

# NEWFOUNDLAND AND LABRADOR PHARMACY BOARD



## Supervised Final Internship Manual and Evaluation Forms

Approved by Joint Committee on Structured Practice Experience August 28, 2007  
Updated January 2010

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## INTRODUCTION & OVERVIEW

The **Newfoundland and Labrador Pharmacy Board Supervised Final Internship** is one portion of the province's overall Pharmacy Structured Practice Experience (SPE) Program. It is completed during eight (8) weeks following the completion of all university-level education and is a requirement for licensure in the province of Newfoundland and Labrador.

Although the Supervised Final Internship occurs after all university education is completed, it is still a learning experience. The education involved at this level is accomplished through repetitive practice with explanation and constructive feedback by an experienced preceptor. The intent of this training period is to immerse the intern in a practice setting providing a transition between the academic environment and the real world of practice prior to licensure. This will give the intern the opportunity to apply his/her acquired academic skills to actual situations and develop the knowledge, skills and attitudes required for competent pharmacy practice.

For the program to be successful, it is important that the intern perform their activities under the guidance of the preceptor. An atmosphere suitable to asking questions is absolutely necessary. What may seem simple and straightforward to an experienced preceptor may be very unclear to the intern. Preceptors must also remember that intern training is variable – those who have had extensive prior experience in a community pharmacy may proceed faster but should still review this manual completely.

Preceptors are required to complete a final evaluation once the eight weeks and the contents of the manual have been completed. This evaluation **MUST** be forwarded to the Board office along with the preceptor's signed statement indicating successful completion of the Supervised Final Internship before the intern can be licensed as a pharmacist.

We trust the training period will be educational and enjoyable and that it will stimulate you to continue to learn and practice your profession, providing quality services to your patients.

## OBJECTIVES OF THE SUPERVISED FINAL INTERNSHIP

The primary objective of the Internship is to apply the knowledge and skills learned in the undergraduate pharmacy program to the provision of pharmaceutical care in a real world setting. These are more specifically described in the NLPB *Standards of Pharmacy Practice - Standards of Practice for Canadian Pharmacists*. These Standards can be found in their entirety on the NLPB website on the Standards, Policies & Guidelines page. A summary is described below:

1. **Practice Pharmaceutical Care:** Pharmacists, in partnership with patients and other health care providers, use their unique knowledge and skills to meet patients' drug-related needs and to achieve positive patient outcomes by maintaining or improving the patients' quality of life.
2. **Provide Drug Information:** Pharmacists assume responsibility for information retrieval, evaluation and dissemination to ensure safe and effective provision of pharmaceutical care and to promote health.
3. **Educate:** Pharmacists educate individuals to support optimal patient care and to promote health.
4. **Manage Drug Distribution:** Pharmacists manage drug distribution by performing or supervising the functions of acquisition, preparation and distribution of drugs to ensure the safety, accuracy and quality of supplied products.
5. **Apply Management Principles:** Pharmacists apply knowledge, principles and skills of management as they pertain to the site of pharmacy practice with the goal of optimizing pharmaceutical care and professional relations.

It is assumed that in fulfilling their responsibilities as pharmacists as defined by the Standards of Practice, all activities will be performed in accordance with relevant federal and provincial legislation, and regulatory authorities' policies and by-laws regarding the practice of pharmacy.

## REGULATIONS AND REQUIREMENTS FOR THE SUPERVISED FINAL INTERNSHIP

This program is administered by the NLPB in cooperation with the Memorial University School of Pharmacy through the Joint Committee on Structured Practice Experience. This committee has equal representation from both organizations and recommends to the Academic Council of the School of Pharmacy and the NLPB on all matters pertaining to the SPE Program, including placing of students, acceptance and appointment of preceptors and training materials and methods to be used.

Most regulations and requirements for the Supervised Final Internship are identical to those as for the School of Pharmacy portion of the SPE program with the following notable exceptions:

- Interns completing the Supervised Final Internship will not be placed in sites or assigned preceptors by the School of Pharmacy or the NLPB. Interns are responsible for finding their own sites and preceptors.
- Interns may return to a preceptor who has previously supervised him/her as part of the Supervised Studentship or a School of Pharmacy SPE.
- Contractual relationships and familial relationships prohibited under the School of Pharmacy SPE regulations are not prohibited during the Supervised Final Internship.
- Pharmacy sites are permitted, *but not required* to pay an intern during the Supervised Final Internship.

The *Practice Experience Requirements for Registration as a Pharmacist* are available in their entirety on the NLPB website on the Registration & Licensing page.

### Intern Requirements

In order to be eligible to complete the NLPB Supervised Final Internship, the intern must:

- Be registered as a Pharmacy Student or Intern with the NLPB. If you have not already done so, please complete and submit a *Registration as a Pharmacy Student/Intern Form* (Canadian Graduates) or a *Registration as a Pharmacy Intern Form* (International Graduates) prior to starting the Internship.

### Preceptor Requirements

In order to be eligible to act as a preceptor, pharmacists must:

- Complete and submit a *Supervised Studentship/Final Internship Preceptor Acceptance Form* to the NLPB office one week prior to the intern starting the Internship.
- Agree to abide by the terms of the Preceptor Criteria set forth by the Joint Committee on Structured Practice Experience (included with the Preceptor Acceptance Form).

## PROFESSIONAL COMPETENCY #1: PRACTICE PHARMACEUTICAL CARE

The pharmacist's role is changing from supplying drug products to using his or her professional knowledge, skills and experience to identify, prevent and resolve patients' drug related problems. Pharmaceutical care is *the responsible provision of drug therapy for the purpose of achieving definite outcomes that improve the patient's quality of life.*

An important element of pharmaceutical care is communication. The communication skills learned at the University can be enhanced through practical experience. The intern should listen closely to their preceptor, who is already experienced in explaining pharmaceutical concerns to the public. The importance of open ended questioning, employing lay language, and empathetic attitude should be stressed. Pharmacists regularly have contact with patients who are ill and suffering. It is important to convey empathy; the fact that you understand and are willing to listen to that individual i.e. "standing in the other person's shoes."

Communicating with people in the rushed surroundings of most pharmacies is a lot easier if you know your customers and they know you by name. Interns should be encouraged to get out and meet the customers and not confine themselves to the dispensary.

- Interns should understand the conditions under which various groups can prescribe in Newfoundland and Labrador:
  - Physicians
  - Dentists
  - Veterinarians
  - Nurse practitioners
  - Optometrists
- Interns should understand the rules and regulations regarding receiving verbal prescriptions from prescribers with particular emphasis on the requirements for narcotics and controlled drugs covered by the Tamper Resistant Prescription Drug Pad Program.
- Interns should understand the current Standards of Pharmacy Practice for Faxed Prescriptions, with particular emphasis on the requirements for narcotics and controlled drugs covered by the Tamper Resistant Prescription Drug Pad Program.
- The following functions should be reviewed with the intern and with gradually increasing levels of responsibility the intern should be able to fulfil this role.
  - Clarify unusual dosage - high or low
  - Request clarification in cases of possible therapeutic problems, errors of omission or commission, and communicate therapy recommendations to prescriber.
  - Consult with prescriber in cases of drug under or over utilization by patient.
  - Contact prescriber in case of suspected adverse drug reaction or side effect/toxicity and interactions.
  - Provide drug information, e.g. composition, availability, dose, use, classification, nomenclature, administration techniques and special formulations.
- Interns should practice receiving verbal prescriptions from physicians under the supervision of, and with final verification by, the preceptor.
- Pharmacists are given sole jurisdiction over many non-prescription medications on the basis that they will enhance the patient's knowledge, provide advice and prevent misuse. The intern should be knowledgeable of the various regulations affecting the sale of non-prescription drug products and their implications.

- Upon completion of the Internship, the intern must be able to:
  - Use effective communication skills to obtain information from the patient regarding symptoms (their onset, duration, severity, frequency, and self-treatment history) and other medical problems, drug therapy and allergies.
  - Make professional judgements as to the patient's condition and the need for self-medication or referral to a physician or other health professional.
  - Select an appropriate product(s) and counsel the patient on the proper use, dosage, precautions and side effect of this medication.
  - Obtain feedback regarding the patient's understanding of the recommendations and answer any questions the patient may have.
  - Encourage appropriate follow-up on the patient's response to the non-prescription drug products.
  - Make entries on the patient's profile, when appropriate.

## PROFESSIONAL COMPETENCY #2: PROVIDE DRUG INFORMATION

Interns should be aware of the following requirements pertaining to the provision of drug information:

Pharmacists should be able to perform the following activities:

- Identify sources of relevant information.
  - Accurately determine the depth of information required to answer a question
    - ~ E.g.: accurately differentiate between a physician's request for a standard dose of an antibiotic and a physician's request for recent changes in the treatment of choice for otitis media
  - Accurately identify whether tertiary, secondary or primary literature is necessary to appropriately respond to the request for information or recommendations
    - ~ E.g.: differentiate between a patient's request for information on new antibiotics for treating urinary tract infections and a physician's request for information on investigational antibiotics for managing chronic urinary tract infections
  - Accurately identify and name the tertiary and secondary resources available to appropriately respond to the request for information or recommendations
    - ~ E.g.: assess whether the CPS, AHFS Drug Information or Therapeutic Choices provides appropriate information; determine if reference must be made to provincial antibiotic guidelines
  - Accurately manage requests for information or recommendations that are beyond their capabilities
    - ~ identify other pharmacists or health professionals available to provide required information; consult with the appropriate experts or refer the requestor to the appropriate source of information
- Retrieve information from relevant sources.
  - Consistently recognize and respond appropriately to the time frame requirements for a question or request for recommendation
    - ~ respond rapidly to physician's request for information required to prescribe for a patient in his/her office; consider workload and time available before promising a time frame for a response for more complicated information
  - Systematically access reliable information in a timely and accurate manner
    - ~ obtain the appropriate information from tertiary resources, the Internet, pharmacists or other health professionals
  - Regularly use professional judgment to determine when sufficient, appropriate information has been obtained
    - ~ do not rely on a single, general text when newer references or DI bulletins are available; acknowledge when sufficient reliable information is not available to respond accurately to the request
- Evaluate scientific information.
  - Critically review information to ensure its appropriateness prior to responding to a request
    - ~ provide an assessment of the relevance, applicability and accuracy of an article located by a patient; provide only relevant, accurate information to patients
  - Place information in perspective to current practice
    - ~ explain why therapy cannot be based on suggestions made in popular magazines or un-referenced resources; explain why a single, well done study may not be applicable to a particular patient's case
- Organize and disseminate information
  - Consistently present relevant, accurate information in a usable form and in a timely manner
    - ~ E.g.: provide a verbal summary and copies of information located to a physician asking for

information about the use of a new antibiotic for community acquired pneumonia within a few days;  
provide an immediate verbal recommendation to a mother asking about the use of aspirin for fever  
in her infant

- Provide information on disease prevention and health promotion.
  - Support health promotion campaigns related to recognition and management of common, critical diseases such as diabetes, cardiac disease, stroke, hypertension and breast cancer
    - ~ make available appropriate pamphlets or other prepared information regarding these conditions; when requested, provide verbal summaries of information contained in such pamphlets or other prepared information
  - Provide accurate information to patients inquiring about poison prevention
    - ~ E.g.: explain appropriate safe storage of household products, medications, non-prescription drugs and vitamins around children

## PROFESSIONAL COMPETENCY #4: MANAGE DRUG DISTRIBUTION

The preceptor should impress upon the intern that the pharmacist alone bears the responsibility for the accuracy of the finished prescription. The dispensing procedure may appear to be relatively simple...but what is not immediately apparent are the dozens of decisions made by the pharmacist during the process.

The dispensing procedure could be expressed in a series of steps as follows:

- Completeness of Prescription Information
  - Ensure prescriptions are recent and all necessary information is present. A prescription is valid for one year from the date it was written and may not be refilled after that time.
  - Ensure the order is legally complete and legitimate.
- Prescriber Information
  - Ensure the prescriber is licensed to practice in Newfoundland and Labrador.
  - Be familiar with the regulations governing prescribing in this province.
- Interpret the Prescription
  - Correctly interpret the prescriber's handwriting and abbreviations to understand what the prescriber intended.
  - Recognize errors or omissions and know what action to take.
  - Be aware of the potential for error caused by "look-alike" / "sound-alike" drug names.
- Consult and Update Patient Medication Profile
  - Recognize contraindications (allergy, disease state or medication) and any other factors affecting drug use/abuse.
- Intervene When Appropriate
  - Consult with prescriber, if necessary.
  - Deal with non-adherence or suspected abuse situations.
- Produce Label and Select Appropriate Container
  - Select the appropriate container bearing in mind child resistant container regulations, physiochemical properties of the medication, convenience to the patient and the aesthetic appearance of the finished product.
  - Select appropriate auxiliary labels including storage and stability of the medication.
  - Be aware of special considerations for multi-dose ("blister") packaging.
- Select the Medication and Transfer to Container
  - Select correct drug product from pharmacy's inventory
  - Ensure that drug has not expired or deteriorated
  - Know what to do when drug is not stocked or there is not enough of the drug to completely fill the prescription
  - Know the proper procedure for "Do Not Substitute" prescriptions
  - Check finished prescription for accuracy of product and labelling
- Price the Prescription for Cash or Submission to Third Party Payers
  - Price prescription taking into account store policy, pricing structure and copay payable by patient.
  - Complete all third party claim information, manual claim forms or detailed receipt for patient to submit.
- Properly Document / File the Prescription

- File original prescription appropriately (i.e. Pr versus N, etc.).
- Document refills or part fills.
- Document any interventions (i.e. consulted patient, and/or prescriber).
- Release the Medication to the Patient
  - Provide appropriate patient counselling.
  - Ask open-ended question to assess the patient's knowledge of their medication and provide an opportunity to ask questions about the medication.

Interns should also be aware of how to handle the following scenarios:

- Refilling a Prescription
  - Recognize appropriate refill and part fill instructions, (i.e. narcotics).
  - Obtain authorization to renew a prescription, including procedures for physicians who will not accept verbal or fax renewal requests from a pharmacy.
  - Check for over and under utilization and know how to handle either situation.
- Transferring Prescriptions in and out of the Pharmacy
  - Obtain a prescription from another pharmacy and how to transfer a copy to another pharmacy.
  - Correctly document a prescription transfer.
- Medication Errors
  - How to handle and immediately correct a medication error.
  - Document a medication error.
- Adverse Drug Reaction Reporting
  - Report an Adverse Drug Reaction using the appropriate forms.

Interns should be able to answer the following questions:

- What procedures do you follow if a prescription is incorrectly written by a prescriber?
- What action should you take if you are presented with a prescription that you suspect is a forgery?
- What action would you take if a patient presented you with a prescription written by a doctor from another province?
- What if the prescriber recently moved from the province or is now deceased?
- What are the principles of the Tamper Resistant Prescription Drug Pad Program? What drugs are included on the program? What requirements MUST be met? What requirements SHOULD be met?
- Define an exempted codeine product. Where must these products be kept and why? What procedures must be followed before these products can be provided to a patient?

## PROFESSIONAL COMPETENCY #5: APPLY PRACTICE MANAGEMENT PRINCIPLES

Interns and Preceptors should be sure to review the following topics:

- The responsibilities of the *Pharmacist-in-Charge* of a pharmacy, including:
  - All professional activities occurring in the pharmacy including ensuring that the pharmacy is compliant with all applicable legislation and standards of practice
  - Prohibiting an owner or other person who is not a pharmacist from directing, influencing, controlling or participating in the management or operation of the pharmacy
  - Maintaining adequate and suitable stock, dispensing equipment, and reference library
  - Maintaining the pharmacy, its stock, dispensing equipment and library in a clean and sanitary condition suitable for the practice of pharmacy
  - Notifying the secretary-registrar:
    - of the names of pharmacists employed by the pharmacy and when a pharmacist ceases employment with the pharmacy
    - of any change in ownership, corporate name or location of the pharmacy
    - of any lock & leave enclosure being used in the pharmacy
    - if the pharmacy intends to dispense methadone
    - of the cessation of operation of the pharmacy
- Privacy concerns and procedures including all relevant standards of practice and legislation
- Inventory control, both manual and computerized.
  - Criteria for decision making when purchasing stock.
  - Merchandising process; receiving, ordering and returns.
  - Records kept with respect to Narcotics and Controlled Drugs, including:
    - Production of monthly prescription reports
    - Monthly inventory counting procedures and documentation
    - Loss and Theft reporting
    - Forgery reporting
- Personnel management
  - Hiring practices, job descriptions, technician/pharmacist ratio, performance evaluations, staff benefits, etc.
  - Understand the roles of all dispensary staff (pharmacists, technicians, cashiers, etc.), including limitations/restrictions.
- Advertising and Promotion Standards of Pharmacy Practice.
  - *In Store*: Special displays, shelf position, general merchandising considerations.
  - *Media*: Flyers or newspaper advertising, radio, TV, bus, benches, etc.



# Newfoundland & Labrador Pharmacy Board

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## Supervised Final Internship Preceptor's Evaluation of the Intern

Intern: \_\_\_\_\_

Preceptor: \_\_\_\_\_

Pharmacy & Location: \_\_\_\_\_

Circle the appropriate rating according to this scale:

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
Absence of the required skill and/or behaviour	Behaviour and/or skill is emerging; performance may be characterized by incompleteness or inconsistency	Performs within expectations; skill and/or behaviour is performed in a complete and consistent fashion	Performs within expectations; occasionally demonstrating a level of achievement above expectations	Consistently performs above expectations

### GENERAL ATTRIBUTES

#### Knowledgeable

Pharmacists must:

- Have and be able to apply knowledge while solving problems and making decisions; includes knowledge from biomedical sciences, pharmaceutical sciences, behavioral and social sciences (communications, ethics), administrative pharmacy sciences (pharmacy management) and pharmacy practice (pharmaceutical care, compounding & dispensing, structured practical training).

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_

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Intern: \_\_\_\_\_

**Professional**

Pharmacists must:

- Accept responsibility for actions and decisions.
- Demonstrate respect for others.
- Provide care to an individual that complies with the ethical guidelines of the profession.
- Maintain inter-professional relationships necessary to provide quality pharmacy care to patients.
- Maintain continuing professional development through the use of appropriate learning to address areas identified for professional improvement / growth.
- Demonstrate personal and professional integrity.

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
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**Proficient Communicator**

Pharmacists must:

- Demonstrate respect, sensitivity and empathy when communicating with others.
- Demonstrate appropriate verbal, non-verbal and listening skills.
- Demonstrate effective patient-interviewing techniques including: initiating a session, exploring problems, understanding the patient's perspective, structuring the discussion, building a patient relationship, facilitating the patient's involvement, explaining, planning, and closing the discussion.

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
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Intern: \_\_\_\_\_

**PROFESSIONAL COMPETENCY #1: PRACTICE PHARMACEUTICAL CARE**

**1.1 A pharmacist must develop a professional relationship with the patient**

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
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**1.2 A pharmacist must gather patient information and assess its relevance to patient care**

- Use appropriate communication skills to obtain a clear understanding of the patient's perceived needs or questions.
- Collect information necessary to address the patient's drug related needs or questions, such as: the symptoms or signs to be treated, the seriousness of symptoms, the patient's desired outcomes, relevant patient demographics, medical and social history, relevant medical conditions, known contraindications to drug use, other medications that the patient is currently taking, other medications or treatments that the patient has tried for this condition.
- Acquire the information necessary to determine if the patient's needs / problems fall beyond the domain or scope of pharmacy practice.
- Collect information in an effective, professional manner.

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
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**1.3 A pharmacist must identify a patient's desired therapeutic outcomes**

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
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Intern: \_\_\_\_\_

**1.4 A pharmacist must identify a patient's actual and potential drug related problems**

- Review every patient's profile to identify actual and potential drug related problems prior to dispensing a prescription.
- Use the information collected in 1.2 and 1.3 above to identify a patient's actual and potential drug related problems.
- Prioritize patient's drug related problems accurately.

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
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**1.5 A pharmacist must develop therapeutic plans, recommending therapeutic options, doses, scheduling/administration, required devices and compliance aids**

- Recommend appropriate non-drug therapy in addition or as an alternative, to drug therapy.
- Recommend the use of appropriate drug devices to ensure effective drug use.
- Develop and/or recommend appropriate tools and products to aid in patient compliance.
- Recommend therapeutic options that are rational, cost effective and compatible with the patient's desired outcomes.

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
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**1.6 A pharmacist must refer patients to other health care providers when required**

- Identify patients with signs/symptoms of potential medical emergencies and recommend they seek immediate attention.
- Identify when patients' problems are beyond the scope of pharmacy practice and refer them as appropriate.

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
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Intern: \_\_\_\_\_

**1.7 A pharmacist must develop, implement and fulfill plans to monitor the patient's progress towards desired therapeutic outcomes**

- Identify the amount/type of education desired/required by patients to solve/prevent their drug related problem(s).
- Identify the degree of monitoring required by a patient.
- Appropriately educate patients when dispensing prescription and non-prescription drugs, or when providing recommendations about management of specific drug related problems, including:
  - name and class of the drug
  - directions for use including education about drug devices and any special storage requirements
  - common or important drug-drug or drug-food interactions
  - the reason for the drug and the intended therapeutic response and associated time frames
  - how the patient should monitor the therapeutic response or development of side effects
  - common or important side effects and associated time frames
  - actions to take if the therapeutic response is not obtained or side effects develop

<b>1</b> Deficits exist	<b>2</b> Adequate	<b>3</b> Good	<b>4</b> Very Good	<b>5</b> Truly Exceptional
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**1.8 A pharmacist must document information**

- Identify situations that require documentation to promote patient safety and / or to meet legal requirements and document the relevant information in a useable, retrievable and timely manner

<b>1</b> Deficits exist	<b>2</b> Adequate	<b>3</b> Good	<b>4</b> Very Good	<b>5</b> Truly Exceptional
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Intern: \_\_\_\_\_

**PROFESSIONAL COMPETENCY #2: PROVIDE DRUG INFORMATION**

**2.1 A pharmacist must identify sources of relevant information.**

- Accurately determine the depth of information required to answer a question.
- Accurately identify whether tertiary, secondary or primary literature is necessary to appropriately respond to the request for information or recommendations.
- Accurately identify and name the tertiary and secondary resources available to appropriately respond to the request for information or recommendations.
- Accurately manage requests for information or recommendations that are beyond their capabilities.

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
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**2.2 A pharmacist must retrieve information from relevant sources.**

- Consistently recognize and respond appropriately to the time frame requirements for a question or request for recommendation.
- Systematically access reliable information in a timely and accurate manner.
- Regularly use professional judgement to determine when sufficient, appropriate information has been obtained.

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
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**2.3 A pharmacist must evaluate scientific information.**

- Critically review information to ensure its appropriateness prior to responding to a request.
- Place information in perspective to current practice.

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
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Intern: \_\_\_\_\_

**2.4 A pharmacist must organize and disseminate information.**

- Consistently present relevant, accurate information in a usable form and in a timely manner.

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
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**2.5 A pharmacist must provide information on disease prevention and health promotion.**

- Support health promotion campaigns related to recognition and management of common, critical diseases such as diabetes, cardiac disease, stroke, hypertension and breast cancer.
- Provide accurate information to patients inquiring about poison prevention.

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
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**PROFESSIONAL COMPETENCY #4: MANAGE DRUG DISTRIBUTION**

**4.1 A pharmacist must perform, supervise and/or review drug preparation and distribution activities**

- Fulfill established drug distribution policies and procedures (i.e. legal, regulatory and/or corporate)
- Identify and perform professional functions associated with drug distribution, including:
  - Ensure completeness of prescriptions
  - Correctly interpret prescriptions and perform any necessary calculations
  - Select the correct ingredients and/or prepare the appropriate compound
  - Use appropriate product packaging
  - Record all relevant information in the patient medication profile, generate and apply all necessary labelling
  - Correctly document and file prescriptions
- Correct dispensing errors as soon as detected, contacting the patient and patient's prescriber as required to correct the error and manage subsequent problems with the patient's health

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
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Intern: \_\_\_\_\_

**4.2 A pharmacist must ensure that problems identified with individual prescriptions are addressed within appropriate timeframes**

- Identify and address problems with individual prescriptions that require immediate management.
- Attempt to resolve problems that have been identified by other staff.
- Identify and communicate problem prescriptions to subsequent pharmacy staff.

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
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**4.3 A pharmacist must manage situations involving drug diversion or inappropriate use**

- Identify situations involving potential drug diversion or inappropriate use.
- Investigate, document and report such situations where appropriate.

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
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**PROFESSIONAL COMPETENCY #5: APPLY MANAGEMENT PRINCIPLES**

**5.1 A pharmacist must supervise personnel such that designated functions are carried out to meet accepted standards**

- Consistently demonstrate the basic interpersonal skills required to maintain good working relationships with personnel.
- Consistently demonstrate a clear knowledge of, and adherence to, policies, standards and requirements related to delegated functions.

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
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Intern: \_\_\_\_\_

**5.3 A pharmacist must apply management systems pertaining to the site of pharmacy practice**

- Identify and report to management the lack of legally required resources (references, texts, space, facilities, equipment, storage systems) or records within the pharmacy.
- Identify and obtain resources required to fulfill the professional competencies related to the provision of information, education and pharmaceutical care.
- Ensure financial accuracy of individual prescriptions.

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**5.4 A pharmacist must interpret and apply the drug utilisation, reimbursement and pharmacoeconomic policies of health care facilities and agencies, and federal, provincial and third part drug insurance plans**

- Provide prescription drugs in accordance with terms of third party payers and applicable formularies.
- Follow relevant policies for generic substitution and therapeutic substitution, if applicable.
- When requested or necessary, explain the concept of a professional fee and the services to which it applies.
- When requested or necessary, explain the concept of co-payments and deductible limits.
- Dispense prescriptions in accordance with prescription quantity limitations.

1 Deficits exist	2 Adequate	3 Good	4 Very Good	5 Truly Exceptional
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Comments: \_\_\_\_\_  
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**OVERALL COMMENTS**

*(Please provide any comments you have on the intern, internship and/or internship manual or evaluation form)*

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# Newfoundland & Labrador Pharmacy Board

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(709) 753-8615  
inforx@nlpb.ca

## Supervised Final Internship Preceptor's Certification of Completion

Intern: \_\_\_\_\_

Preceptor: \_\_\_\_\_

Pharmacy & Location: \_\_\_\_\_

Actual Start Date(s)	Actual End Date(s)	Total Weeks (at 35 hours per week)	For Office Use Only Weeks Credited (Min. 4 weeks and Max. 8 weeks)

➤ Please account for any breaks (i.e. vacation, study, etc.) by detailing the weeks the intern was actually present at the pharmacy using the above table

### CERTIFICATION OF INTERNSHIP

Please complete ONE of the following boxes:

I certify that _____ (Intern's Name)	has <b>successfully</b> completed the
requirements of the Supervised Final Internship Program and is hereby recommended to be registered and licensed to practice Pharmacy in Newfoundland and Labrador.	

I certify that _____ (Intern's Name)	has <b>not</b> successfully completed the
requirements of the Supervised Final Internship Program and I do not recommend that the above intern be registered and licensed to practice Pharmacy in Newfoundland and Labrador	

I request that _____ (Intern's Name)	be reviewed by another preceptor,
approved by the Newfoundland and Labrador Pharmacy Board, for a period of at least 40 hours and, upon completion, I will be available to consult with the other preceptor and decide which "statement of completion" is appropriate for this candidate.	

Preceptor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Both the Evaluation and the Certification must be received at the NLPB Office  
before credit will be given for any weeks completed**