

Community Pharmacy

Community Pharmacy

- Organization
- Customer Service
- Processing Prescription
- Preparing the Prescription
- Customer Pick-Up
- Using a Cash Register
- Other Duties

Community Pharmacy

- A retail pharmacy practice that services prescriptions directly to the public.
- Sell over-the-counter (OTC) products.
- Approximately two thirds of all prescription drugs in the U.S. are dispensed by community pharmacies.

Community Pharmacy

- More technicians and pharmacists are employed in community pharmacies than any other area.
- The role of community pharmacist and in counseling and education patients is steadily , e.g. Disease State Management and MTM.
 - Adds more responsibility to dispense by technicians.

Types of Pharmacies Independent Pharmacies

- Owned by the pharmacist or groups of pharmacists.
- A pharmacist owner makes his or her own decisions regarding the practice of pharmacy.
- Most compounding of prescriptions is done in this type of pharmacy.

Types of Pharmacies Independent Pharmacies

- A **franchise pharmacy**, also called **apothecary**, is a member of a small chain of professional community pharmacies that are independently owned.

Chain Pharmacy

- A community pharmacy consisting of several similar pharmacies in the region (or nation) that are corporately owned.
 - CVS, Rite-Aid, Walgreens
- Located to allow for large-volume dispensing utilizing pharmacy technicians and automation.
- Administrative decisions are made at the corporate level.

Pharmacies Others Types

- Mass Merchandiser Pharmacies
 - A regional & national community pharmacy that sells mass merchandise with in-store pharmacies.
 - Costco, KMart, Target, Walmart
- Food Store Pharmacies
 - Regional or national food store chains
 - Hannafords, Shaw's, Stop & Shop, Wegmann's

Pharmacy Technician in a Community Pharmacy

- Pharmacy technicians employed in a community pharmacy typically
- Aid the pharmacist in the filling, labeling, and recording of prescriptions.
- Operate and responsible for the pharmacy cash register.
- Stock and inventory prescription and over-the-counter (OTC) medications.

Pharmacy Technician in a Community Pharmacy

- Maintain computerized patient records.
- Prepare insurance claim forms.
- Order and maintain parts of the front-end stock.

Patient Confidentiality

- Respect the Customer's Privacy
- A pharmacy technician must be sensitive to maintaining patient privacy, confidentiality of medical information, and compliance with all state and federal HIPAA regulations.

Patient Confidentiality

- Health Insurance Portability and Accountability Act
- All healthcare facilities that access, store, maintain, or transmit patient identifiable medical information must comply with these regulations.
- Failure to do so can result in severe civil and criminal penalties.

Patient Identifiers

- Name
- Address and ZIP code
- Relatives
- Employer
- Date of birth
- Telephone or fax number
- E-mail address
- Social security number
- Medical record number
- Health plan ID number
- Account number
- Vehicle ID
- License number
- URL or IP address
- Fingerprint or voiceprint
- Photo

HIPAA

- Some practical ways of protecting patients' privacy include:
 - Never discussing patients outside of the pharmacy setting.
 - Shredding documents, papers, or labels with patient information (instead of discarding in regular trash).
 - Speaking to patients and other healthcare professionals in the most private area possible.
 - Never discussing patients with any individual unless the patient has provided written authorization to do so.

Organization

- Prescription counter
- Transaction window
- Storage
- Sink
- Refrigeration
- Equipment
- Computer system
- Prescription bins
- Clean, organized
- Privacy
- Well organized
- Clean
- 2 – 8 Centigrade
- Clean, available
- Organized, review

Customer Service

- Good customer service requires:
 - Presenting in a calm, courteous, and professional manner.
 - Listening to and understanding customer requests for service.
 - Fulfilling those requests accurately or explaining to the customer's satisfaction why the request cannot be serviced.

At the Counter

- Techniques for interacting with customers at the counter include:
 - Listening carefully.
 - Making eye contact.
 - Repeating what the customer said.
 - Using positive rather than negative language to describe what you can do.
 - Calling the patient by name.

On the Phone

- Techniques for interacting with customers on the telephone include:
 - Using a pleasant and courteous manner.
 - Stating the name of the pharmacy and your name.
 - Following the standard procedure indicated for your pharmacy.
 - Referring all calls that require a pharmacist's judgment to the pharmacist.

Personal Service In The Pharmacy

- Good Customer Service involves:
- Dressing and grooming oneself neatly.
- Maintaining a constant lookout for customers in need of assistance.
- Knowing the layout of the store and the location of its merchandise.
- Smiling and using courteous language.
- Providing explanations as necessary to customers, being sensitive to language differences.

Personal Service In the Pharmacy

- Remember the patients come to a pharmacy because they are sick and not feeling well.
- DO NOT provide medical advice and direct those questions to the pharmacist.

Prescription-Filling Process

- 1: Receive Prescription & Review Patient Profile
- Initial check of all key pieces of information is vital.
 - Thoughtful and thorough initial review reduces the chances that an unidentified error will continue through the filling process.
- Legibility to make sure information is easily read and understood.
 - Clarify any questions.

Prescription-Filling Process

- Patient information includes:
 - Full name of patient
 - Address
 - Telephone number
 - Date of birth
 - Any allergies to medication
- Physician information should:
 - Be written by a licensed prescriber along with their contact information,
 - Contain a signature of the prescriber.

Prescription-Filling Process

- 2: Enter Prescription into the Computer
- Accuracy is imperative.
 - Make sure the patient is receiving the correct and appropriate medication.
 - An inaccurate prescription could cause the patient serious harm or death.

Prescription-Filling Process

- Concentration and focus are very important.
 - Prescription information should be compared with choices from the computer menu
- The form or formulation must match the route of administration.
- Confirm that information entered into the computer matches the original prescription.

Prescription-Filling Process

- **3: Generate Prescription Label**
- Check the accuracy of any technology in the prescription filling process.
- **Cross-check** the label output from the computer with the original prescription.
 - Check that no **typing error** or inherent program malfunction altered the information.
 - Check that the **patient name** is correct on the label.
 - Check that the **drug, dose, concentration, and route** information is identical to the original prescription.

Prescription-Filling Process

- 4: Retrieve Medication
- Products can contribute to errors with
 - Look-alike labels.
 - Similarities in brand or generic names
 - Similar pill shapes or colors.
- Use NDC numbers, drug names, and other information to verify selection of the correct product.
 - Use both the original prescription and the generated label when selecting a manufacturer's drug product from the storage shelf.
 - Use NDC numbers as a cross-check.

Prescription-Filling Process

- Accidental substitution of one drug or ingredient for another is one of the most serious events that can occur in pharmacy practice.
- Most pharmacy practices possess a computer-based “pill identification” program and use a shelf labeling system to organize inventory.
 - Visually compare the medication dispensed with a picture of the medication.

Prescription-Filling Process

- Calculation and substitution errors are sources of medication errors.
- Write out the calculation and have a second person check the answer.
- Take care when reading labels and preparing compounded products.

Prescription-Filling Process

- Medication errors occur
 - When using more than one container of product.
 - When preparing more than one product at a time.
 - When distractions and interruptions intrude.

Prescription-Filling Process

- All equipment should be maintained, cleaned, and calibrated on a regular basis.
- Potential for serious harm to a patient occurs if the residue or dust from an allergy-causing medication contaminates the patient's prescription.
- Clean the counting tray with alcohol after each drug is dispensed.

Prescription-Filling Process

- Containers
 - All prescription vials and bottles must have a SAFETY CAP or child resistant cap, unless the patient requests an EASY-OPEN CAP.
 - Some elderly or arthritic patients have extreme difficulty opening child- resistant caps.

Prescription-Filling Process

- If preparing a liquid medication, select an appropriate size bottle and pour the correct volume of liquid into the bottle.
- For creams and ointments that are not pre-packaged, it is necessary to transfer the product with a spatula to an ointment jar of the correct size.

Prescription-Filling Process

- Counting tray is a tray designed for counting pills from a stock bottle into a prescription vial.
- Safety cap is a child-resistant cap.
- Auxiliary labels indicate specific warnings, foods or medications to avoid, potential side effects, and other cautionary interactions.

Prescription-Filling Process

- Caution and warning labels on a prescription container serve as reminders to patients about drug handling or administration.
- Computerized systems generate caution and warning labels with the prescription label.

Prescription-Filling Process

- 6: Review and Approve Prescription
- The pharmacist must be the one to review and approve the prescription.
- They verify the quality and integrity of the end product.
- Providing the pharmacist with all resources ensures accurate verification for patient safety.

Prescription-Filling Process

- Determine what information and resources are important to the pharmacist.
- Ask whether the information provided with the medication filled allows the pharmacist to retrace the technician's steps in filling the prescription.
- The pharmacist determines the prescription is valid, patient information is accurate, and medication is correctly prepared.

Prescription-Filling Process

- 7: Store Completed Prescription
- Ensuring the integrity of medication is an important part of medication safety.
- Many medications are sensitive to light, humidity, or temperature.
 - Failure to properly store medications may result in loss of drug potency or effect.
 - Improper storage of a drug may result in a degraded product that causes serious harm.
- Well-organized and clearly labeled storage systems help to keep a patient's medications together and separate from other patients.

Prescription-Filling Process

- 8: Community vs. Hospital Pharmacy Practice
- In the hospital, medications are reviewed by nurses.
 - Extra opportunity to prevent medication errors.
 - An additional source of potential medication errors.
- In the community setting medications are dispensed directly to the patient and there are NO extra opportunity to catch errors.

Customer Pick-Up

- Locate the prescription which is filed alphabetically by the last name of the patient.
- When a prescription is located for a family member, DO NOT ask “Would you also like to pick up your daughter’s prescription while you are here?”

Signature Logs

- Customers sign a log to record the prescription was picked-up.
 - Serves as a proof to a third party payer.
 - Common for third party payer to review the signature log when conducting an audit at pharmacies.
- For Schedule II, and sometimes for Schedule III, IV and V, prescriptions, pharmacies may require that the person show a driver's license.
 - The driver license number may be recorded.

Other Duties - OTC Products

- The pharmacy technician should know
 - The names and locations of the various OTC and other products carried in the pharmacy.
- The technician should NOT recommend OTC products to pharmacy customers.
 - For example, many cough and cold preparations contain ingredients that may increase blood pressure and worsen a diabetic condition.
- The technician should refer patients asking about OTC products to the pharmacist.

Other Duties

- Ordering stock.
- Receiving orders from the drug wholesaler.
- Unpacking the order.
- Checking all items on the invoice.
- Inspecting for damage and expiration dates.
- Keeping the pharmacy clean, neat and in proper working order.
- Self-Inspection!!!
- <http://www.mass.gov/eohhs/docs/dph/quality/boards/self-inspection-form.pdf>

Disease State Management

- Disease state management
 - Designed to provide one-on-one pharmacist/patient consultation targeted toward management of a chronic disease.
- Pharmacists use a private office to do the counseling.
- Fees for these service
 - Are either billed directly to the patient or to the patient's insurance.
- The pharmacy tech may coordinate the billing, schedule appointments, and take patient information.

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