

Philadelphia College of
Osteopathic Medicine
Georgia
School of Pharmacy



OFFICE OF
EXPERIENTIAL
EDUCATION
PRECEPTOR HANDBOOK
2020-2021

*TO BE USED IN CONJUNCTION WITH 2020-2021 EXPERIENTIAL EDUCATION STUDENT HANDBOOK.

SCHOOL OF PHARMACY MISSION STATEMENT

Is to educate caring, proactive pharmacists according to
a model of patient-centered care,
a practice of pharmacy in which the practitioner
assumes responsibility for a patient's medication related needs
and is held accountable for this commitment.

Educate pharmacists who will prepare and
provide drug products and assume responsibility for the
rational use of drugs by contributing to the design, implementation,
monitoring and modification of therapeutic plans
that will achieve defined goals
and improve therapeutic outcomes.

All preceptors are expected to adhere to requirements as set forth by the Family Educational Rights and Privacy Act (FERPA). The Family Educational Rights and Privacy Act of 1974 places certain limitations on the disclosure of personally identifiable student information maintained by PCOM with respect to students; limits access to academic records; and gives students certain rights with respect to educational records, including the right to access, the right to obtain copies, the right to seek correction of such records through informal and formal internal procedures, and the right to place a statement in such educational records explaining any information that they believe to be inaccurate or misleading.

Family Educational Rights and Privacy Act

Office Department of Education

Room 4511, Switzer

Building 400 Maryland

Avenue, SW

Washington, D.C.

20202

For more information, visit www.ed.gov/offices/OM/fpco/index.html.

Preceptor Qualifications

To become a preceptor for GA-PCOM School of Pharmacy, a pharmacist must express a desire and willingness to educate and train student pharmacists within the pharmacist's practice setting. The pharmacist must be a licensed pharmacist and must be in good standing with the State Board of Pharmacy. He/she should be a positive role model for students, adhere to a pharmacist's code of ethical conduct and show a caring attitude toward patients. The preceptor should be able to provide appropriate feedback to students to ensure optimal growth of the student during the experience.

Requirements to Become a Preceptor

Preceptors are expected to be competent practitioners who are committed to pharmacy education. Those interested in becoming a preceptor should contact the Assistant Dean of Experiential Education to discuss what opportunities are possible for student training within the practice setting. The following are additional expectations:

- Complete an orientation to the program with the Assistant Dean of Experiential Education prior to having students
- Abide by all program guidelines for student training and evaluation
- Be a current licensed practitioner for at least 12 months (includes residency training) with no license sanctions.
- Demonstrate appropriate interpersonal and inter-professional communication and relationships
- Have sufficient time to spend with student, providing one-on-one training and assessment in the specific area of pharmacy practice; communicate expectations to the student at the beginning of the rotation block
- Allow the student to assume responsibilities of pharmacists' functions under the supervision of a licensed pharmacist where permitted by law
- Provide feedback to student both verbally and written throughout the training period
- Be available to the student to answer questions and provide guidance throughout the training period
- Serve as a role model with regards to continual professional development and life-long learning; participate in professional organizations

Most preceptors are pharmacists, however, individuals with other scientific training will be considered for a preceptor appointment on an individual basis.

PCOM School of Pharmacy – Georgia Campus is interested in preceptors who:

- Provide direct patient care to diverse patient populations
- Possess appropriate clinical and teaching skills
- Counsel patients on medication therapy and disease states
- Provide medication therapy management services
- Interact with other health care professionals while providing pharmacy care
- Have access to medical and drug information resources

The training site should have adequate staff to support student training. Each site should also meet or exceed all standards set by accrediting bodies or governmental agencies and be in compliance with all state and federal laws pertaining to pharmacy practice. There should be one primary preceptor for any given experience who assumes the responsibility of student orientation, training and assessment. Preceptors are evaluated by the Assistant Dean of Experiential Education, Clinical Coordinator and students. Representatives from the Office of Experiential Education will periodically conduct site visits with the preceptor to assess student training opportunities and discuss student experiences with the preceptor. Students are also required to complete a formal assessment of the preceptor and training experience at the end of each experience.

Benefits of Precepting PCOM School of Pharmacy Students

1. Clinical Assistant Professor of Pharmacy Practice appointment for Pharm.D.
2. Clinical Instructor of Pharmacy Practice appointment for RPh.
3. Preceptors with other scientific training will be considered on an individual basis.
4. Wall certificate.
5. Access to PCOM library on-line (specific databases).
6. CE courses – on-line and in person.
7. Identifying future employees.
8. Paying it forward

PRECEPTOR RESPONSIBILITIES AND DUTIES

- Communicate regularly with the student.
- You will receive contact from the student approximately 3 weeks prior to the rotation start. The student will be calling to introduce themselves and to find out if there is any site specific information such as parking, dress code, etc ...
- Make staff aware of the student's arrival date.
- On the first day be prepared to review the goals and objectives of the rotation.
- State your expectations. Be familiar with course syllabus.
- Advise the student of when and how long breaks are permissible.
- Discuss your cell phone policy – e.g. is it permissible for the student to utilize an online database for information via his/her cell phone.
- If you will be off during a portion of the rotation ensure that the “floater” is aware of the student and what is expected.
- Inform the student of your schedule to include any of your planned absences during his/her rotation.
- Discuss any deficiencies with the student. Document the discussion and include items on the midpoint evaluation. These may include: tardiness, absences, inadequate knowledge base, communication skills, attitude and unprofessional behavior. The evaluation reports will show evaluations with items marked as insufficient but an email to the Assistant Dean of Experiential Education (juliewi@pcom.edu) with plan of action is recommended.
- Complete the midpoint and final evaluation in a timely manner. The registrar expects grades to be posted within a week of the last day of the rotation.

EVALUE PROFILE

Evalue is where we house our preceptor, site, and student information. It is recommended to utilize Evalue on a computer as the phone application is very limited.

Preceptors will receive log in information for www.e-value.net after the Preceptor Application has been approved. Each school issues a different log in.

We utilize Evalue's post office for emailing notifications. The email will go to the address listed on the completed Preceptor Application.

The Home Page of Evalue lists items of interest such as syllabi, handbooks, block dates, etc ...

Evaluations are completed online in Evalue and preceptors will receive notifications when these are due.

Below are some of the most utilized functions in Evalue. Note that the "/" symbol indicates enter. All begin on the Home Page. At the top of the Home Page you should see the below tabs at the top of the page. If you do not, try another browser. Chrome works well as does Explorer.

- [Home](#)
- [Evaluations](#)
- [Learning Modules](#)
- [Reports](#)

To View Your Student Schedule

Reports/Scheduling Reports Paragraph/Schedule Report

The dates may be adjusted but are defaulted to current date plus one year.

To View Student Contact Information

Within the student schedule you may click on the student's name. The link will open to display phone and email.

To Complete An Evaluation

In the center of your home page is a box labeled "Urgent Tasks" and under that you will see "Complete Pending Evaluations". This is a link to any open evaluations. Note that the midpoint evaluation information will forward to the final evaluation. The final evaluation does have additional questions.

To View Evaluations That You Have Completed

Reports/Evaluation Educator Reports Paragraph/Completed Evaluations By Me. The underlined blue evaluations are all links.

To View Evaluations That Students Have Completed About You

Note that there must be three or more evaluations in order to view data. This maintains student anonymity.

Reports/Evaluation Educator Reports Paragraph/

- Several Options Listed Below (Dates may adjusted.)
 - Aggregate Comments About Educators
 - Aggregate Educator Performance
 - Educator Compliance Audit Log
 - My Performance By Course/Rotation

To View The Availability That You Have Provided

Our Availability Requests are sent and completed in Evalue. They are considered to be in the form of an evaluation and will be accessed in that manner. Use the above steps under To View Evaluations That You Have Completed.

PROCESSES

The importance of professionalism and integrity is integral to a student's success.

- Student Conduct
- Experiential Conduct (Student conduct while on rotation)
- Dress Code
- Attendance Policy
- Unexcused Absence Definition
- BLS/Immunization Requirements
- Intern Registration

These topics are all in the Student Handbook on the Home Page in Evaluate and is accessible to preceptors.

From Student Handbook

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 and or preceptor 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, Julie Wickman at Juliewi@pcom.edu. The complaint should explain the problem as clearly and completely as possible.

The Assistant Dean of Experiential Education will take all information to assist in determining the most efficient method for resolving the issue.

Please know that any preceptor issues with a student may be resolved in a similar fashion. The Assistant Dean is available at 678-407-7356 to assist with any matter involving a student.

From Student Handbook

Absenteeism Policy

Required Experiences

A **required experience** is a course or activity where attendance is mandatory. Required experiences must be made up if missed. Students who miss a required experience must have an approved excused absence from the Associate Dean for Academics Professor (ADAA.) Please refer to the section on *Absence Policy* in this handbook.

Required experiences include:

- Oral and written examinations and quizzes
- Laboratories
- Simulations
- Remediation
- Integrated Case Studies I-IX and Case Studies courses I-VI
- Professional Practice I-IX courses
- Pharmacy Curricular Outcomes Assessment (PCOA)
- Comprehensive Examinations (I-III)
- Interprofessional education courses (INDP 100, 200 and 300)
- **Introductory Pharmacy Practice Experiences (IPPEs)**
- **Advanced Pharmacy Practice Experiences (APPEs)**
- Fourth Professional Year Capstone II course
- Any course or activity where attendance is required

Students are allowed to be **absent a maximum of five times per academic term for all courses or activities not listed as “required experiences”**. An **absence** is when a student is not present during the one-hour class time when attendance is taken. Students may submit an Absence Request form for an *excused absence* for required experiences. If an excused absence is approved, the activity must be made up before the end of the academic term. If a student does not obtain an approved excused absence for a *required experience* or approved delay in completion of graded material, then the grade of “zero” (F) or “NP” will remain without recourse. This may result in automatic failure of the entire course.

From Student Handbook

Students may only receive one excused absence per academic term.

Strong justifications for excused absences, include the following:

- personal and family emergencies (non-health related),
- health related emergencies requiring hospitalization
- bereavement,
- jury duty,
- court summons,
- immigration appointments,
- military duty,
- mandatory religious observances, and
- school-approved activities, including pharmacy organization local, state and national meetings.

For excused absences, the ADAA will work with the student to schedule make up assessments in accordance with their individual situation.

Students with chronic health and medical issues are advised to contact the ADAA and Student Affairs for evaluation for accommodations. Please refer to *Leave of Absence Policy* in the PCOM General Student Handbook.

If cause for an absence should arise, please see the Experiential Education specific policy on the previous page.

From Student Handbook

Attendance Policy

Our attendance policy as stated in the School of Pharmacy Student Experiential Handbook and outlined below

- 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) for APPE/IPPE absences.
 - 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.**

From Student Handbook

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.

Our office is always here to assist. Please feel free to contact us via phone at 678-407-7345 or via email at GAPharmEE@pcom.edu. Thank you.

From Student Handbook

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.

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.

Office of Experiential Education Contact Information

Team members may be reached as listed below:

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