

SI Pharmacy Technician - Full Discipline Demo

Emergency Scenarios

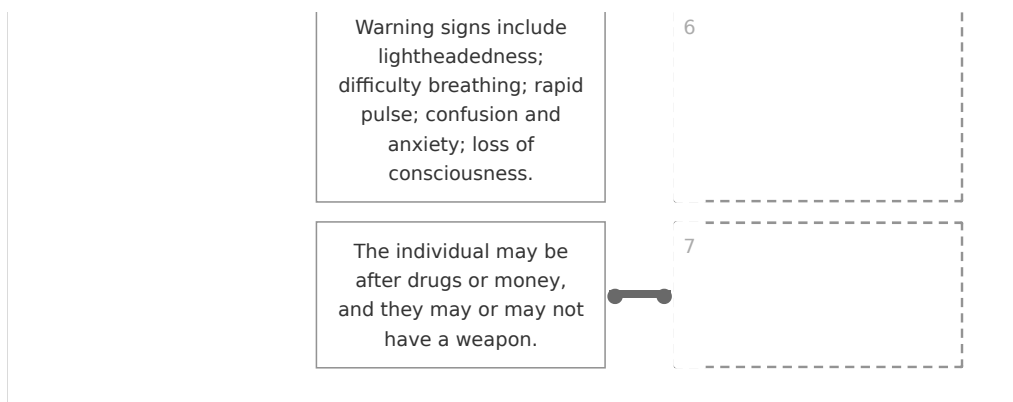
Final Report - Answer Guide

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

Match each type of emergency scenario with the best description.

⚠ Anaphylaxis	Warning signs include pale face that feels clammy to the touch; purple or blue fingernails and/or lips; vomiting; individual becomes unresponsive or loses consciousness; respiration and/or pulse slows or stops.	1
⚠ Opioid overdose		
⚠ Natural disaster		
⚠ Robbery		
⚠ Drug recall	Warning signs include pain and/or pressure in the chest, left arm, between the shoulder blades, and jaw; shortness of breath; lightheadedness or dizziness; cold sweat; fatigue; cardiac arrest.	2
⚠ Heart attack		
⚠ Suicide risk	May include but are not limited to hurricane, tornado, earthquake, wildfire, other severe weather events, or disease outbreak/pandemic. Can result in an increased demand for pharmaceutical resources, damage to the pharmacy inventory, and/or difficulties in restocking pharmacy inventory.	3
	Warning signs include talking about dying; purchasing large quantities of potentially dangerous medications.	4
	Reasons may include but are not limited to contamination of the drug with another substance, storage of the drugs at the incorrect temperature, or mislabeling.	5



Correct answers:

- 1 Opioid overdose 2 Heart attack 3 Natural disaster 4 Suicide risk
5 Drug recall 6 Anaphylaxis 7 Robbery

Categorize each response by the emergency scenario it specifically relates to.

⚡

Ask the individual if they intend to harm themselves and ask what they need right now.

⚡

Provide the individual with resources such as the National Suicide Prevention Hotline.

⚡

If necessary, find out if there are any family or primary care physicians you can contact to help the individual.

⚡ Locate the pharmacy's supply of Naloxone.

⚡ Deliver the Naloxone to the patient.

⚡ Perform CPR on the patient.

⚡

Retrieve an AED Kit and follow the instructions on the device to apply it to the patient.

⚡ Retrieve an Epipen.

⚡ Inject the epinephrine into the individual following the instructions on the Epipen.

⚡ Comply with the individual's instructions and don't make any sudden movements.

⚡ Avoid direct eye contact.

⚡

Take note of any distinguishing characteristics such as the individual's clothing, hair color, height, and tattoos.

⚡ Activate the silent alarm if there is one present and it is safe to do so.

⚡ Follow the procedures put in place by the pharmacy to prepare.

⚡ After, dispose of any obviously contaminated drugs.

⚡ Use any not obviously contaminated drugs until those drugs can be replaced.

⚡ Check the inventory for any related drugs.

⚡

Place all related drugs in a designated area to return to the manufacturer or dispose of according to the manufacturer's instructions.

⚡ Notify pharmacist to contact any patients who received the related drugs.

Suicide Risk	Opioid Overdose	Heart Attack	Anaphylaxis	Robbery	Natural Disaster	Drug Recall
1	2	3	4	5	6	7

Correct answers:

1

Ask the individual if they intend to harm themselves and ask what they need right now.

Provide the individual with resources such as the National Suicide Prevention Hotline.

If necessary, find out if there are any family or primary care physicians you can contact to help the individual.

2 Locate the pharmacy's supply of Naloxone.

Deliver the Naloxone to the patient.

3 Perform CPR on the patient.

Retrieve an AED Kit and follow the instructions on the device to apply it to the patient.

4

Inject the epinephrine into the individual following the instructions on the EpiPen.

Retrieve an EpiPen.

5 Activate the silent alarm if there is one present and it is safe to do so.

Take note of any distinguishing characteristics such as the individual's clothing, hair color, height, and tattoos.

Avoid direct eye contact.

Comply with the individual's instructions and don't make any sudden movements.

6

Use any not obviously contaminated drugs until those drugs can be replaced.

After, dispose of any obviously contaminated drugs.

Follow the procedures put in place by the pharmacy to prepare.

7 Notify pharmacist to contact any patients who received the related drugs.

Place all related drugs in a designated area to return to the manufacturer or dispose of according to the manufacturer's instructions.

Check the inventory for any related drugs.

Exploration

All emergency scenarios that may be encountered in a pharmacy deal with patient medical emergencies.

☐ True

☒ False



After a natural disaster, any not obviously contaminated drugs should be used until those drugs can be replaced.

☐ True

☒ False



Exercise 1

Why is it important to be familiar with general responses to emergency scenarios if individual pharmacies will each have their own emergency response plans?

Data Table 1: Emergency Scenario Responses
(SAMPLE ANSWER BELOW)

Emergency Scenario	Emergency Type	Responses
1	Suicide Risk	Ask if they intend to harm themselves. Ask what they need right now.; Provide them with resources such as the National Suicide Prevention Hotline.; If necessary, find out if there are any family or primary care physicians you can contact to help them.
2	Opioid Overdose	Either an injectable or a nasal spray.; Deliver the naloxone to the patient.
3	Heart Attack	Perform CPR.; Have someone call 911.; Retrieve an AED Kit and follow the instructions on the device to apply it to the individual.
4	Anaphylaxis	Retrieve an EpiPen, a source of epinephrine specifically for allergic reactions.; Inject epinephrine into the individual.; Have someone call 911.
5	Robbery	Comply with the individual's instructions and don't make any sudden movements.; Avoid direct eye contact.; Take note of any distinguishing characteristics such as the individual's clothing, hair color, height, and tattoos.
6	Natural Disaster/Flood	Follow the procedures put in place by the pharmacy to prepare for such a natural disaster.; Dispose of any obviously contaminated drugs.; Use not obviously contaminated drugs until those drugs can be replaced.
7	Drug Recall	Check the inventory for any drugs from batch #123.; Place all recalled drugs in a designated area.; Notify pharmacist to contact any patients who received the recalled insulin.

Competency Review

Pain in the chest, shortness of breath, and cardiac arrest are all signs that an individual is experiencing _____.

- ☐ anaphylaxis
- ☐ an opioid overdose
- ☒ a heart attack
- ☐ all of the above



Reasons for a _____ may include but are not limited to contamination of the drug with another substance, storage of the drugs at the incorrect temperature, or mislabeling.

- ☐ drug recall ✓
- ☐ natural disaster
- ☐ suicide risk
- ☐ opioid overdose

Natural disasters may include but are not limited to hurricane, tornado, earthquake, wildfire, other severe weather events, or disease outbreak/pandemic.

- ☐ True ✓
- ☐ False

Which of the following should not be done in the event of a robbery?

- ☐ Comply with the individual's instructions and don't make any sudden movements.
- ☐ Make direct eye contact. ✓
- ☐ Take note of any distinguishing characteristics such as the individual's clothing, hair color, height, and tattoos.
- ☐ Activate the silent alarm if there is one present and it is safe to do so.

An opioid overdose should be treated with an EpiPen.

- ☐ True
- ☐ False ✓

Which of the following is a correct response to someone who is displaying the signs of being at risk for suicide?

- ☐ Call 911.
- ☐ Avoid direct eye contact.
- ☐ Tell the individual you know they are contemplating suicide.
- ☒ Provide the individual with resources such as the National Suicide Prevention Hotline.



A customer attempting to buy an unusually large quantity of cough syrup containing hydrocodone is a sign of which type of emergency?

- ☒ Suicide risk
- ☐ Opioid overdose
- ☐ Drug recall
- ☐ Robbery



Trouble breathing immediately after taking a new medication is a sign of anaphylaxis.

- ☒ True
- ☐ False



Extension Questions

Most of the emergencies encountered in a pharmacy are short-term and resolve over a period of hours or days. However, the COVID-19 pandemic created a global emergency scenario that lasted for over two years. Explain how the response to a long-term emergency such as a global pandemic differs from the emergency response to a short-term emergency such as a tornado. (SAMPLE ANSWER BELOW)

In short-term emergencies, the situation will be resolved quickly and therefore the most important things are acting quickly to resolve the issues. Any solutions do not need to work perfectly as the situation will quickly be resolved and so all solutions are very temporary. In a long-term emergency, though some of the same solutions may work at first, extensive planning is required in order to maintain a functional pharmacy during the entire course of the emergency scenario. Also, adaptability is crucial as the emergency situation changes and new issues arise during a long-term emergency.