

B. A pharmacist may not refuse to supervise 3 pharmacy technicians at one time; under state law, pharmacists must supervise all technicians on site.

C. Patients can request non-child resistant caps, the pharmacy staff need to document the request on the patient's record.

D. Staff needs to be aware that all controlled substance prescriptions must be filed electronically and there are no exceptions.

**19. Which of the following is NOT a specific characteristic of an approved safe in the State of Connecticut?**

A. Certified by the Safe Manufacturers National Association Class A, B or C

B. Certified by the Underwriters Labs, Inc. as equipped with a re-locking device

C. Weigh > 750 pounds, or securely anchored (rendered immobile) to a permanent structure

D. Have at least 8 cubic feet of storage space to keep all controlled substances within

**20. It’s busy in the pharmacy and you’re stuck on hold with an insurance company. You are the only pharmacist on duty. An agent to Dr. Smith is calling in a refill authorization for one of your patients. Under what condition can a technician take the oral authorization for refill?**

A. The technician sees you are busy and take the initiative to take the refill authorization without bothering you.

B. The refill for which the authorization is being provided is a modification of the original prescription

C. You ask the technician to take the refill authorization, the refill is identical to the original prescription, and you check her work.

D. You review the refill authorizations obtained by the technician and see the physician has switched medications (same drug class, same directions)