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PATRICIA L DARbishire

EB PPT
Dr. Patti Darbishire is a Clinical Associate Professor of Pharmacy Practice and Director for the Introductory Pharmacy Practice Experience Program at Purdue University. She teaches pharmacy practice, research-based independent study and experiential courses in the professional pharmacy program. She is a Service-Learning faculty fellow, faculty fellow with the Purdue Center for Instructional Excellence, and an active member of the American Association of Colleges of Pharmacy. She is an editorial board member for two peer-review journals, has published 28 peer reviewed articles on medications, disease states and experiential program development. She regularly gives national, state, and local presentations to pharmacists, healthcare providers and community organizations. Dr. Darbishire has received numerous awards and grants including Purdue Preceptor of the Year, assessment and engagement grants, as well as a HRSA grant to develop a comprehensive geriatric education program.
RESEARCH INTEREST

Dr. Darbishire has developed clinical programs in community practice, ambulatory care, hospice care, and with underserved populations. Her research interests include medication management, community pharmacy operations, patient education and counseling, medication error prevention, medication adherence, as well as assessment methods and learning outcomes. She holds state and national certifications in several practice areas, including pharmaceutical care, diabetes management, and Medicare.
Community Pharmacy

- A retail pharmacy practice that services prescriptions directly to the public.
  - Sell over-the-counter (OTC) products.
- Approximately two thirds of all prescription drugs in the U.S. are dispensed by community pharmacies.
- More technicians and pharmacists are employed in community pharmacies than any other area.
- The role of community pharmacist and in counseling and education patients is steadily increasing.
  - Adds more responsibility to dispense by technicians.
Types of Pharmacies

Independent Pharmacies

- Owned by the pharmacist or groups of pharmacists.
- A pharmacist owner makes his or her own decisions regarding the practice of pharmacy.
- Most compounding of prescriptions is done in this type of pharmacy.

- A franchise pharmacy, also called apothecary, is a member of a small chain of professional community pharmacies that are independently owned.
Types of Community Pharmacies

Others Types

- **Mass Merchandiser Pharmacies**
  - A regional & national community pharmacy that sells mass merchandise with in-store pharmacies.
  - Examples: Costco, KMart, Target, Walmart

- **Food Store Pharmacies**
  - Regional or national food store chains
  - Examples: A&P, Eagle, Giant, Kroger’s, Pathmark
Role of Pharmacy Technician in a Community Pharmacy

Pharmacy technicians employed in a community pharmacy typically:

- Aid the pharmacist in the filling, labeling, and recording of prescriptions.
- Operate and responsible for the pharmacy cash register.
- Stock and inventory prescription and over-the-counter (OTC) medications.
- Maintain computerized patient records.
- Prepare insurance claim forms.
- Order and maintain parts of the front-end stock.
**Prescription-Filling Process**

**Step 1: Receive Prescription and Review Patient Profile**

- **Initial check** of all key pieces of information is vital.
- Thoughtful and thorough initial review reduces the chances that an unidentified error will continue through the filling process.
- **Legibility** to make sure information is easily read and understood.
- Clarify any questions.
Other Duties - OTC Products

- The pharmacy technician should know
  - The names and locations of the various OTC and other products carried in the pharmacy.

- The technician should **NOT** recommend OTC products to pharmacy customers.
  - **For example,** many cough and cold preparations contain ingredients that may increase blood pressure and worsen a diabetic condition.

- The technician should refer patients asking about OTC products to the pharmacist.
Figure 1
Community pharmacy in the United Kingdom is reaching a tipping point under five forces for change

1. Squeeze on healthcare budgets
   - Reduced funds
   - Growing demand

2. Intensifying competition
   - Supermarkets
   - Multiples
   - Independents

3. Transformation of the supply chain
   - Manufacturers
   - Wholesalers

4. Emergence of new alternative channels
   - Online pharmacy
   - Remote dispensing

5. Demand for convenience and expertise
   - Patients

Source: A.T. Kearney analysis
Types of Community/Retail Pharmacies

- Independents
- Chain
- Mass merchandiser
- Food store
Organization

- Prescription counter
- Transaction windows
- Storage
- Sink
- Refrigeration
- Computer system

- Equipment
- Prescription bins, shelves, spinners
Destruction of Controlled Drugs (CDs) in Community Pharmacy

Which schedule does the CD belong to?

- Schedule 2
  - Patient Return
    - Destruction does NOT need to be witnessed by an authorised person
      - Destroy the CD using a CD destruction kit e.g. DOOP kit
    - Enter details of the drug being destroyed in Appendix 1 of the HPCT SOP
  
- Schedule 3
  - Stock
    - Destruction needs to be witnessed by an authorised person
      - Order a CD destruction kit e.g. DOOP kit
  - Patient Return or Stock
    - Destruction does NOT need to be witnessed by an authorised person
      - Destroy the CD using a CD destruction kit e.g. DOOP kit

- Schedule 4
  - Schedule 4 Part I
    - Patient Return or Stock
      - Destruction does NOT need to be witnessed by an authorised person
  - Schedule 4 Part II
    - Patient Return or Stock
      - CD destruction requirements do NOT apply

- Schedule 5
  - Patient Return or Stock
    - CD destruction requirements do NOT apply

Note: Pharmacists may not lawfully possess Schedule 1 CDs except under licence from the Home Office.

1. Refer to enclosed list of CDs and their schedules or Medicines, Ethics & Practice Issue Ed 31; July 2007
2. Good practice would deem that another member of staff (e.g. dispenser) does witness the destruction. It is also good practice to record their destruction in a separate bound book (not CD register).
3. CD destruction kits can be ordered from various suppliers e.g. National Pharmacy Association
4. Contact Brent IPCT Prescribing Team Pharmacists.
5. Unless the waste carrier has a license to possess these CDs.

This flow chart does not cover guidance for pharmacists that produce (i.e. manufacture or compound) Controlled Drugs. Please refer to Medicines, Ethics & Practice Issue Ed 31; July 2007 for further guidance.
SIGNATURE

Patricia L Darbishire
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