

Chapter 16

a. Community Pharmacy

Fun FACT: 2/3 of all prescription drugs in the United states are dispensed by community pharmacies.

Types of Community Pharmacies: Independent Pharmacies owned by individuals, Chain Pharmacies (CVS, Walgreens), Mass Merchandiser (Walmart, Costco), Food store Pharmacies (Publix, Krogers)

Example of an Independent Pharmacy: <https://youtu.be/fjo2rNzAovo>

b. Customer Service

Customer Service is critical component to providing good pharmaceutical care
Please take the time out to review this video: <https://youtu.be/Cb24f-6q0ik>

c. The Patient Profile

Remember what is needed on a Patient Profile:
Name, DOB, Address, Allergies to Medications, Insurance Information

d. Entering Prescription Information

Find the correct patient profile then enter the following: Correct Drug and Strength, Quantity to Dispense, Directions, Refills Prescribed, Prescriber

e. Refills, Partial Fills, Transfers, Filing

Refills- Prescriptions for non-controlled drugs can be refilled for up to 1 year from the date the prescription was written

- i. Schedule 3-5 controlled substances- can be refilled for up to six months from the date prescription was written
- ii. Schedule 2 controlled substances- can not be refilled

Partial Fills- Review "Partial Fills" on page 552 in it's entirety

Transfers – Review "Transfers" on page 553 in it's entirety. State of Alabama a controlled substance Schedule 3-5 prescription can be transferred once. Schedule 2 prescriptions can not

be transferred. Non-controlled substances have unlimited transfers – but it is best for patient care that transfers are minimal. This ensures continuity of care for the patient.

Filing of Hard Copy- Review “Filing” on page 553 in it’s entirety. Schedule 2 prescriptions filed separately from schedule 3-5 and non-controlled

f. Review “Some Common OTC Drugs and Their Use” page 565

Know the brand vs. generic names, example Benadryl is the brand name of Diphenhydramine

g. National Drug Codes

Identifies the product, and in the following format: 54321-5432-54

Total of 11 numbers

The first five numbers represent manufacturer

The middle four numbers represent the drug and strength

The last two numbers represent the package size