

SI Pharmacy Technician - Full Discipline Demo

Customer Service

Final Report - Answer Guide

Institution	Science Interactive University
Session	SI Pharmacy Technician - Full Discipline Demo
Course	SI Pharmacy Technician - Full Discipline Demo
Instructor	Sales SI Demo

Test Your Knowledge

Order the steps below for providing customer service for a patient who needs to have a prescription filled.

≡ Have the customer sign the pickup log to verify receipt of the prescription and that the patient has been offered a consultation with the pharmacist.

1 **Correct answer:** Greet the customer using a friendly and welcoming tone as you ask them for the patient name, prescription, and date of birth or address.

≡ Determine if the patient needs to consult with the pharmacist.

2 **Correct answer:** Ensure you have received the correct required information from the customer.

≡ Ring up the prescription and collect payment from the customer.

3 **Correct answer:** Retrieve the bag containing the prescription from the bin corresponding with the first letter of the patient's last name.

≡ Confirm the patient's name and the prescriptions that are being picked up with the customer.

4 **Correct answer:** Confirm the patient's name and the prescriptions that are being picked up with the customer.

≡ Ensure you have received the correct required information from the customer.

5 **Correct answer:** Determine if the patient needs to consult with the pharmacist.

≡ Retrieve the bag containing the prescription from the bin corresponding with the first letter of the patient's last name.

6 **Correct answer:** Have the customer sign the pickup log to verify receipt of the prescription and that the patient has been offered a consultation with the pharmacist.

≡ Confirm the customer's identification if the prescription is for a controlled substance.

7 **Correct answer:** Confirm the customer's identification if the prescription is for a controlled substance.

≡ Greet the customer using a friendly and welcoming tone as you ask them for the patient name, prescription, and date of birth or address.

8 **Correct answer:** Ring up the prescription and collect payment from the customer.

Classify each statement as relating to the HIPAA Privacy Act or the HIPAA Security Act.

⚡ Provides national standards to protect a patient's medical records and other health information.	
⚡ Provides national standards for protecting a patient's electronic health records.	
⚡ Compliance requires that verification of the patient's personal and prescription information should be done as quietly and as privately as possible.	
HIPAA Privacy Rule	HIPAA Security Rule
1	2

Correct answers:

1

Provides national standards to protect a patient's medical records and other health information.

Compliance requires that verification of the patient's personal and prescription information should be done as quietly and as privately as possible.

2

Provides national standards for protecting a patient's electronic health records.

Classify each statement regarding patient profiles as true or false.

⚡ Contains standard information about each individual patient, including name, date of birth, gender, address, phone number, known allergies, and insurance information.	
⚡ Patient profiles only need to be created once and then they do not need to be touched as long as the patient remains a customer of the pharmacy.	
⚡ Innocuous information not directly related to the patient's medical history is not covered by the HIPAA Privacy Act.	
⚡ It is the responsibility of the pharmacy technician to ensure the patient information collected on a form is fully completed and legible.	
True	False
1	2

Correct answers:

1

Contains standard information about each individual patient, including name, date of birth, gender, address, phone number, known allergies, and insurance information.

It is the responsibility of the pharmacy technician to ensure the patient information collected on a form is fully completed and legible.

2

Patient profiles only need to be created once and then they do not need to be touched as long as the patient remains a customer of the pharmacy.

Innocuous information not directly related to the patient's medical history is not covered by the HIPAA Privacy Act.

Exploration

One of the primary jobs of a pharmacy technician is interacting with patients.

- ☒ True ✓
- ☐ False

All patients picking up a new prescription require a consultation with the pharmacist.

- ☐ True
- ☒ False ✓

The HIPAA Privacy Rule provides a national standard for protecting a patient's electronic health records.

- ☐ True
- ☒ False ✓

When creating a patient profile, _____ stands for "no known drug allergies."

- ☐ NKD
- ☐ NKA
- ☐ NDK
- ☒ NKDA ✓

Exercise 1

Did you encounter any difficulties while performing your dialogue with the "customer?" If so, what did you do to resolve the issue? If not, what is a potential issue you could see arising during a patient interaction and how would you resolve this issue?

What is HIPAA? What impact does HIPAA have on how you interact with patients?

What are some measures you can take as a pharmacist to prevent errors in giving a patient the correct prescription?

Exercise 2

Was there anything the pharmacy technician did wrong while collecting information for the patient profile in Dialogue 1? If so, explain what the pharmacy technician did wrong.

Was there anything the pharmacy technician did wrong while collecting information for the patient profile in Dialogue 2? If so, explain what the pharmacy technician did wrong.

Was there anything the pharmacy technician did wrong while collecting information for the patient profile in Dialogue 3? If so, explain what the pharmacy technician did wrong.

Data Table 1: Patient 1 Profile
(SAMPLE ANSWER BELOW)

Patient First Name	Estrella	Birth Date	06/13,			
Patient Last Name	Martinez	Sex	Femal			
Middle Initial	M	Social Security Number	000-0 0000			
Address	123 W 23rd Ave, Louisville, KS 34562					
Cell Phone	692-555-9384					
Work Phone	None					
Other Phone	None					
Medical History						
Does the patient now or ever had:						
Diabetes	No					
Ulcers	No					
High blood pressure	No					
High cholesterol	No					
Asthma	No					
Emphysema	No					
Arthritis	No					
Hypothyroidism	No					
Blood clotting disorder	No					
Liver disease	No					
Pneumonia	No					
Heart condition	No					
Epilepsy	No					
Stroke	No					
Cancer (type)	No					
Kidney stones	No					
Kidney disease	No					
Other	No					
List any known drug allergies	NKDA					
List any medications or supplements currently being taken	One aspirin, 325 mg					
Does the patient have medical insurance?	Yes					

Data Table 2: Patient 2 Profile

Patient First Name	James	Birth Date	05/06/19
Patient Last Name	Smith	Sex	Male
Middle Initial	P	Social Security Number	000-00-0000
Address	21 Willow Street Apt 117, Jefferson, AR 84739		
Cell Phone	343-555-6185		
Work Phone	343-555-8216		
Other Phone	None		
Medical History			
Does the patient now or ever had:			
Diabetes	No		
Ulcers	Yes		
High blood pressure	No		
High cholesterol	No		
Asthma	No		
Emphysema	No		
Arthritis	No		
Hypothyroidism	No		
Blood clotting disorder	No		
Liver disease	No		
Pneumonia	No		
Heart condition	No		
Epilepsy	No		
Stroke	No		
Cancer (type)	No		
Kidney stones	No		
Kidney disease	No		
Other	No		
List any known drug allergies	NKDA		
List any medications or supplements currently being taken	None		
Does the patient have medical insurance?	No		

Data Table 3: Patient 3 Profile
(SAMPLE ANSWER BELOW)

Patient First Name	Paula	Birth Date	12/14/1
Patient Last Name	Jenkins	Sex	Female
Middle Initial	D	Social Security Number	000-00-

		0000
Address	56 Walnut Lane, Newtown, IL 13542	
Cell Phone	None	
Work Phone	None	
Other Phone	829-555-3922	
Medical History		
Does the patient now or ever had:		
Diabetes	Unknown	
Ulcers	Unknown	
High blood pressure	Unknown	
High cholesterol	Unknown	
Asthma	Unknown	
Emphysema	Unknown	
Arthritis	Unknown	
Hypothyroidism	Unknown	
Blood clotting disorder	Unknown	
Liver disease	Unknown	
Pneumonia	Unknown	
Heart condition	Unknown	
Epilepsy	Unknown	
Stroke	Unknown	
Cancer (type)	Unknown	
Kidney stones	Unknown	
Kidney disease	Unknown	
Other	Unknown	
List any known drug allergies	Penicillin	
List any medications or supplements currently being taken	Cortisone, 300 mg	
Does the patient have medical insurance?	Yes	

Competency Review

When interacting with a customer, a pharmacy technician should repeat any important information back to the patient to verify their understanding.

- ☒ True

☐ False



Which of the following is not an example of professionalism when interacting with customers in a pharmacy?

- ☐ Neat and clean clothing
- ☐ A respectful and positive attitude
- ☐ Avoidance of swear words
- ☒ Use of medical jargon

✓

When filling a set of prescriptions for a customer, what step should be taken immediately after you have collected all of the filled prescriptions?

- ☒ Confirm the patient's name and the prescriptions being picked up.
- ☐ Ask the patient if they would like to consult with the pharmacist.
- ☐ Have the patient pay for the prescriptions.
- ☐ Have the patient sign the pickup log.

✓

Which of the following can legally pick up a prescription for a patient?

- ☐ A legal guardian
- ☐ The patient
- ☐ A designated agent
- ☒ All of the above

✓

Information relating to the patient's physical and mental health, provision of health care, and payment for the provision of health care are all protected by the HIPAA Privacy Rule.

- ☒ True
- ☐ False

✓

Which of the following is not typically included in a patient profile?

- ☐ Patient's date of birth
- ☐ Patient's known allergies
- ☐ Patient's insurance information
- ☒ Patient's method of payment

✓

In Exercise 1, how did you confirm the patient's identity?

- ☐ By asking them to spell their name
- ☒ By asking for their birthdate
- ☐ By asking a personal question
- ☐ By asking for ID

✓

When completing a patient profile, only current medical conditions are relevant.

- ☐ True
- ☒ False

✓

Extension Questions

What are some of the potential ramifications of not providing good customer service to a pharmacy customer? (SAMPLE ANSWER BELOW)

Answers will vary. The patient may not fully understand the medication they were prescribed which could lead to a range of consequences from the medication not working as effectively as it should to potentially lethal consequences. Additionally, a poor experience at a pharmacy could cause a patient to not return to the pharmacy or have an overall poor impression of the healthcare system.