

CVS Community Pharmacy IPPE Rotation Schedule

Overview: This four-week schedule is designed to provide pharmacy students with a structured learning experience in a community pharmacy setting. It covers key competencies such as medication dispensing, patient counseling, pharmacy operations, and professional development.

Week 1: Orientation & Pharmacy Operations

Day 1-2: Introduction & Workflow Basics

- Welcome and pharmacy tour
- Review of CVS policies, HIPAA, and patient confidentiality
- Introduction to workflow: prescription intake, processing, and verification
- Overview of pharmacy technology (e.g., ScriptPath, RxConnect, inventory systems)

Day 3-5: Dispensing Process & Inventory Management

- Hands-on experience with prescription filling and labeling
 - Understanding inventory control and medication ordering
 - Introduction to controlled substance regulations and record-keeping
 - Observing prescription verification process with pharmacists
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Week 2: Patient Care & Clinical Services

Day 6-7: Patient Counseling & Customer Service

- Shadowing pharmacists during patient consultations
- Role-playing medication counseling scenarios
- OTC medication recommendations and identifying red flags for pharmacist intervention
- Effective communication skills for patient interactions

Day 8-10: Immunization Training & MTM Services

- Introduction to CVS's immunization program and eligibility criteria
 - Hands-on experience preparing vaccines (under supervision)
 - Observing pharmacists administering vaccines
 - Introduction to Medication Therapy Management (MTM) and adherence programs
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Week 3: Business & Pharmacy Management

Day 11-12: Insurance & Billing Processes

- Understanding third-party billing and insurance processing
- Resolving insurance rejections and prior authorizations
- Patient assistance programs and affordability options

Day 13-15: Pharmacy Metrics & Workflow Optimization

- Key performance metrics (wait times, adherence rates, customer satisfaction)
 - Strategies to improve workflow efficiency and reduce medication errors
 - Understanding the business side of pharmacy and leadership roles
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Week 4: Advanced Skills & Final Assessments

Day 16-17: Problem-Solving & Clinical Decision-Making

- Case studies on medication therapy interventions
- Addressing drug-drug interactions and contraindications
- Managing difficult patient interactions and ethical dilemmas

Day 18-19: Student-Led Activities & Feedback

- Independent patient counseling with pharmacist supervision
- Conducting a mini-presentation on a pharmacy-related topic
- Providing recommendations for workflow improvements

Day 20: Final Evaluation & Wrap-Up

- One-on-one feedback session with preceptor
 - Self-reflection on learning experiences
 - Discussion of career goals and next steps in pharmacy practice
 - Certificate of completion (if applicable)
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Additional Notes:

- Students are encouraged to maintain a daily journal reflecting on experiences and challenges.
- Flexibility is key—students may participate in additional activities based on store needs.
- Participation in corporate initiatives (e.g., health screenings, adherence programs) may be included.

By the end of this rotation, students should have a solid foundation in community pharmacy practice and a better understanding of their role in patient care. This structured yet flexible schedule ensures an engaging and educational experience.