

## **APPE Community Pharmacy Rotation Schedule**

**Rotation Duration:** 6 Weeks

**Location:** CVS Pharmacy

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### **Week 1: Orientation & Introduction to Community Pharmacy Operations**

- **Day 1-2:**
    - Welcome and introduction to the team
    - Review of rotation expectations, learning objectives, and evaluation criteria
    - Tour of the pharmacy and overview of CVS workflow
    - Overview of CVS corporate policies, HIPAA regulations, and safety protocols
  - **Day 3-5:**
    - Shadow pharmacists and technicians to understand prescription processing
    - Learn about CVS pharmacy systems, including ScriptPath and workflow efficiency tools
    - Assist with inventory management, medication storage, and stock replenishment
    - Introduction to over-the-counter (OTC) medications and patient inquiries
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### **Week 2: Patient Counseling & Customer Service**

- **Day 6-7:**
    - Observe and participate in patient counseling on common medications
    - Review effective communication techniques for counseling
    - Role-playing exercises for patient interactions
  - **Day 8-10:**
    - Provide supervised patient counseling on new prescriptions, refills, and OTC recommendations
    - Learn about medication adherence strategies and tools such as CVS adherence packaging
    - Discuss handling difficult customer interactions and conflict resolution
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### **Week 3: Clinical Services & Immunizations**

- **Day 11-12:**
  - Introduction to clinical services at CVS, including Medication Therapy Management (MTM)
  - Observe MTM consultations and learn about billing/reimbursement
- **Day 13-15:**
  - Participate in MTM interventions, medication reconciliation, and therapy reviews

- Assist in immunization screening and patient education
  - Administer immunizations under pharmacist supervision (if certified)
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## **Week 4: Business & Workflow Management**

- **Day 16-17:**
    - Understand pharmacy metrics and key performance indicators (KPIs) at CVS
    - Learn about CVS corporate initiatives (e.g., CarePass, ExtraCare rewards)
    - Participate in store-level decision-making and process improvements
  - **Day 18-20:**
    - Assist with workflow management, delegation of tasks, and time efficiency strategies
    - Introduction to insurance processing, prior authorizations, and reimbursement policies
    - Conduct a mini-project: Identify and propose workflow improvements
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## **Week 5: Advanced Clinical & Operational Integration**

- **Day 21-22:**
    - Conduct independent patient counseling under pharmacist supervision
    - Perform drug utilization reviews (DURs) and assess potential drug interactions
  - **Day 23-25:**
    - Assist in chronic disease state management (e.g., diabetes, hypertension, asthma)
    - Collaborate with healthcare providers for prescription clarifications and therapy adjustments
    - Work on patient-centered case studies and present findings
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## **Week 6: Independent Practice & Final Evaluation**

- **Day 26-27:**
    - Lead daily operations with minimal supervision
    - Conduct full-cycle patient interactions from prescription intake to counseling
    - Address workflow challenges and propose solutions
  - **Day 28-30:**
    - Reflect on personal and professional growth during the rotation
    - Final assessment and feedback session with the preceptor
    - Discuss future career paths in community pharmacy and CVS opportunities
    - Complete rotation evaluation forms and submit required documentation
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### **Additional Learning Activities Throughout the Rotation:**

- Case-based discussions on community pharmacy challenges
- Journal club: Review and discuss current pharmacy practice articles
- Participate in corporate meetings/webinars if available
- Research a topic of interest and present findings to the pharmacy team

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This schedule is flexible and can be adjusted based on student interests, rotation requirements, and pharmacy workflow. The goal is to provide a comprehensive experience in community pharmacy practice at CVS, equipping students with essential skills for their future careers.