

Philadelphia College of Osteopathic Medicine



School of Pharmacy – Georgia Campus

SCHOOL OF PHARMACY
STUDENT
EXPERIENTIAL HANDBOOK
2017-2018

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Statement of Principle

The objective of the four-year experiential program, in combination with all other courses in the curriculum, is to educate students to think and act as independent, competent pharmacy practitioners. The primary strategy used in experiential training to achieve this objective is to give students increasing levels of responsibility for patient care throughout the program in a variety of practice settings. Introductory Pharmacy Practice Experiences (IPPE) begin in the P1 year and continues in a progressive manner to prepare students for the Advanced Pharmacy Practice Experiences (APPE) in the fourth professional year. Success in experiential training is largely measured by the way in which the student pharmacist demonstrates the characteristics of an independent and active learner. The benefit gained by each student from experiential education is directly related to the responsibility that the student takes for her/his own learning.

Rotation Placements

APPE/IPPE site assignment takes into account driving time from the residence of the student, the GA – PCOM campus and the IPPE Site. PCOM School of Pharmacy attempts to limit the drive time from the site to campus to 60 minutes or less when classes are in session; however, due to the variability inherent in traffic flow in a large metropolitan area, this is not guaranteed. Students are asked to keep their place of residence current in E*Value for purposes of site assignment. No other considerations will be made when making APPE/IPPE assignments.

A student must self-report any of the following conflicts with an IPPE or APPE site within 72 hours of assignment:

- Student is currently, or was formerly, employed at the site
- Student is currently, or was formerly, employed by the same owner/corporation (i.e. Walgreens)
- Student is currently, or was formerly, employed by the preceptor at the site
- Student is related to the owner or any staff pharmacist within the second degree

For purposes of this policy, a student is considered to be employed if they averaged 4 or more contact hours per week for more than 8 weeks during the last 5 years. Whether the student received compensation, usually in the form of wages, does not matter.

PCOM School of Pharmacy may, at its sole discretion, assign the student to a different site under these circumstances. Failure to report the conflict will result in a grade of No Pass for the rotation. Generally, no other changes will be made to site assignments.

Under no circumstance are students to switch rotation sites. Once rotations are assigned and sent out placement will be considered final and no adjustments will be made without approval of the Assistant Dean or Clinical Coordinator of Experiential Education. Under no circumstances shall a student contact any preceptor directly to make adjustments to their schedule.

If a student experiences an emergency that results in the need to withdraw from a scheduled practice experience (e.g., extended personal illness or death in the immediate family), the student must email the Assistant Dean of Experiential Education with the reasons for this request. These requests will be reviewed and decisions will be made on a case-by-case basis. While every attempt will be made to reschedule the student into a similar experience, it is not guaranteed.

The APPE student may also need to relinquish his/her “off block” or accept other changes in order to ensure graduation requirements are met.

Course Requirements

- Professional attitude
- Short white lab coat
- Georgia Intern Licensure
- Completion of Site Credentialing Requirements as stated in E*Value
- Completion of online Pharmacist’s Letter HIPAA and OSHA training modules
- Completion of online Pharmacist’s Letter Blood-Borne Pathogens/Needle Stick training module
- Documentation of completed Basic Life Support Certification (CPR)
- Documentation of required Immunizations and Health Insurance (Insurance information should be carried at all times to have it available for emergency situations)
- GA-PCOM School of Pharmacy name badge
- Required readings

Student Conduct

The student should keep in mind, at all times, that the primary objective of the PPE is learning, and that learning is not a passive process but one that requires active participation and communication.

- No later than 3 weeks prior to the first day of rotation, the student must phone the preceptor to make arrangements about starting time and other necessary details such as site location, parking, attire, etc . . . It is imperative that the student speak directly with the preceptor stated in the assignment. If unable to reach preceptor on the third week out, an email at the end of the third week will suffice. Failure to do so represents a violation of the professionalism component of the course and may result in disciplinary action. The student should contact the Office of Experiential Education if they experience any difficulty in reaching the preceptor.
- Credentialing/On-boarding requirements are stated in E*Value for each site. Adherence to each of the items is extremely important. Failure to comply with the site’s requirements or Office of Experiential Education’s due date for turning in these items will result in a No Pass for the rotation.
Remediation rotations will be assigned at the discretion of the Office of Experiential Education.
- The due date for this year’s APPE credentialing/onboarding paperwork has been discussed by Ms. Bridget Bexho. Should you have any questions please see her or email her at: Bridgetbe@pcom.edu. Documents must be turned in to the drop box outside of Suite 5000. Items must be placed in large envelopes with your name, block date, and site name printed on the outside. There must be a *separate envelope* for each rotation. Do not fold the paperwork. Drug testing and background checks must be implemented prior to paperwork due date. Proof of completion shall be included in the paperwork that is turned in. Should

there be any changes to the students' schedule the school will not be liable for any fees paid by the student. All immunizations shall be updated and uploaded into Evaluate. Be aware that most sites require an annual PPD or chest x-ray. If you have an institutional rotation between August and May you will also need a **flu shot** and this must be administered **at least six weeks prior to the start of the institutional rotation**. Receipt from payment is not an acceptable form of proof; you will need a completed Immunization Form. This form has been provided to you but should you need another you may contact Bridget Bexho at bridgetbe@pcom.edu. The school Student Wellness Coordinator is Lisa Hughes, studentwellness@pcom.edu. Ms. Hughes' phone number is 678-225-7484. Note that her hours are limited – M, W, and F from 7 – 3 and Tuesdays from 9 – 5. In the past the school wellness center offered flu shots and PPD's. Each year is different, please check with Ms. Hughes.

- Attendance is **mandatory** on each of your scheduled dates from your scheduled start time until your scheduled end time. Failure to meet these criteria will result in a grade of No Pass for your assigned PPE. Parking arrangements are site-dependent. This information should be obtained from the principal preceptor prior to the start of the rotation. The student is expected to arrange transportation to rotation sites. **Parking and transportation costs will be the student's responsibility.**
- The student must exhibit professional appearance, both in manner and in dress. He/she must adhere at all times to the standards of dress and behavior specified by the preceptor and site assigned. A clean short white lab coat or jacket and a name tag must be worn.
- Students must conduct themselves in a professional manner at all times. Students will follow established school and institutional policies. An unprofessional act, deemed as such by the principal preceptor or authorities at the site, may result in removal from the site and failure of the rotation.
- Inappropriate use of technology (personal use of cell phones, email, PDAs. Etc...) is not permitted at rotation sites. Cell phones should be turned OFF while on rotations.
- The student is obligated to respect any and all confidences revealed during the assignment, including pharmacy records, fee systems, professional policies, patient information, etc. No discussion of patient cases should take place in public areas of the site, i.e. elevators, cafeteria, etc. When discussing a patient outside of the immediate practice area, or with anyone not involved in the patient's care (at case presentations or professional meetings) the student should never reveal a patient name. Initials are acceptable.
- All patient data reviewed or discussed during the site visits must **be kept confidential**. Any breach of patient confidentiality, however minor, will result in failure of the rotation. **There will be no exceptions.**

- A student *should never publicly question the advice or directions of the preceptor*, but should discuss any disagreements in private. All criticism should be viewed as a means of learning. Additional concerns may be discussed with the Coordinator of the PPE program.
- The student will obey all laws and regulations which govern practice, and will seek clarification of any point about which they are uncertain.
- Students are covered for professional liability by the self-insured risk management plan of PCOM School of Pharmacy. In addition, students individually may carry liability insurance. Any other insurance needs (e.g., health, accident, or car insurance) are the responsibility of the student.
- Assignments are expected to be completed on time. Late assignments will not be accepted.
- The student will follow all specific policies, procedures, and requirements given to him/her by their individual rotation sites.
- Students are required to attend all rotation related conferences and site visits.

Process for Handling Student Preceptor/Site Complaints

The School of Pharmacy is committed to providing a learning and working environment in which complaints are responded to promptly and with minimum distress and maximum protection to all parties involved. To avoid any confusion as to the best way to handle any troublesome situation that has arisen or may arise between a student and a practice site, the student shall follow the below process. Note that it is the responsibility of the student to report any problems that arise during the practice experiences to the Office of Experiential Education as soon as the problem occurs. DO NOT wait until the end of the practice experience.

1. The student should attempt to resolve the issue with the preceptor directly.
2. If the complaint is not resolved quickly, the student should email a written complaint to the Assistant Dean of Experiential Education. The complaint should explain the problem as clearly and completely as possible.

The Assistant Dean will take all information into consideration and make a determination.

Experiential Conduct

Conduct Rules

- I will follow all ethical instructions of my preceptor.
- I will recognize my preceptor as the authority for all rules, regulations, and expectations.
- I will be courteous and professional at all times.
- I will arrive on time to all experience sites.
- I will wear professional attire, including a white lab coat and name tag, as directed by my preceptor.

- I will be attentive and alert to patient needs and care at all times.
- I will perform all assigned duties in a timely manner.
- I will not enter an unauthorized work area at any time.
- I will not interfere with the work performance of another student or employee.
- I will not steal, willfully damage equipment or property, or falsify official reports or information
- I will not use or possess intoxicating or illegal substances at any experience related setting.
- I will not divulge any patient information gathered through conversations, medical charts, pharmacy records, medical rounds, and any other interprofessional involvement.
- I will not divulge any company / institutional confidences revealed while completing experience training including pharmacy records, pricing systems, professional policies, and patient records.

In addition to the conduct rules above, the student may be immediately withdrawn from the facility's educational training program based upon a perceived lack of competency, *failure to comply with the policies of the facility, or if the student poses a direct threat to the health or safety of others. A student may also be withdrawn for any reason the facility believes is not in the best interest of the facility, their patients, or their employees. *The policies of the facility include the credentialing/on-boarding documents.

Student Dress Code

The student will dress in a manner befitting professionals in the pharmaceutical healthcare setting. The Pharmacy Practice department reserves the right to impose additional restrictions on dress or appearance at the discretion of the faculty member and/or preceptor. Practice sites may have more prescriptive policies than outlined above. Students are required to follow site specific policies on dress and appearance.

Male Dress Code

Men are to wear clean, pressed slacks with a tie and tucked in collared shirt. Shoes should be clean dress shoes with socks. Overall appearance should be neat and presentable. Men's hair shall be well kept and groomed. No headwear is allowed unless it is for religious purposes.

Guidelines:

- Collared shirt and tie
- Dress slacks, no shorts or denim
- Short dispensing jacket with GA-PCOM ID badge required at all times
- Dress shoes
- Athletic wear, hoodies, pajamas are not allowed
- All clothes should be clean and well fitting
- None of the above mentioned clothes will bear any slogans, caricatures, messages, symbols, etc, that can be construed based on societal norms to be vulgar, offensive and/or to contribute to creating a hostile learning/academic environment. This is considered to be unacceptable attire and demonstrates inappropriate professional judgment that is subject to review and action by the course coordinator, and/or Assistant Dean of Experiential Education.

- Students may not have facial jewelry or ornamentation including rings, to or through the nose, tongue, lip, eyebrow or any other exposed body part except the ear.
- Perfume or strong odor substances such as hand lotions, creams, and after shave shall not be worn.

Female Dress Code

Women's dress should be conservative, professional attire. Women may wear appropriate skirts, dresses, or slacks with an acceptable top. Shoes should be comfortable and conducive to standing in for at least 4 hours. They **MUST** be closed toed, dress shoes with heel height ≤ 2 inches. Undergarments should be covered at all times and clothing should not be revealing or tight fitting. No headwear is allowed unless it is for religious purposes. Because there is such a variety of female attire, students will have to use their best judgment as to what fits these criteria.

Guidelines:

- Business dress or skirt of at least knee length
- Business slacks, no shorts, denim, or leggings
- Short dispensing jacket with GA-PCOM ID badge required at all times
- Dress shoes, no tennis shoes, sandals or high heels (≥ 2 inches)
- No bared midribs or backs, spaghetti straps, tube tops, low cut tops, halter tops
- Undergarments must be completely covered.
- Athletic wear, hoodies, pajamas are not allowed
- All clothes should be clean and well fitting
- None of the above mentioned clothes will bear any slogans, caricatures, messages, symbols, etc, that can be construed based on societal norms to be vulgar, offensive or to contribute to creating a hostile learning/academic environment. This is considered to be unacceptable attire and demonstrates inappropriate professional judgment that is subject to review and action by the course coordinator, and/or Assistant Dean of Experiential Education.
- Due to infection concerns, artificial nails are not allowed.
- Students may not have facial jewelry or ornamentation including rings, to or through the nose, tongue, lip, eyebrow or any other exposed body part except the ear.
- Perfume or strong odor substances such as hand lotions or creams, shall not be worn.

Attendance Policies

- Excused and Unexcused Absences for IPPEs/APPEs Attendance Policies for IPPE or APPEs are:
 - Attendance in this course is mandatory. Therefore, inability to be on your given site at your scheduled time will result in failure of the rotation. Unforeseen circumstances such as illness may occur and may prevent you from attending an experiential rotation. In this case, the student ***must*** follow all 4 steps of the procedure:
 - 1. Call your site preceptor and let them know you will not be attending due to an unforeseen incident (provide the reason why) and arrange an alternate date and time to make up the hours. All "make up" rotations must be completed at the assigned site and be

completed ***before*** the last day of the rotation unless other arrangements with the Assistant Dean of Experiential Education or Clinical Coordinator have been made in advance.

- 2. Email Dr. Ghilzai (naushadgh@pcom.edu), Professor and Associate Dean for Academics and Assessment with the date of your absence and why you are seeking an excused absence and copy the email (cc) to Dr. Wickman(juliewi@pcom.edu).
- 3. Obtain supporting documentation for your absence. In the case of illness you should make an appointment with your physician, as you will need to provide documentation that you were ill on the date you missed your rotation. Required documentation concerning other causes of unexcused absences will depend on the reason for the absence.
- 4. This document shall be submitted to Dr. Ghilzai as per the Absence Policy upon your return to school.
- **Students who do not follow all 4 procedures will be considered as having an unexcused absence with no exception. Occurrence of one unexcused absence during an IPPE or APPE rotation will result in an automatic No Pass for the rotation.**

Unexcused Absence Definition

Unexcused absences are an example of unprofessionalism and are not allowed. Failure to show up on your scheduled experiential rotation without following the above attendance policy will result in an automatic failure of the rotation and may lead to disciplinary action.

Assessment and Grading Policies

There will be no exams for this course.

For IPPEs and APPEs occurring during the school year August through April there will be a **Midpoint and Final Evaluation of Site** and a **Midpoint and Final Evaluation of Preceptor** that will require student completion in E*value. APPE students will also be required to complete a **Midpoint and Final Self Evaluation**. These are the same evaluation forms that the preceptor will use and it is good practice to view and discuss both of them. Summer IPPEs are typically one week and only have a **Final Evaluation**.

The **Final Evaluation of Site** is questioning the environment and if the site operated in a professional manner and, additionally, if you would recommend this site for other students. The **Final Evaluation of Preceptor** is asking your assessment of the preceptor in the following categories:

- Was the preceptor accessible?
- Was the preceptor approachable?
- Were you treated as a professional?
- Did the preceptor provide constructive feedback concerning your performance ?
- Would you recommend the primary preceptor for future students?

Each evaluation has a "Comment" section at the bottom for additional comments. As mentioned earlier, should you encounter difficulties with your preceptor do not wait until this final evaluation process to address the situation. All evaluations are confidential and shared with preceptors after

several have been received. Anonymity is maintained so please be honest about your site and preceptor experience.

This course will not be assigned a letter or numerical score or grade. IPPEs are evaluated on a PASS/NO PASS scale. APPEs are evaluated on a HIGH PASS/PASS/NO PASS scale. HIGH PASS is derived from an overall average 4.5 or greater on all of the learning objectives. Failure to complete any of the assignments or evaluations will result in failure of the course. It is the student's responsibility to have all of the assignments and evaluations submitted on or before the due date.

It is the student's responsibility to place all graded assignments into their E*value portfolio as defined in the course syllabi.

BLS/Immunization Requirements

It is the student's responsibility to ensure that all required immunizations are current and any necessary supporting documentation is provided to the Office of Experiential Education. Each experiential site's immunization and credentialing requirements will be listed in E*Value. Prior to the beginning of the academic year, APPE students must provide required documents to the Office of Experiential Education (see page 4). IPPE students must provide required documents to the Office of Experiential Education by due date stated at time of schedule release. Failure to provide all documentation by due date will result in inability to complete the rotation that block. In addition, it will be the student's obligation to maintain active BLS certification at all times.

Intern Registration

This license must be obtained prior to first scheduled IPPE, or end of the Fall Term of the first professional year, whichever is earlier. You will learn more about the process in Orientation.

Liability Insurance

Bounded by the affiliation agreements we have with all of the experiential sites, all students are required to have personal liability insurance. GA-PCOM School of Pharmacy has secured this insurance on your behalf and has provided supporting documentation to all participating experiential sites. If your site requires additional proof of your insurance please contact the Experiential Department.

Health Insurance

The student is required to maintain active health/medical insurance along with supporting documentation all times.

Compensation

The student shall not, under any circumstances, receive financial remuneration from the experiential site while on any practice experience rotations. Failure to adhere to this policy will result in suspension and removal from the rotation and receipt of a failing grade (F) in the course and may lead to disciplinary action.

Acknowledgement of Receipt – This page to be signed and turned in.

Philadelphia College of Osteopathic Medicine (PCOM) and Georgia Campus – Philadelphia College of Osteopathic Medicine (GA – PCOM) students are governed by the policies contained in the PCOM Catalog and the PCOM General Student Handbook. In addition, each program has a handbook which contains information specific to that academic unit. This handbook, as well as the PCOM School of Pharmacy – Georgia Campus Student Handbook, is for students in the PCOM School of Pharmacy – Georgia Campus (hereafter, “PCOM School of Pharmacy”) leading to the Doctor of Pharmacy (PharmD) degree offered at the GA – PCOM campus. Policies published in these four handbooks supersede all other publications. PCOM, GA – PCOM, and PCOM School of Pharmacy reserve the right to make changes at any time without prior notice by posting these changes in Evalue.

Please take the time to review each of these handbooks in their entirety. Use them as a resource, as they are designed to anticipate questions or concerns that you might have. If you have any questions or concerns, feel free to contact the Assistant Dean for Professional and Student Affairs or the Associate Dean for Academics and Assessment in the PCOM School of Pharmacy.

By signing below, I acknowledge that I have received a copy of the PCOM School of Pharmacy – Georgia Campus Experiential Handbook for the 2017-2018 academic year on the date entered below and I acknowledge that I am expected to read the entire handbook.

Signature:		Date:	
Printed Name:		Class of:	