



**LEBENESE UNIVERSITY**  
**Faculty of Pharmacy**

**Community Pharmacy Internship Report**

**Academic year: 2020/2021**

**School year: Third**

**Name:**

**File No. :**

**Pharmacy:**

**Pharmacy Address:**

**Observations:**

**Notes:** \_\_\_\_\_ / **20**

Instructor use only

## **Introduction**

Practical pharmacy experience is part of the total education of an intern that results in a competent professional. The intern is to be exposed to the duties and responsibilities of the pharmacist in pharmacy practice settings. This experience occurs after the completion of the second professional year, a period in which the knowledge gained during academic studies is applied to pharmacy practice. During this time, the intern pharmacist should acquire a mature and responsible attitude towards the practice of pharmacy in relation to patient, professional colleagues and the general public. The student will be exposed to:

- Logistics
- Professional policies
- Interactive work experience with health care professionals
- Business management
- Quality management system
- Human resources management
- Initiation to communicate with patient

**This document will be used as a practical roadmap to enhance understanding of the pharmacist role and responsibilities in the practice of pharmacy to:**

- A. Develop confidence in his or her ability to apply academic knowledge in a professional patient care setting.
- B. Recognize and work through the daily activities and responsibilities of a pharmacist in a variety of work settings.
- C. Acquire knowledge and competency in the areas of:
  1. Drug distribution systems including dispensing activities.
  2. The use of drug products and dosage forms in practice settings.
  3. Sterile and/or non-sterile compounding activities.
  4. Daily operations and routines of the pharmacy.
  5. Management of inventory, purchasing, recalls.

6. Accounting, budgeting, and data management.
7. Providing direct patient pharmaceutical care.
8. Counseling and monitoring for prescription and OTC products.
9. Teaching about medical/surgical supplies, devices and equipment.
10. Counseling and assessment for naturopathic, herbal, and other alternative products.
11. Participation as a member of the health care team.
12. Responding professionally to drug information requests.
13. Application of the laws and regulations governing the practice of pharmacy

D. Become ethically trained as a member of the health care team to recognize and follow practice standards established by professional organizations, to become familiar with and demonstrate an ability to practice under the codes of professional conduct.

**We expect the student to apply the following tips:**

- Perform assigned tasks in a precise and rigorous manner.
- Recognize his/her limitations and do their work checked by the right person.
- Integrate into the team.
- Have a specific activity or work which he contributed during his training in connection with the activities of a pharmacist.

## **Objectives**

To achieve the cited objectives, the intern must perform professional patient-oriented activities encountered in daily practice of pharmacy, designed so that the student integrates the process of pharmaceutical care practice grouped into five experiences:

- A. Knowledge of the training environment.
- B. Preparation, administration and storage of medicines.
- C. Dispensing, prescription processing.
- D. Clinical activities.

## **Suggested activities**

Some learning activities proposed in the implementation guides help the tutor and student to jointly establish a program of activities likely to promote the objectives of this course. If necessary, the supervisor may also assign to the student some designed activities in order to achieve the mentioned objectives.

Experience	Objective	Activities
Knowledge of the training environment: Laws and regulations, Administration, Internal organization	<ol style="list-style-type: none"> <li>1. Explain the role of the personnel</li> <li>2. Understand the area repartition: dispensing area, storage, preparation area, refrigerators, required equipment</li> <li>3. Understand the code of conduct governing relations between the pharmacist and his staff, colleagues, doctors and patients</li> </ol>	Please refer to the detailed activities related to this section part A
Dispensing, processing prescription	<ol style="list-style-type: none"> <li>1. Dispensation and validation of an order</li> </ol>	<ul style="list-style-type: none"> <li>• Verification of delivered prescription</li> </ul>
Clinical Activities, patient management and counseling	Communication with patient, counseling, analysis of therapy	<b>Get familiar with drug</b> properties, names, patient management

## On Boarding Interview

Tool serving as introduction allowing the clarification of the following points:

- What does the student expect from the internship?
- What does the pharmacist in charge expect from the student? Encourage the student to open drawers, help in arranging the drugs etc ...
- Define rules: hours of work, skills.

Questions during interview	Example
Explain to the intern what you are expecting from him	<p>You are expecting the student to show:</p> <ul style="list-style-type: none"> <li>• curiosity: the student is free to access the drawers, didactic references etc</li> <li>• initiation</li> <li>• commitment</li> <li>• autonomy</li> <li>• flexibility</li> <li>• engagement and integration in the team</li> </ul>
Discuss with the student his own expectations from this learning experience	<p>The student could expect the following:</p> <ul style="list-style-type: none"> <li>• have a fear of being operated as a living force for inexpensive implementation of merchandise</li> <li>• the pharmacist in charge knows the importance of this learning experience</li> <li>• expect encouragement and motivation</li> <li>• have answers to his scientific questions and the related coaching</li> </ul> <p>The student cannot expect:</p> <ul style="list-style-type: none"> <li>• a full time coaching</li> <li>• remuneration of any kind</li> </ul>
Explain your coaching capacity	<ul style="list-style-type: none"> <li>• global overview of a daily work at pharmacy</li> <li>• internship conditions</li> <li>• real life work load</li> <li>• social contact and relations</li> </ul>
Show the student your preparation and readiness to manage internship	<ul style="list-style-type: none"> <li>• explain the objectives of internship</li> <li>• discuss the following program and add on</li> <li>• discuss the expected work during the training</li> </ul>

## Closing Interview

Points to be discussed during the closing interview:

- Are expectations met (from both sides)?
- Is it a two ways constructive feedback?
- Complete the questionnaire and the documents related to internship validation, to be returned to the faculty

Questions during interview	Examples
Have the student been up to expectations?	
Have the student expectations been met?	
Have the training objectives been achieved?	
Proposal to improve the training	Organization: program, project etc Follow up
Discussion with the student	Student attitude and behavior: <ul style="list-style-type: none"> <li>• Initiative</li> <li>• Teamwork</li> <li>• Self learning</li> </ul>
Ensure that the training guide has been completed properly	



## **EXPERIENCE-A: Knowledge of the training environment (Week 1-2)**

### **GENERAL AND SPECIFIC LEARNING**

#### **1. Explain the pharmacist different roles in the pharmacy**

a. Learn about the mission of the establishment: explain in few words the mission and vision of the pharmacy

b. role of pharmacist

c. List the activities of the pharmacist during a typical day you have witnessed in your training site and give some examples to support your observations.

#### **4. Human Resources Management**

Familiarize with the recruitment process, work contract, salary sheet, recommendation letter: details the contribution paid by employers and employees to the national social security funds according to the Lebanese law

#### **5. Finance: Taxation regulations, Knowledge of different types of declarations**

## **6. Pharmacist business relations with the health care partners**

Know the different professional bodies interacting on the Lebanese market: OPL, inspection committee, Ministry of health etc...

a. List the different health bodies and detail their roles and responsibilities with reference to the related law

b. Relate the event you have witnessed when the pharmacist of your training site have had a professional collaboration (interaction) with a physician

## **7. Information Management System**

Have an overview of the information management system used in the training site, presentation of the tools, presentation of the management software and functionalities. List some advantages of the system:

## **Experience B. Selection and Supply of Pharmaceutical Products (Week 3-4)**

### **General and Specific Learning Objectives**

#### **1- Stock management: Drug order**

Supply system (chain): List the steps of product order (forecast, types of providers, supply, reception, inspection, storage, data entry, dispensing).

-Learn to prepare an order

- list particular cases requiring special purchase order and detail the required documentation, storage conditions and dispensing regulations

## **Experience C. Preparation, Administration and Storage**

### **General and Specific Learning Objectives**

#### **1- Make extemporaneous preparation of medicinal products**

a) Give an example of officinal preparation with details of the required documentation for quality control. Present the method, labeling, storage, expiry date.

b) Give an example of masterful preparation with validation of the prescription, method of preparation, required labeling and transcription in the register.

## **E-D: Dispensing, Processing the Prescription**

### **General and Specific Learning Objectives**

- 1. Identify the different parts of the prescription («الوصفة الطبية الموحدة»); draw a layout representing a prescription prototype; you should familiarize with this prescription: (pharmacist, doctor and patient).**

The student pharmacist must be familiar with the prescription components (active ingredients, interaction, dosage, indication etc) and must consider the following information:

- \*Dispensing types: prescription, counseling, auto
- \*Types of patient: age, sex, psychology, clinical
- \*Social coverage: social security, mutual, insurances
- \*Types of prescription: brands, generics, auto medication products
- \*Dispensing roadblocks: the pharmacist facing addiction etc
- \*Obstacles of the auto medication

## **2. Prescription and validation: the pharmacist facing the patient**

a) Read and validate the prescription: regulation and pharmaceutical validation. Give a supporting example.

b) Present an example you have encountered during your internship of dispensing OTC products, describe briefly the case, the counseling session, the case investigation



## Introduction to Phytotherapy:

### 1. Phytotherapy:

A. List in the table the main products of herbal products you have in your training site, give the details of their composition, providers, and indications.

Herbal product	Composition	Provider	Indication

B. Comment on the Lebanese law regulating the importation, registration, and sale of herbal products

## **Introduction to Dermopharmacy**

### **A. The Sun Screens**

a) Define FP, SPF

b) List the different forms of sun screen mentioning the suitable skin type and give 2 examples of each

## **B. Cream, ointment, gel**

A. Mention the differences between the cited forms and their usage

B. Give 3 examples of specialties composed of:

1. Antibiotics :

2. Antifungal :

3. Aortic steroids :

4. antihistamine :

5. Anti-inflammatory :

6. Association (Corticosteroids + antibiotics) :

7. Association (Corticosteroids + antifungal):

### C. Eye drops

Give 2 examples of specialties, mode of use, indication, storage, counsels to patient

- Corticosteroids based eye drops:
- Antibiotic based eye drops:
- Anti histamine based eye drops :
- Anti inflammatory based eye drops:
- Eye drops with association:

## **D. Introduction to Nutrition**

### **A. Babies Nutrition:**

1. Advantages of breastfeeding:

2. Classification of milk formula according to ages

In the table, identify special formulas with their indications (AR, lactose free etc)

<b>Specialties</b>	<b>Active ingredients</b>	<b>Indications</b>



#### 4. Introduction to Homeopathy

a) Name 2 homeopathic specialties of great use in your training site, with their composition, indication and dosage

Homeopathic specialty	Composition	Indication	Dosage
1.			
2.			

## 5. Laxatives

Give 2 examples of each class with the needed lifestyle advices

Laxative	Example	Advice
1. Mucilage and fibers		
2. Lubricants and glycerin		
3. Stimulants		
4. Osmotic laxatives		
5. Enema		

## **Experience-E: Patient Management**

### **General and Specific Learning Objectives**

**1. Counseling and patient follow up:** student actively lives due diligence and receives directly the intent of all tasks performed behind the counter. It is clear that a student cannot be left alone even when serving customers. By cons, he may be very well trained in customer service, as well as apprentices.

A. Learn about preventive tests (Hypertension, glycemia)

#### **B. Introduction to pregnancy and ovulation tests**

a) What does the pregnancy test measure?

b) Give some names of pregnancy test you see in your training.

c) How precise the tests are?

d) When to perform these tests?

e) What is the use of the ovulation test?

f) What does it measure?

g) What factors can interfere with the results?

## **1. Introduction to patient counseling**

Prescription of Paracetamol or Aspirin: Note an intervention of the pharmacist with pediatric or geriatric patient presenting the context of consultation (questions, age, weight, reflection, and advices)

In the table, list 3 Paracetamol and aspirin based specialties with route of administration, dosage, and indications.

	<b>route of administration</b>	<b>dosage</b>	<b>indications</b>
<b>Paracetamol based</b>			
1.			
2.			
3.			
<b>Aspirin based</b>			
1.			
2.			
3.			

**Independent work** by the student throughout the internship period gave very good results. The student can then become self-employed, most valuable aspect especially when minimal support is provided to the intern. This work allows the intern to make a constructive contribution to the pharmacy, strong motivation factor.

The student must have sufficient time, training materials and, where applicable, personal support (coaching) to achieve satisfactory work. This presupposes that the pharmacist properly prepare the project and meet all the necessary information before the course begins

Ideas:

- B. Writing an informative leaflet for employees and / or customers (possible topics: from baby food to hair dye through travel medicine, sunscreen or vaccination against the flu etc...)
- C. Ideas for the development of a showcase
- D. Validation of websites (e.g.: on herbal medicines)