



LEBANESE UNIVERSITY
Faculty of Pharmacy

Community Pharmacy Internship Report

Academic year: 2020-2021

School year: Second

Name:

File No. :

Pharmacy Name:

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 (ex:.....)
- Professional policy
- Interactive work experience with health care professionals (physicians, ...)
- Business management
- Quality management system
- Human resources management
- Initiation to communication with patient, management of therapy under the responsibility of pharmacist.

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

- A- To develop confidence in his or her ability to apply academic knowledge in a professional patient care setting.
- B- To recognize and work through the daily activities and responsibilities of a pharmacist in a variety of work settings
- C- To 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. counselling and monitoring for prescription and OTC products
9. teaching about medical/surgical supplies, devices and equipment
10. counselling 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 has a connection with the activities of a pharmacist

Objectives

To achieve the cited objectives, the trainee 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. Selection and supply of pharmaceuticals;
- C. Preparation, administration and storage of medicines;
- D. Dispensing, prescription processing;
- E. 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	Activity
Knowledge of the training environment: Laws and regulations, Administration, Internal organization	<ul style="list-style-type: none"> • Explain the role of the personnel • Understand the area repartition: dispensing area, storage, preparation area, refrigerators, required equipment • Understand the code of conduct governing relations between the pharmacist and his staff, colleagues, doctors and patients 	Please refer to the detailed activities related to this section part A
Selection and supply of pharmaceuticals	<ul style="list-style-type: none"> • Differentiate the categories of products • Explain the supply process • Price structure 	Please refer to the detailed activities related to this section part B
Preparation, administration and storage of medicines	-understand the steps to achieving a masterful preparation(dose control, potential incompatibilities, record weighing, preparation if encountered during the rotation	Execution of masterful preparations (under the supervision of the pharmacist in charge)
Dispensing, processing prescription	Deepening knowledge of para-pharmaceutical products	Observation of <ul style="list-style-type: none"> • dispensing(Rx, OTC) • validation of Rx
Clinical Activities, patient management and counselling	Communication with patient, counselling, analysis of therapy	Get familiar with drug properties, names, patient management

1) On boarding Interview

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

1. What does the student expect from the internship?
2. What does the pharmacist in charge expect from the student? Encourage the student to open drawers, help in arranging the drug etc ...
3. 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"> • Curiosity: the student is free to access the drawers, didactic references etc... • initiative • commitment • autonomy • flexibility • engagement and integration to team
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"> • have a fear of being operated as a living force for inexpensive implementation of merchandise • the pharmacist in charge know the importance of this learning experience • expect encouragement and motivation • have answers to his scientific questions and the related coaching <p>The student cannot expect:</p> <ul style="list-style-type: none"> • a full time coaching • remuneration of any kind
Explain your coaching capacity	<ul style="list-style-type: none"> • global overview of a daily work at pharmacy • internship conditions • real life work load • social contact and relations
Show the student your preparation and readiness to manage internship	<ul style="list-style-type: none"> • explain the objectives of internship • discuss the following program and add on • discuss the expected work during the training

2) Closing Interview

Points to be discussed during the held interview:

- Are expectations met (from both sides)?
- 2 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 behaviour: <ul style="list-style-type: none"> • Initiative • teamwork • Self learning
Ensure that the training guide has been completed properly	

EXPERIENCE -A: knowledge of the training environment (Week 1 & 2)

I. Explain the different roles of the pharmacist in a pharmacy

1. Know the difference between the pharmacist and the technical staff in performing pharmaceutical activities.

Describe the organizational structure of the pharmacy.

2. Specify according to the Lebanese code:
 - A. Conditions to exercise the profession on the Lebanese territory.

B. Rules and regulations to open a pharmacy.

II. Understand the organization of a pharmacy (management, preparation area, compartments, equipment, etc.)

1. Take knowledge of different parts of the pharmacy; detail the preparation laboratory part, dispensing counter, accessories, OTC drugs, cabinets

2. Describe the management of drugs in a pharmacy. Is there other methods of management?

3. Describe the types of Para pharmaceutical products existing in the pharmacy (toothpastes, perfumes, shampooing, beauty cream, etc.).

4. List 8 examples of drugs contained in the fridge: trade name, active ingredient, expiration date.

What are the general storage conditions?

5. Is there a specific register for narcotics? If yes, explain the registration process.

III. Understand the code of ethics governing the professional relationship between the pharmacist with his staff, his colleagues, doctors and patients

1. Understand the role of the pharmacist in the health organization: describe the external patterns that interact with the pharmacist and detail the different types of providers and the role of the medical representative

EXPERIENCE- B: Selection and supply of pharmaceuticals (week 3-4)

I. Explain the supply process applied at the pharmacy.

1. Briefly describe the main operations of supply (order, purchase, return, credit rating), the sources of supply

Activities

1. The student pharmacist must be familiar with the procedure of drug order and recall at the training site.
2. The student pharmacist must learn to deal with returned medications, and to control the expiry dates of products available at the pharmacy. In addition the intern needs to get used to the information management tool available at site.
3. The student pharmacist must be familiar with the supply orders: check the name of provider, the pharmacy code, date, received products, prices, quantities, dosages, VAT, expiry dates.
4. The student pharmacist can participate to arrange the products on shelves according to the model applied in the training site.

II. Understand the price structure of drugs (patient intervention,....)

1- List the different profit margins applied to pharmaceutical and para-pharmaceutical; give examples.

EXPERIENCE- C: Preparation, administration and drug storage.

I. Understand the steps of performing a masterful preparation (dose control and possible interactions, weighing sheet)

1- Describe them briefly.

EXPERIENCE-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).**

Activities

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

EXPERIENCE E:Dispensing

I. Introduction to Vitamins:

1. Definition and Classification of Vitamins

2. List some trade names containing Vitamins.

3. Give the composition of two main specialties of the most multivitamins sold in the pharmacy for:

Children

Pregnant women

The elderly

II. Introduction to Minerals:

1. Name the main minerals and 3 related specialties with their indications

2. The combination of calcium and Vitamin D

a. Importance of this association

b. Give 4 examples of drugs with the dosage of Ca and vitamin D.

3. Iron and folic acid

a. Importance of this association.

b. List the different forms of iron and give two specialties, their dosage and indication.

c. What other associations with iron are present also in the market? List their indications and trade names.

d. What recommendations should the pharmacist give to the patient treated with iron?

III. Introduction to Para-pharmaceutical products

1. Sterile syringes

Volumes	Graduation - Gauge	Needles	Usage

2. Sterile Urinary Catheter: Use and number

3. Difference among dressings- plasters- gauzes- compresses- bandages

4. Different types of thermometer

5. Name other para-pharmaceutical products with their use (gloves, bedpan, and bulb, baby diapers, adult diapers, mattress protector, baby accessories, and specify the difference among latex products, rubber, BPA etc.)

3. Anti dandruff shampoos and anti-parasitic shampoos: active ingredients, administration and hygiene.

shampoos	active ingredients	administration	hygiene

II. Antiseptic products

1. Identify 10 antiseptic products for external use (liquid soaps, bread) with their active ingredient, instructions and advice given to patients.

Product	Active ingredient	indications	advices

III. Mouth hygiene

Categories: tooth paste, fluorine, mouthwash, antiseptics, whitening products	Active ingredient	Usage and patients counselling

IV- Introduction to Dermatology in pharmacy

1. 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

2. Cream, ointment, gel

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

B. Give 3 examples of specialties composed of (trade name + active ingredient)

1. Antibiotics:

2. Antifungal:

3. corticosteroids:

4. antihistamine:

5. Anti-inflammatory:

6. Association (Corticosteroids + antibiotics):

7. Association (Corticosteroids + antifungal):

3. Eye drops

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

Corticosteroids based eye drops:

1. Antibiotic based eye drops:

2. Anti-histamine based eye drops:

3. Anti-inflammatory based eye drops:

4. Eye drops with association: