NAME OF INTERN: ________________________________

INTERN REGISTRATION #: ________________________
FOREWORD

MINNESOTA BOARD OF PHARMACY
INFORMATION AND DEFINITIONS FOR
PHARMACIST-INTERNS AND PHARMACIST-PRECEPTORS

IF YOU HAVE ANY QUESTIONS REGARDING THIS INFORMATION, PLEASE BE SURE TO CONTACT THE BOARD OF PHARMACY OFFICE FOR CLARIFICATION!

ELIGIBILITY AND REGISTRATION: Any pharmacy student, who works as an intern in Minnesota, must be registered with the Board of Pharmacy. Pharmacy students can only work as interns after successfully completing the first professional year of the standard six-year pharmacy curriculum and registering with the Board.

INTERN HOURS: Intern hours are any hours worked by a registered intern in any of the categories listed below. To ensure that you receive proper credit for all intern hours worked in Minnesota, you must follow these instructions.

1. Verify that your preceptor has a preceptor registration card that is valid for the entire length of time during which you will be supervised by that preceptor.
2. Submit your Notices of Employment (blue forms) within five days of beginning employment.
3. Submit your Progress Report/Affidavit (white forms) to the Board office by June 15th of each year or within 5 days of changing either place of employment or preceptor.
4. You must send new forms each time you change preceptors or work site.
5. Be sure to check the correct category covered by the form (i.e., nonconcurrent, concurrent, APE-CAE, etc.).
6. Intern hours can be earned at more than one site but the Board will only grant credit for a maximum of 54 hours per week.

All hours worked in another state must be reported to that state’s Board of Pharmacy. Check with the other state’s Board for instructions concerning internship matters such as registration and the reporting of hours. These hours can usually be transferred to Minnesota.

CATEGORIES OF INTERN EXPERIENCES: Use this information as a guide to filling out the Notice of Employment form and the Progress Report/Affidavit form.

Nonconcurrent Hours: This category includes any hours worked during those periods of time when you are neither registered for school and taking classes full-time (12 or more credits), nor participating in required advanced practice experiences. The summers after the first and second years of pharmacy school, and winter or spring breaks, are common times during which interns earn nonconcurrent hours. (This may vary from school to school. If in doubt, check with this Board’s office.)

Concurrent Time: This category includes any hours worked during those periods of time when you are attending school and registered for 12 or more credits per quarter or semester (that is, when you are a full-time student). This category does not include advanced practice experiences that are required as part of the pharmacy school’s curriculum. Most concurrent internship hours are earned between the first day of the fall quarter or semester and the last day of the spring quarter or semester. Notice of employment forms may be filed at the beginning of the fall quarter/semester and progress reports/affidavits at the end of spring quarter/semester. You may also file these forms at the beginning and end of each quarter/semester. The five-day rule for filing forms applies for concurrent hour experiences (see above). The Minnesota Board will grant credit for a maximum of 400 concurrent hours. Hours worked in excess of the 400 hour maximum may still be submitted to our office. In fact, you should submit excess hours if you plan to request a transfer of internship experience to a state that accepts more than 400 concurrent hours.

Advanced Practice Experiences (APE): This category includes any hours worked that are required as part of a pharmacy school’s curriculum. University of Minnesota students will receive internship credit for APE as described below. Students who attend other pharmacy schools and who complete advance practice experiences in
other states will receive credit for actual patient contact hours on file with the Board of Pharmacy of the state where the hours were worked.

**Advanced Practice Experiences – clinical and elective (APE-CAE):** These are the clinical, pharmaceutical care and elective rotations required of pharmacy students. Required community and institutional practice experiences are not included in this category (see below). Students can receive credit for up to 800 internship hours for participation in APE-CAE rotations.

**Advanced Practice Experiences - community and institutional practice (APE-CIP):** These are the rotations required of pharmacy students that focus on traditional compounding, dispensing and patient counseling. At the University of Minnesota, these are the community and institutional practice experiences. Students are granted credit for 200 internship hours for each of those externships.

**Students Doing Externships And/Or Rotations In Minnesota That Attend A School Other Than The University Of Minnesota:** You will be required to register with the Minnesota Board of Pharmacy as an intern before starting your Externship and/or Rotation. Within 5 days of starting that professional experience you will also be required to submit a Notice of Employment form signed by a Minnesota registered preceptor to our office. Your College of Pharmacy will provide information on the number of hours accumulated directly to the Board.

**Experiences Requiring Prior Authorization:** Students occasionally have the opportunity to engage in unique experiences such as spending a summer at the FDA, with a drug company, with a PBM, or doing research. These experiences require prior authorization by the Board, if credit toward the 1600-hour requirement is desired.

**Post-Graduate Experience:** Notice of employment and progress report/affidavit forms should be submitted as usual. Students who have completed their 1600-hour requirement, but who are still working as interns until they pass the board exams, should file the notice of employment form. They may file a progress report/affidavit form to end that experience, if there is a possibility that they will need the hours transferred to another state. Please note that an internship automatically ends with the date of licensure, but those hours can only be transferred to another state if a progress report/affidavit form is filed with us.

**INTERNSHIP COMPETENCY MANUAL:** This is the Internship Manual listing the competencies that interns are expected to master during the course of their practical experience. Each intern doing 240 hours of internship or more, in Minnesota, is required to complete the entire manual. Each preceptor, who is a Minnesota pharmacist, and who is signing off on the various competency statements, must be registered as a preceptor with the Board of Pharmacy. Interns may have preceptors from other states, where they might be doing part of their internship, sign off on portions of the manual as appropriate. This version of the manual was approved by the Board on April 18, 2007.
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1.00.00

PRESCRIPTION PROCESSING

1.01.00 The objective is to acquire the competencies necessary to properly interpret prescription orders; select drugs; identify, package, and label drug products; and maintain records.

1.01.01 Given a written prescription, a nurse requisition, or a copy of a prescriber's chart order, the intern interprets, analyzes, and determines completeness, accuracy, validity, and legality.

1.01.02 Given a prescription or drug order requiring special labeling or relabeling, the intern demonstrates competence in handling such situations.

1.01.03 Given a list of commonly used abbreviations that appear in the body of a prescription or drug order, the intern demonstrates knowledge of their meaning.

1.01.04 Given a request for a human prescription drug for a family animal, the intern processes the prescription appropriately.

1.01.05 Given one or more prescriptions to dispense and file, the intern demonstrates familiarity and knowledge of routine and special record keeping, and prescription filing.

1.01.06 Given a prescription order in which a generic product is available, the intern uses reference materials that aid in appropriate drug product selection.

1.01.07 Given a prescription to be dispensed, the intern understands the value of the use of NDC numbers for verifying the accuracy of the product selected for dispensing.

1.02.00 The objective is to gain familiarity with drug products, dosage forms, sources of supply, package inserts and labeling, and storage requirements.

1.02.01 Given a list of prescription drugs, the intern matches at least the top 200 with their respective brand names,
generic names, strengths, available dosage forms, therapeutic uses, and distinctive physical appearances.

1.02.02 Given a product name containing either a prefix or suffix (numbers or letters such as EC- or -SR), the intern knows the meaning of the prefix or suffix.

1.02.03 Given a list of drug products, the intern demonstrates awareness of the need for special patient package inserts, containers, handling, or storage requirements.

1.02.04 Given a request for identification of an unknown dosage form, the intern shall identify sources for obtaining the needed information.

1.03.00 The objective is to understand the role of a computer for prescription processing.

1.03.01 Given a prescription order, the intern shall demonstrate basic knowledge of computer entry and processing of the order.

1.03.02 Given a request for third-party billing of a prescription order, the intern shall demonstrate ability to process the claim and take appropriate action to remedy any problems encountered.

1.03.03 Given a prescription order, the intern demonstrates a working knowledge of the use and limitations of computer drug utilization review functions.

1.04.00 The objective is to demonstrate competence in providing prospective review of each prescription.

1.04.01 Given a prescription order, the intern demonstrates the ability to correctly review the order for therapeutic appropriateness, over utilization and underutilization, appropriate use of generic products, therapeutic duplication, drug/disease contraindications, drug/drug interactions, incorrect dosage or duration of drug treatment, drug/allergy interaction, and clinical abuse/misuse.

1.05.00 The objective is to demonstrate competence in the use of automation in the dispensing process.
1.05.01 Given a prescription that is being dispensed with the aid of automation, the intern shall demonstrate the ability to properly use the equipment and is able to describe alternative methods of prescription certification (since the manufacturer’s stock bottle is often not available for checking).

1.06.00 **The objective is to obtain a working knowledge of the rules and regulations governing the prescribing, distribution, acquisition, and dispensing of investigational drugs.**

1.06.01 The intern knows what constitutes an investigational drug and is able to identify the policies and procedures involved in acquisition and utilization of investigational drugs.

1.06.02 The intern understands the pharmacist’s role in the use of investigational drugs.

1.06.03 The intern can describe the storage, labeling, and dispensing policies and procedures of investigational drugs.

1.06.04 The intern can discuss how informed patient consent and patient rights apply to investigational drugs.
### 2.00.00

**PRESCRIPTION COMPOUNDING AND CALCULATIONS**

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<th>PRECEPTOR</th>
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#### 2.01.00

**The objective is to acquire the competencies necessary for the safe and accurate preparation of pharmaceuticals requiring nonsterile extemporaneous or bulk compounding.**

2.01.01 Given a prescription to be compounded (i.e., lotions, solutions, suppositories, suspensions, creams), the intern can identify special procedures required and prepare the product successfully using proper compounding techniques and skills.

2.01.02 Given a prescription for a nonsterile compounded product, the intern demonstrates a working knowledge of the requirements of USP Chapter 795.

#### 2.02.00

**The objective is to identify incompatibilities, assure stability, and determine beyond-use dating of the preparation.**

2.02.01 Given a prescription for preparations of drugs subject to easy degradation, the intern recognizes the same and is able to propose optimum dispensing and storage methods.

#### 2.03.00

**The objective is to accurately perform pharmaceutical calculations.**

2.03.01 Given prescriptions or bulk compounding formulas, the intern is able to calculate weight, molarity, normality, weight in weight, volume in volume, or weight in volume percentage or ratio strength preparations; calculate the quantity of active ingredient(s) or diluent needed to make a proper amount of the preparation; calculate the amount of agent needed to render a solution isotonic; convert solution concentrations expressed in mass per volume or mass per mass units to milliequivalents.

2.03.02 Given a compounded prescription for capsules involving use of commercial tablets or capsules as an ingredient source, the intern recognizes the necessity of allowing for the presence of "inert" ingredients in any weight calculations.
The objective is to understand the preparation and/or administration, handling, labeling, and storage of compounded sterile products (CSPs).

2.04.01 The intern can describe various sterile flow hoods and barrier isolators and the requirements for the environment where sterile compounding is performed. The intern can describe the environmental quality controls and the documentation required for the cleaning and maintenance of such areas. The intern demonstrates aseptic techniques when compounding a sterile product.

2.04.02 The intern can describe the equipment used for sterile compounding and understands the process of verification of automated compounding devices used for parenteral nutrition compounding.

2.04.03 The intern can describe the compounding of hazardous chemicals (e.g. chemotherapy agents), including drug storage, clean room requirements, special precautions for handling, preparation and disposal, and equipment used. The intern understands when closed system vial transfer devices would be needed for chemotherapy compounding.

2.04.04 Given an infusion order, the intern can screen the order for physical, chemical, and therapeutic incompatibilities and can document the stability of the finished product, in order to ensure the delivery of a safe product.

2.04.05 Given a prescription for a sterile compounded product, the intern demonstrates a working knowledge of the requirements of USP Chapter 797 and related standards set by ASHP, JCAHO and NIOSH.

2.04.06 The intern understands the basis for the classification of CSPs into low, medium and high risk levels. The intern understands the different quality assurance practices that apply to each level.

2.04.07 The intern can demonstrate and describe personnel training and evaluations for aseptic technique, including representative sterile microbial culture medium transfer and fill challenges.
2.04.08 The intern is able to describe Board of Pharmacy and USP 797 requirements for finished products checks, tests, documentation, storage, beyond use dating, packing, handling, transport, patient or caregiver training, adverse events reporting and quality assurance programs.

2.04.09 The intern can describe the labeling requirements for CSPs for both out-patient and in-patient use.
3.00.00

OTC DRUGS, NATURAL PRODUCTS, CHEMICALS, POISONS, & HAZARDOUS SUBSTANCES

3.01.00 The objective is to acquaint the intern with the content, dosage form and therapeutic activity of non-prescription drugs and dietary supplements.

3.01.01 Given a list of non-prescription drugs or dietary supplements, the intern can recognize their main ingredients (brand and generic name), dosage forms, therapeutic classification and usage.

3.01.02 Given a list of non-prescription drugs or dietary supplements within similar use categories, the intern is able to choose an appropriate product for given situations.

3.01.03 Given a non-prescription drug, the intern can identify the proper label warnings, and demonstrates a knowledge of any special directions that may be required for its administration, or storage.

3.02.00 The objective is for the intern to become knowledgeable and conversant in special OTC products intended for specific age groups, patients with special dietary problems or allergy problems, and veterinary use.

3.02.01 Given a patient request for help with OTC products, the intern demonstrates patient assessment skills adequate enough to help guide patients in the proper selection of an OTC product or, when appropriate, to suggest that the patient consult with a physician.

3.02.02 Given a request for geriatric, pediatric, or dietetic products, the intern can choose appropriate products to meet the patient's needs.

3.02.03 Given a list of non-prescription veterinary products, the intern can recommend their appropriate use.

3.02.04 Given a request for pediatric dosing on a given medication, the intern can determine the appropriate dosing and methods of delivery.
3.03.00 The objective is to demonstrate familiarity with the common and official names, actions, and uses of chemicals typically available to the consumer in pharmacies.

3.03.01 Given a list of chemicals, the intern can recognize their common names, synonyms, and accepted uses.

3.04.00 The objective is to be familiar with poisons and other hazardous substances as well as their antidotes and laws regarding their sale.

3.04.01 Given a request for poisons or hazardous substances, the intern can respond to the request, provide appropriate warnings on handling and disposal, and maintain records as needed.

3.04.02 Given a request for information in a case of suspected poisoning, the intern can identify possible antidotes, treatment, and treatment centers. The intern appropriately refers suspected poisoning cases to a physician, emergency room or poison control center, as necessary.

3.05.00 The objective is to gain familiarity with herbals and nutraceutical products (dietary supplements), including their dosage forms, efficacy, drug interactions, adverse effects, and toxicity.

3.05.01 Given a list of common herbals and nutraceuticals, the intern can recognize their common use, dosage forms, efficacy, drug interactions, adverse effects, and toxicity.

3.05.02 Given a patient request for herbals and nutraceuticals, the intern can respond to the request using professional judgment and the most appropriate resources and references.

3.05.03 Given a patient request for information concerning current media issues relating to a dietary supplement, the intern responds appropriately.

3.06.00 The objective is to gain an understanding of the state and federal requirements concerning the sale of products containing ephedrine or pseudoephedrine.

3.06.01 The intern demonstrates a working knowledge of the federal Combat Methamphetamine Act of 2005 requirements for the sale of products that contain either
ephedrine or pseudoephedrine.

3.06.02 The intern demonstrates a working knowledge of the additional requirements found in Minnesota state law and can state whether the federal or the state law takes precedence in any particular situation.
4.00.00

PROFESSIONAL COMMUNICATION AND PATIENT CARE

4.01.00 The objective is to become familiar with patient records, references, and information services available in the prescription department, their purposes and scope.

4.01.01 Given the need to establish a patient profile, the intern can identify the required elements and appropriately enter all necessary data into the profile.

4.01.02 Given a request for drug information, the intern can respond to the request using the most appropriate references and other resources.

4.01.03 Given a request for drug information, the intern is familiar with the different types of information available in commonly used pharmacy references. The intern can select the reference most appropriate for responding to the drug information request.

4.02.00 The objective is to develop skill and confidence in initiating the communication of drug and health knowledge to patients in order to optimize drug therapy.

4.02.01 Given a prescription requiring oral and/or written explanation in addition to the label information, the intern conveys the instructions clearly and completely.

4.02.02 Given the obligation to consult with a patient when dispensing a prescription, the intern does so and appropriately documents the consultation.

4.02.03 Given a patient request for information about the use of any medication, the intern responds appropriately, demonstrating proper use of the patient medication profile.

4.02.04 Given a patient request for information concerning current media issues relating to pharmacy, the intern responds appropriately.

4.02.05 Given a situation involving requests for purchase of
potentially contraindicated items, the intern demonstrates acceptable handling of the situation (i.e., weighing risk versus benefits).

4.02.06 Given questions from a patient, suggesting the possibility of adverse drug reactions, the intern demonstrates the ability to analyze the problem and suggest an appropriate course of action for the patient.

4.02.07 Given a street name or slang expression for a drug, the intern demonstrates the ability to identify the drug and provide pertinent information.

4.02.08 Given information from a computerized patient profile, the intern appropriately consults with health care professionals and patients regarding the information that appears.

4.02.09 Given the need for an intern to communicate with patients regarding third-party non-covered drugs, the need for prior authorization, and other billing and coverage issues, the intern demonstrates competence in explaining these issues.

4.03.00 The objective is to exhibit knowledge of patient assessment and triage regarding pathological disease states, adverse drug reactions, etc., and to recommend the appropriate action.

4.03.01 Given patient symptoms and requests for non-prescription drugs, the intern provides appropriate recommendations and patient education.

4.03.02 Given a street or slang expression for a common pathological state, the intern identifies the condition and/or the recognized products indicated for its relief.

4.03.03 Given a description of a patient suffering from a specific adverse drug reaction and the data on a patient medication profile or medical record, the intern identifies the possible causes of the reaction.

4.03.04 Given a patient profile or a patient's medical record, the intern identifies potential drug therapy problems and develops a care plan to address the problem(s).

4.03.05 Given a patient profile or a patient's medical record, the intern can monitor and evaluate the patient's drug therapy
and alter care plans appropriately.

4.03.06 Given a patient profile and medication order, the intern, based upon the patient's medical history, can determine if the drug is appropriate.

4.03.07 Given a patient complaint about a medication being ineffective, the intern can appropriately analyze the situation and correctly make any necessary recommendations for changes in therapy.

4.04.00 The objective is to demonstrate competence in communication with other health care professionals.

4.04.01 Given a request from a patient for transfer of their prescription, the intern demonstrates the ability to process this request.

4.04.02 Given a request for drug information from a prescriber, the intern demonstrates the ability to provide such information utilizing the most appropriate references and resources.

4.04.03 Given the need for an intern to communicate with physicians regarding third-party non-covered drugs, the need for prior authorization and other coverage issues, the intern demonstrates competence in handling situations.

4.04.04 Given a request for an in-service lecture, the intern prepares and delivers a satisfactory presentation.

4.05.00 The objective is to demonstrate competence in the handling of a potential substance abuser and the licensed practitioners who are responsible for the patient’s treatment.

4.05.01 Given a patient profile that shows multiple prescriptions for drugs with abuse potential, the intern appropriately handles the situation.

4.06.00 The objective is to provide responsible drug therapy and other pharmaceutical patient care services.
(Outcome Focused)

4.06.01 Given a patient’s current drug profile and medical history, the intern evaluates the appropriateness and/or effectiveness of the patient’s current drug therapy.
4.06.02 Given a patient’s lab values, the intern can interpret laboratory values and how they relate to drug therapy.

4.06.03 Given a disease state, the intern can discuss its impact on normal body processes.

4.06.04 Given a new patient, the intern is able to perform a comprehensive medication history.

4.07.00 The objective is to accurately assess and respond to requests for information about basic first aid or to emergency situations.

4.07.01 Given a patient request for first aid information or treatment, the intern demonstrates knowledge of basic first aid and recommends the appropriate treatment or makes the appropriate referral.

4.07.02 Given an emergency situation (e.g. - person has stopped breathing or is choking), the intern assesses the situation and initiates appropriate action.

4.07.03 Given a possible case of poisoning, the intern provides general information on the initial treatment of poisoning and overdoses. The intern appropriately refers suspected poisoning cases to a physician, emergency room or poison control center, as necessary.
5.01.00 The objective is to become familiar with medical devices, durable medical equipment, and medical supplies; and be able to demonstrate and teach the proper use and care of these products.

5.01.01 Given a request for a medical device requiring precautionary warnings, the intern can communicate these to the patient.

5.01.02 Given a request for diabetic supplies (e.g., insulin, insulin delivery systems, testing equipment), the intern can properly explain and/or demonstrate their use.

5.01.03 Given a list of diagnostic agents or devices, the intern can indicate the use of each product and advise the patient on proper use and meaning of test results.

5.01.04 Given a request for family planning or contraceptive products (e.g., ovulation/pregnancy tests, condoms, basal thermometers), the intern can properly explain their appropriate use.

5.01.05 Given a list of drug delivery devices (e.g., infusion pumps, nasal and oral inhalers, home nebulizers), the intern can properly explain and/or demonstrate their use.

5.01.06 Given a request for ostomy supplies, the intern understands their form and function and can advise the patient on their proper use.
### 6.00.00 LAW - ETHICS

<table>
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<tr>
<th>6.01.00</th>
<th>The objective is to become thoroughly familiar with the federal and state controlled substance laws and regulations, and the state and federal food and drug laws as they pertain to the practice of pharmacy.</th>
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</thead>
<tbody>
<tr>
<td>6.01.01</td>
<td>Given a list of legal requirements, the intern can identify those applicable to community pharmacy, hospital pharmacy, long-term care facility pharmacy, and home health care pharmacy practice.</td>
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<tr>
<td>6.01.02</td>
<td>Given a list of duties in the pharmacy, the intern can identify those which are the responsibility of the pharmacist-in-charge, staff pharmacist, and intern; and which may be assumed by pharmacy technicians or clerical personnel.</td>
</tr>
<tr>
<td>6.01.03</td>
<td>Given a need for preparing stock solutions and for bulk compounding, the intern can demonstrate proper compliance with applicable Minnesota Rules.</td>
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<tr>
<td>6.01.04</td>
<td>Given a need for pre-packaging, the intern can describe the required record keeping, labeling, and expiration dating for these products.</td>
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<tr>
<td>6.01.05</td>
<td>Given a request for purchase of hypodermic syringes and needles, the intern understands the laws applicable to different types of requests.</td>
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<tr>
<td>6.01.06</td>
<td>Given a controlled substance order form for Schedule II drugs, the intern can complete the form accurately.</td>
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<tr>
<td>6.01.07</td>
<td>Given a prescription for controlled substance drugs (CII - CIV), the intern can describe the required record keeping, labeling, security, and storage in both retail and institutional practice.</td>
</tr>
<tr>
<td>6.01.08</td>
<td>Given a list of drugs, the intern can identify the schedule under which each drug is classified.</td>
</tr>
</tbody>
</table>
6.01.09 Given perpetual inventory records, the intern understands how to reconcile the records.

6.01.10 Given a controlled substance requiring disposal or transfer to another registered practitioner, the intern can complete the necessary waste and transfer record keeping.

6.01.11 Given examples of drugs whose restrictions on distribution vary between the state and federal law, the intern can identify those differences.

6.01.12 Given the names of drugs not included in the Controlled Substance Acts, the intern can apply the law and professional judgment in controlling these substances.

6.01.13 Given a list of drugs, the intern can identify special labeling requirements for each drug.

6.01.14 Given a list of products (i.e., alcohol, tobacco, food, controlled substances, etc.), the intern can identify those requiring a special license for sale in addition to the pharmacist and pharmacy license.

6.01.15 Given the names of various classes of health practitioners, the intern can identify drugs that can legally be prescribed or dispensed within each practitioner's scope of practice.

6.01.16 Given a prescription, the intern can discuss when generic/therapeutic substitution is not appropriate.

6.01.17 Given a prescription requiring authentication, the intern can identify the best sources and methods of verification.

6.01.18 Given a prescription order, label, and the drug to be dispensed, the intern can determine whether all legal requirements for prescribing and dispensing have been met.

6.01.19 Given a request for supplying a legend drug to a licensed practitioner for office use, the intern can discuss proper procedures and documentation.
6.01.20 Given a list of regulatory agencies (e.g., State Board of Pharmacy, DEA, FDA, OSHA, etc.), the intern can describe each agency's jurisdiction, and how and when to contact each agency.

6.01.21 Given a faxed prescription order, the intern can determine appropriateness and legality of the prescription.

6.01.22 Given an electronically transmitted prescription, the intern can determine appropriateness and legality of the prescription.

6.01.23 Given the use of computers in the pharmacy, the intern can describe special record keeping requirements (e.g., ability to reconstruct database, daily printouts, certification, record retention requirements, etc.).

6.01.24 Given a request for a prescription transfer, the intern can demonstrate proper procedures for receiving and giving transfers.

6.01.25 Given a request from another pharmacy, to sell a drug product to them, the intern can describe the proper procedure for handling the request.

6.01.26 Given the request for the return of drugs and/or medical devices, the intern can discuss proper procedures for addressing the request.

6.01.27 Given a recall notice by a drug manufacturer/distributor, the intern can describe appropriate action.

6.02.00 The objective is to gain skill and competence in the exercising of professional judgment when interacting as a health team member with the safety and concern for the patient becoming paramount.

6.02.01 Given a request to divulge the nature of pharmaceutical services rendered to a patient, the intern understands the duty to maintain confidentiality unless acting in accordance with applicable state and federal laws (e.g. HIPAA – see below).

6.02.02 Given an emergency dispensing situation, the intern can describe the professional and legal methods of meeting the emergency.
6.02.03 Given a prescription order which is technically or legally incorrect, or professionally improper, the intern can describe the appropriate professional and legal methods of dealing with the situation.

6.03.00 The objective is to become familiar with ethical issues in pharmacy practice and be able to identify unethical behavior.

6.03.01 Given a prescription written by a prescriber for himself/herself or a member of their family, the intern can describe appropriate methods of handling the situation.

6.03.02 Given a request for accessories that could be used in illegal drug traffic (e.g., syringes, glassine papers, empty capsules, pseudoephedrine, lactose, or similar products), the intern demonstrates how to take appropriate actions.

6.03.03 Given a prescription for a drug where it’s intended use is contrary to one’s own religious/moral beliefs, the intern can discuss options for handling the situation.

6.03.04 Given a situation where a member of the health care team is suspected of abusing alcohol or drugs, the intern can describe the options for handling the situation. (e.g., – contacting the Health Professionals Services Program).

6.03.05 Given a request to prepare compounded pharmaceuticals, the intern shall demonstrate knowledge of FDA’s restrictions on compounding.
7.00.00

PHARMACY MANAGEMENT AND ADMINISTRATION

7.01.00  The objective is to become familiar with certain policies and procedures.

7.01.01  Given a medication error, the intern can describe the pharmacy and/or institutional policies and procedures for handling medication errors.

7.01.02  Given a patient’s experience of an adverse drug reaction, the intern can initiate and complete an adverse drug reaction form and recognizes FDA’s interest in receiving reports of unusual adverse drug reactions.

7.01.03  Given a request for after-hours or emergency pharmaceutical services, the intern can describe accepted policies and procedures for providing these services.

7.01.04  Given a situation where a licensed area is only a part of the physical location, the intern can describe the policies relating to access to the licensed area and after-hours security.

7.02.00  The objective is to become familiar with pricing schedules, billing systems, and current reimbursement rates allowed by third-party payers.

7.02.01  Given a list of third-party providers, the intern can discuss differences regarding formulary drugs, co-payments, and other aspects of reimbursement.

7.02.02  Given a prescription to be processed for third-party payment, the intern can submit and resolve claims.

7.02.03  Given a request for explanation of prices, the intern can explain and compare various pricing structures.
7.04.00 The objective is to become familiar with the basic record keeping procedures used in purchasing and inventory control.

7.04.01 Given a list of drug suppliers, the intern can differentiate those which are wholesalers from those which are pharmaceutical manufacturers.

7.04.02 Given a list of business terms used in drug purchasing, the intern can define their meaning and significance (e.g., back orders, out-of-state, bid pricing, acquisition cost).

7.04.03 Given data concerning demand for a particular drug, the intern can establish appropriate inventory levels.

7.04.04 Given a description of an overstocked prescription inventory, the intern can describe the "return goods" policies of suppliers and can effect an inventory reduction.

7.04.05 Given the task of generating a purchase order, the intern can discuss good buying practices.

7.05.00 The objective is to become familiar with general accounting terms and tools, utilized in pharmacy management.

7.05.01 Given a profit-loss statement, the intern demonstrates an understanding of the concepts contained therein.

7.06.00 The objective is to become familiar with the privacy requirements of HIPAA.

7.06.01 Given a new patient at the pharmacy, the intern shall demonstrate knowledge of the need to provide the patient with a copy of the pharmacy's Privacy Policy.

7.06.02 Given a change of employment by the intern, the intern shall demonstrate knowledge of the need to become familiar with the privacy policies of each place of employment.

7.06.03 Given a request by somebody other than the patient to pick up a prescription, the intern shall know what is allowable under HIPAA and the pharmacy's privacy policy.
7.06.04  Given a request for patient profile or other health care information for a family member for insurance or tax purposes, the intern shall know what is permissible under HIPAA, state law and the pharmacy's Privacy Policy.

7.06.05  Given a request for information from someone other than the patient and for purposes other than treatment, payment, or internal operations, the intern shall know what is permissible under HIPAA, state law and the pharmacy's Privacy Policy.
The objective is to understand standards of hospital pharmacy practice.

8.01.01 Given a list of regulatory agencies, the intern can discuss each agency’s role in Hospital Pharmacy Practice (e.g., Board of Pharmacy, Department of Human Services, Minnesota Department of Health, JCAHO, ASHP, CMS).

8.01.02 Given hospital and pharmacy department policies and procedures, the intern can discuss their formulation and application.

8.01.03 Given the composition of the P & T Committee, the intern can discuss its role in quality assurance (QA), drug therapy management and patient care.

8.01.04 Given the hospital’s formulary, the intern can discuss its formulation and application.

8.01.05 Given the hospital’s QA process, the intern can describe its application to hospital pharmacy practice.

8.01.06 Given JCAHO’s definition of drug utilization evaluation (DUE), the intern can describe its purpose.

8.01.07 Given a list of Health Care Practitioners, the intern can describe the role of each of these practitioners in the institution as it relates to drug therapy and patient care.

The objective is to become familiar with different types of drug distribution systems.

8.02.01 Given a medication order, the intern can correctly interpret, analyze, and profile the order, and dispense the proper product.

8.02.02 Given a unit dose dispensing system, the intern can define and identify the key elements involved and discuss how they relate to patient safety.
8.02.03  Given an order for infusion therapy, the intern can demonstrate procedures for preparation, storage, distribution, and use of equipment and products. The intern demonstrates a working knowledge of USP Chapter 797.

8.02.04  Given the common hazards of IV therapy, the intern can discuss their prevention and/or resolution.

8.03.00  The objective is to become familiar with clinical pharmacy services in the organized health care setting.

8.03.01  Given a patient chart, the intern can describe the key elements, understand how to use the data, and develop conclusions relating to patient care.

8.03.02  Given a list of various pharmacy services, the intern can describe the function of each (e.g., pharmacokinetic dosing service, nutrition support service, and decentralized pharmacy services).
<table>
<thead>
<tr>
<th>Date</th>
<th>Objective</th>
<th>Details</th>
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<tbody>
<tr>
<td>9.01.00</td>
<td><strong>The objective is to understand the requirement for consultation to long-term care facilities.</strong></td>
<td><strong>9.01.01</strong> Given a request from a long-term care facility, to provide consultation services, the intern demonstrates knowledge of requirements and responsibilities of the consultant pharmacist (e.g., patient chart review, quarterly reports, etc.).</td>
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<tr>
<td>9.02.00</td>
<td><strong>The objective is to understand standards of long-term care facility pharmacy practice.</strong></td>
<td><strong>9.02.01</strong> The intern can discuss Minnesota Dept. of Human Services, Minnesota Dept. of Health, JCAHO, and American Society of Consultant Pharmacists standards for long-term care facilities. <strong>9.02.02</strong> The intern can discuss long-term care pharmacy practice policies and procedures. <strong>9.02.03</strong> The intern can describe the composition and role of the Patient Care Committee, and its role in Quality Assurance, DUR, and staff performance.</td>
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## 10.01.00

### The objective is to understand standards of home health care pharmacy practice.

<table>
<thead>
<tr>
<th>Objective</th>
<th>Description</th>
<th>Date</th>
<th>Initials</th>
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<tbody>
<tr>
<td>10.01.01</td>
<td>The intern can describe JCAHO and other applicable standards for home health care pharmacy practice.</td>
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<tr>
<td>10.01.02</td>
<td>The intern demonstrates an understanding of the importance of written policies and procedures for the provision of pharmaceutical services to Home Care patients.</td>
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<td>10.01.03</td>
<td>Given an order for a home infusion product that requires sterile compounding, the intern demonstrates a work-knowledge of USP Chapter 797 and NIOSH standards.</td>
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<td>10.01.04</td>
<td>The intern can describe the types of equipment used in providing infusion therapy (e.g. pumps, tubing, volume chambers, heparin locks, catheters).</td>
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<tr>
<td>10.01.05</td>
<td>The intern can describe drug distribution and control in a home infusion pharmacy setting, including prescription or order receipt, labeling, delivery and the disposal of drugs and supplies.</td>
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<tr>
<td>10.01.06</td>
<td>The intern demonstrates an understanding of the guidelines for patient care found in Minnesota Rules 6800.8007 subparts 1 through 3, concerning primary providers, patient training and patient monitoring.</td>
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<tr>
<td>10.01.07</td>
<td>The intern demonstrates a knowledge of appropriate use of emergency kits as described in Minnesota Rules 6800.8007, subpart 4.</td>
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11.00.00

MEDICATION ERRORS: PREVENTION AND HANDLING

11.01.00 The objective is to understand the significance of medication errors and to demonstrate a knowledge of the strategies that can be used to minimize such errors

11.01.01 The intern demonstrates an understanding of the impact that medication errors have on individual patients and on the healthcare system.

11.01.02 The intern understands that the verbal communication of prescription orders is more likely to result in medication errors and that the use of verbal orders should be minimized, if possible.

11.01.03 Given the need for verbal communication of a prescription order, the intern appropriately handles the order and follows relevant Minnesota Rules.

11.01.04 The intern understands the value of having all prescription orders reviewed by a pharmacist at the start of the dispensing process and the need to resolve any questions that arise from the review.

11.01.05 The intern understands the need for patient profiles to be current and contain information adequate enough to allow the pharmacist to assess the appropriateness of a prescription order.

11.01.06 The intern understands the importance of arranging product inventory in a way that minimizes the chance that products with similar names, strengths or packaging will be incorrectly dispensed.

11.01.07 The intern understands the importance of adequate patient counseling, including “show and tell”, in the prevention of dispensing errors.

11.01.08 The intern demonstrates the ability to adequately complete quality assurance activities as required in Minnesota Rules 6800.3950.
11.01.09  The intern understands the risks involved in using automated dispensing equipment and the methods by which such risks can be reduced.

11.02.00  **The objective is to demonstrate the ability to properly respond to medication errors that have been reported or discovered.**

11.02.01  The intern understands the proper procedures for handling suspected or confirmed dispensing errors, including at a minimum: comparing contents of the medication container given to the patient with the drug name on the container label; notifying the patient and prescriber if a dispensing error did occur; ascertaining if an incorrectly dispensed drug was ingested or administered; assessing the risk associated with ingestion or administration; referring patient to a physician or emergency department as necessary and offering a sincere apology to the patient.

11.02.02  The intern understands the importance of collecting data concerning errors and “near misses” for the purpose of continuous quality improvement. (i.e. – to prevent recurrence of similar errors).
Comments by Preceptors

Were there any areas that were not addressed in the manual? If so, what should be added?
**Comments by Interns**
(Optional)

Did you find this manual helpful in getting the most out of your practice experience?

Indicate your answer by circling one of the following:

1 - Not Helpful  
2 - Somewhat Helpful  
3 - Helpful  
4 - Very Helpful  
5 - Extremely Helpful

Were there any areas that were not addressed in the manual? If so, what should be added?
## Affidavit of Preceptors

I certify, by my initials, that, on the date listed with each competency statement, the intern whose manual I have signed has demonstrated mastery of the competency listed.

<table>
<thead>
<tr>
<th>Name (please print)</th>
<th>Preceptor Lic. #</th>
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