PHA 5941 & PHA 5942
Introductory Pharmacy Practice Experience I & II: Community Practice Manual

Student Edition
Dear Students,

This document is designed to be your student guide to successfully completing the Community Practice Requirement in IPPE 1 and 2. The importance of completing this task is paramount as it is a prerequisite for the IPPE 3 course. You cannot register for IPPE 3 during your second professional year without completing the requirements set forth in this document.

That being said, the new format for completing the Community Practice Requirement was designed with you in mind. Over the course of the next year, you will complete 50 unpaid* hours of service with the community pharmacy and preceptor of your choice. This can be completed in a time frame that best fits your schedule. It is your choice whether to spread the experience over the course of the fall, spring and summer months or complete all fifty hours in a more condensed time frame. Provided are some friendly tips to both enhance your experience and ensure that you can move on to IPPE3:

- Consider completing some portion of the requirement during the spring semester as it will offer application of concepts learned in Pharmacotherapy I.
- The pharmacy/preceptor of your choice does not have to be near your campus. Traveling home every weekend? You may want to consider a pharmacy in your hometown.
- Do not forget weekends! Stressed about an upcoming test? Overwhelmed with the idea of completing this task on a weekday? Saturdays and Sundays may be right for you.
- Step out of your comfort zone and complete the experience with a pharmacy you have not worked for in the past. Yes, you can use the pharmacy that you’ve worked at since you were 16 years old, but you can NOT be paid.
- Do NOT NOT NOT wait until August of next year to complete all 50 hours. You cannot guarantee that the first pharmacist you approach will say “Sure, you can start now!”

The following information better describes the purpose of this section of the IPPE 1&2 courses. On page 7 of this document is the Community Competency Checklist. This is also attached as a separate document on the course website. Also on the course website, you will find the Preceptor manual which you will provide when you find an appropriate and willing Pharmacist to help you complete this requirement. The Competency List is also in the packet you hand to your Preceptor when you start. This MUST be completed at the end of your 50 hours of unpaid service and returned to your campus’ designated course coordinator. Also provided on page 8 is a log for your hours throughout the course of the year which should be returned to your campus’ designated course coordinator at the completion of this requirement.

* ACPE accreditation standards do not allow for sites to pay students for hours that are being accrued to meet course requirements for coursework in a pharmacy degree program.

In summary, YOUR responsibilities include:

- Find a community pharmacy and pharmacist that will allow you to complete these requirements
- Provide your preceptor with the Preceptor Manual
- Complete 50 hours of unpaid* service by the first week of August prior to your 2PD year
- Maintain professionalism while achieving completion of all competencies and goals. (Please see the UF professionalism compact at the end of this document that all UF students agree to.)
• Write one journal entry that reflects on your experience. The entry must include
  o What you did during this time there?
  o What you think you learned from this experience?
  o What you still need to learn?
  o The most significant event that occurred during your experience.
  o Must be in general essay format (don’t just answer the questions)
  o Maximum: single space 1 page
  o Minimum: if you think it is not enough, it is.
• Return the forms provided on pages 7 and 8 to the appropriate campus secretary by the first week of August prior to your 2pd year.

A note about finding a pharmacy/pharmacist preceptor:

Many of you will be fulfilling this requirement with preceptors you already have an established relationship with. If you do not have such a relationship you will need to find a preceptor willing. Here are some things to remember when doing this:

• Some of the larger chains prefer you to contact someone at the district or regional managerial level to find out about opportunities. Please check the course website to see which corporations prefer this.
• Independent pharmacies are often less restricted by management than larger chains because the decisions are made by the owner who is typically on site rather than having to be passed up to a higher manager. This makes them excellent opportunities for this experience.
• Shy away from the use of the word “Volunteer” when describing this program. This is part of a course and thus students participating in such a course have status based on agreements in place between pharmacies and the University. Many sites work with us regularly with such students but do not have a mechanism to accept “volunteers” thus the use of the word causes confusion and delay.
• Look for opportunities outside the cities where there is a pharmacy school. Pharmacies near a pharmacy school often have more people asking them and thus have a limited number of people they can help. Pharmacies at cities at a distance to where a pharmacy school is located do not get as many student interaction opportunities and are often more open to them.
• If the site has never had UF students there before they will need to contact us to set up an affiliation agreement between the site and the university. Most chain pharmacies have such a contract in place already. My contact information is in the Preceptor’s version of this Manual.
Course Philosophy

The importance of the clinical experience cannot be overemphasized in the profession of pharmacy today. Understanding the principles of proper patient care is essential if pharmacy is to grow as a profession and maintain the respect of patients and other health care providers. Pharmacy is in a state of change as a profession. If pharmacists remain content to exercise only their technical skills, then they may be left behind in the broader scope of health care. Since this is the case, this course stresses the interaction of pharmacist and patient and the pharmacist's responsibility to those patients.

Course Description

During the time you spend at the pharmacy you will be exposed to the daily activities of the community pharmacy setting, with the focus placed upon a patient care approach. You will learn the goals of clinical intervention and the steps necessary to effectively execute those interventions.

Goals, Objectives & Activities

Upon completion of this experience you should possess the following via completion of the listed activities.

1. Recognition of the professionalism that the community pharmacist must display when interacting with other healthcare related personnel and patients (Competencies 13,15)
   a. Maintaining a good attitude when cooperating with other healthcare personnel and patients
   b. Using professional judgment when interpreting professional standards to colleagues and patients
   c. Respecting and having an open mind to the opinions and advice of other healthcare personnel and patients
   d. Accepting responsibility and accountability for your own action and as a professional in the field of pharmacy

2. An understanding of the covenantal relationship between the pharmacist and patient goes beyond filling the correct medication for the correct patient, but encompasses empathy and trust between the two parties (Competencies 14,16)
   a. Uphold the responsibility of caring for the patient, beyond filling the prescription
   b. Respect the confidentiality of the patient
   c. Express empathy for patients, patients’ families, and health professionals
   d. Be aware of cultural sensitivity among patient population

3. An understanding of the laws and regulations that a pharmacy and pharmacist must abide by within their professional practice (Competencies 8,11,12)
   a. Follow all laws and regulations that a pharmacy and pharmacist must abide by, which can include, but are not limited to the following:
      i. Obtain the appropriate and necessary licensure, permits, and equipment needed to practice
      ii. Keep appropriate records of pharmacy/patient documentation according to state and federal laws/regulations
      iii. Be conscious of patient confidentiality by following HIPAA’s regulation
   b. Be knowledgeable in the legal and professional standards governing the field pharmacy
   c. Display ethical and moral values when dealing with colleagues and patients

4. An understanding of the basic daily duties of the community pharmacist: (Competencies 1,2,5)
a. Interpret prescriptions for completeness and accuracy by identifying key components of a prescription and being able to perform verification of any uncertainties.
b. Validate and physically document called-in prescriptions from voicemail recorded from a health care provider’s office.
c. Prepare, fill, and document prescriptions accurately, including simple compounded preparations, to be dispensed to patients with instructions.
d. Provide consultation and recommendation of OTC products to patients.

5. An awareness of the safety role the community pharmacist engages to protect the patients, the pharmacy, and him/herself: (Competencies 3,9,10)
   a. Understand the process of identifying and resolving medication related problems while being able to implement strategies to prevent future occurrences.
   b. Describe the record keeping process for controlled substances and poisons received, stored, and dispensed by the pharmacy, including governmental forms to be processed.
   c. Describe the pharmacy’s quality assurance program, including medication error prevention, narcotic inventory control, and pharmacy inspections, etc.

6. Recognition of the important role of effective communication in the pharmacy setting and a capability to properly perform the skill of communication not only at a professional level but also properly at the patient level: (Competencies 4,7,6)
   a. Appropriately communicate with patients or health care professionals to confirm prescription information or clarify unclear/missing components.
   b. Address questions posed by patients and health care professionals with answers that are appropriate, professional, and directed to the individual inquiring.
   c. Provide the opportunity for counseling to each patient and, when counseling, do so effectively.
   d. Use appropriate references available in the pharmacy when addressing concerns from patients and questions from other health care professionals.
List of documentation that needs to be returned after completion to designated campus coordinator: (be sure to have your preceptor sign off on ALL of the proper paperwork)

1. List of Competencies
2. Documentation of Hours
3. Journal entries (submitted through course website)
Competency checklist for Community settings

Under the direct supervision of the preceptor or a supervising pharmacist, the student should show that they are competent in each of the areas listed below. The preceptor or supervising pharmacist should initial each line when competence has been adequately demonstrated. In many situations there may be multiple pharmacists supervising the student depending on the pharmacists’ shifts or the area of the pharmacy operation in which the student is participating. The initials placed below should be those of the supervising pharmacist who has actually witnessed the demonstration of competence.

<table>
<thead>
<tr>
<th>Competency</th>
<th>Preceptor’s Initials</th>
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<tr>
<td>The pharmacy student has demonstrated that they can:</td>
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<tr>
<td>• Interpret prescriptions for completeness and accuracy.</td>
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<td>• Prepare, fill, and document prescriptions accurately.</td>
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<tr>
<td>• Understand the process of identifying, resolving, and preventing medication related problems.</td>
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<tr>
<td>• Communicate with patients or health professionals to confirm or clarify prescription information.</td>
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<td>• Prepare simple preparations accurately to be dispensed to patients</td>
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<tr>
<td>• Use appropriate references available in the pharmacy to counsel patients or answer questions asked by patients or health professionals.</td>
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<tr>
<td>• Give appropriate answers to questions asked by the patient or health professionals.</td>
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<tr>
<td>• Describe the appropriate and necessary licensure, permits, and equipment needs of the pharmacy.</td>
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<td>• Assist patients by providing a consultation and guiding the patient in selecting the most appropriate OTC product.</td>
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<td>• Contrast the responsibilities of staff pharmacist and pharmacy manager and pharmacy technicians</td>
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<tr>
<td>• Describe the record keeping for controlled substances and poisons received, stored, and dispensed by the pharmacy.</td>
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<td>• Describe the pharmacy’s quality assurance program, including medication error prevention, narcotic inventory control, and pharmacy inspections, etc.</td>
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<td>• Comprehend the legal and professional standards governing pharmacy.</td>
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<td>• Comply with regulations and deal ethically with colleagues and patients.</td>
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<td>• Use professional judgment when interpreting professional standards in the patient’s interest.</td>
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<td>• Demonstrate an understanding of the pharmacist’s responsibility to the care of the patient, and respect the confidentiality of the patient.</td>
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<td>• Cooperate with other personnel and maintain a good attitude when completing the experience</td>
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<td>• Demonstrate human relation skills with patients, patients’ families, and health professionals</td>
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There may be sites that will not be able to provide the activities necessary to meet all these competencies. In such a case the preceptor should mark those competencies as N/A (Not Available). If the activities were available but for reasons outside the control of the student they were unable to participate in them, the preceptor should mark these as N/O (No Opportunity).
# University of Florida College of Pharmacy

**RECORD of EXPERIENCE** for

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(Student Name)  

(Pharmacist Preceptor's Name)  

(Name of Pharmacy)  

(Pharmacy Phone Number)  

(Pharmacy Address)  

(City, State and Zip code)  

<table>
<thead>
<tr>
<th>Week Beginning</th>
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Total Hours =

(Pharmacist Signature/Date)
Exhibiting professional behavior is a never ending necessity which starts at the beginning of pharmacy school and continues throughout one’s career. We are all committed to act as professionals in all situations to protect our patients, our college, and our profession. This compact is an agreement to work in a partnership to promote professionalism within all faculty, staff, and students. One way of achieving this goal is to demonstrate the behaviors listed in the UF PHARMD CORES. If everyone continues to strive to exhibit these behaviors in all situations, this compact will be fulfilled by our team effort. Together, we will be successful in attaining our goal of meeting professional standards within our college.

As a University of Florida student, faculty or staff member, I pledge to follow the UF PHARMD CORES

**Uplifting leadership**

- Develop ways to lead fellow pharmacists and other health care professionals to achieve superior patient care
- Accept responsibility to find ways to help lead patients toward better health and quality of life

**Functional in all environments**

- Maintain professional demeanor
- Demonstrate the ability to control frustration and anger during stressful situations
- Develop new ways to improve stressful situations

**Personally responsible and motivated for self-improvement**

- Fulfill responsibilities completely and on time with the proper amount of effort
- Independently identify tasks which need to be completed and completes with in a timely manner
- Accept responsibility for actions
- Be aware of his/her limits in pharmacy practice and be willing to ask for help
- Accept and responds appropriately to criticism

**Honesty and demonstrates integrity**

- Follow all confidentiality guidelines in all aspects of healthcare
- Follow up with all questions from team, patients etc.

**Altruistic**

- Serve as a patient advocate

**Reliable**

- Arrive on time as agreed upon and fully participates
- Communicate well with all involved parties

**Mature and dependable**

- Demonstrate personal commitment to tasks, patients, and team
Exhibit acceptable attendance
Demonstrate empathy with patients and family
Develop proper patient rapport
Exhibit creative thinking when solving problems
Identify personal biases and work to ensure these are not affecting patient care

**Dedicated to the profession of pharmacy, to the team, and the patients**

Function well with the health care team
Promote the practice of pharmacy within the health care team
Build a good rapport with all
Work diligently with team to solve problems

**Committed to excellence and collaboration**

Advocate for change in pharmacy practice as health care changes occur
Exhibit an inquisitive drive for improvements in patient care and pharmacy practice as a whole
Demonstrate a strong work ethic

**Organizational involvement**

Participate in professional organizations to promote the practice of pharmacy

**Respectful of others**

Work with all members of healthcare team in a proper manner
Treat patients and family members with respect at all times
Interact respectfully with patients who might not exhibit respect in return
Demonstrate tolerance and acceptance for people and different situations

**Ethical**

Strive to behave ethically in all situations
Show the ability to identify any improper procedures and is willing to report these to improve patient care
Understand the principles behind developing proper professional relationships with patients

**Service driven**

Exhibit dedication to the improvement of the patient and overall community