

PHARMACY TECHNICIAN TRAINING PROGRAM
EVALUATION/RECOMMENDATION FORM

8

TRAINING PROGRAM: CVS caremark

Reviewed By: Andrea Kemper

Date Reviewed: 11/17/13

Approved:

Not Approved:

Comments: While the program appears to address many areas and the training techniques seem quite extensive, this program is lacking many of the core subjects necessary, (namely - Utah state law, abbreviations, symbols, terminology, calculations, trade/generic names and OTC product knowledge). If there is additional course material that addresses these topics, please provide to us. Thanks!

R156-17b-303a(3) In accordance with Subsection 58-17b-305(1)(f), a pharmacy technician must complete an approved program of education and training that meets the following standards:

CRITERION	Criterion met		COMMENTS
	Yes	No	
(a) The didactic training program must be approved by the division in collaboration with the board and must address, at a minimum, the following topics:			
(a)(i) legal aspects of pharmacy practice including federal and state laws and rules governing practice;		X	Some federal laws addressed - did not see anything specific to Utah law
(a)(ii) hygiene and aseptic techniques;	<u>n/a</u>		no sterile compounding will be performed
(a)(iii) terminology, abbreviations and symbols;		X	
(a)(iv) pharmaceutical calculations;		X	
(a)(v) identification of drugs by trade and generic names, and therapeutic classifications;		X	
(a)(vi) filling of orders and prescriptions including packaging and labeling;	X		

	YES	NO	
(a)(vii) ordering, restocking, and maintaining drug inventory;	X		
(a)(viii) computer applications in the pharmacy; and	X		
(a)(ix) non-prescription products including cough and cold, nutritional, analgesics, allergy, diabetic testing supplies, first aid, ophthalmic, family planning, foot, feminine hygiene, gastrointestinal preparations, and pharmacy care over-the-counter drugs, except those over-the-counter drugs that are prescribed by a practitioner.		X	
(b) This training program's curriculum and a copy of the final examination shall be submitted to the Division for approval by the Board prior to starting any training session with a pharmacy technician in training. The final examination must include questions covering each of the topics listed in Subsection (3)(a) above.	X		No final exam of all topics, but exams are taken after each module completed
(d) The training program must require at least 180 hours of practical training supervised by a licensed pharmacist in good standing with the Division and must include written protocols and guidelines for the teaching pharmacist outlining the utilization and supervision of pharmacy technicians in training that includes:	X		
(d)(i) the specific manner in which supervision will be completed;	X		
(d)(ii) an evaluative procedure to verify the accuracy and completeness of all acts, tasks and functions performed by the pharmacy technician in training.	X		
(e) An individual must complete an approved training program and successfully pass the required examinations as listed in Subsection R156-17b-302(3) within one year from the date of the first day of the training program, unless otherwise approved by the Division in collaboration with the Board.	X		



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October 10, 2013

Rich Oborn, Bureau Manager
Division of Occupational and Professional Licensing
PO Box 146741
Salt Lake City, UT 84114-6741

Oct 12 5 2013

RE: CVS Technician Program Approval

Bureau Manager Oborn,

CVS Pharmacy is pleased to open its first retail pharmacy in the state of Utah in the month of November. The LearnRx Program is designed to prepare new Pharmacy Support Staff for their role as a Pharmacy Technician in Utah.

The overall goal and objective of the program is to consistently train our Pharmacy Support Staff to attain the competencies necessary to act in the capacity as a Registered Pharmacy Technician. Extensive research was conducted to structure the program adhering to adult learning methodologies. The curriculum aligns with CVS workflow and service expectations and:

- compliments New Hire training,
- prepares new hires to engage appropriately with customers, as well as
- increases competency at each workstation

The structured program provides Learners the opportunity to learn and practice applying Pharmacy Technician required skills in a safe environment where they are supported by trained Coaches and Trainers. Learners are assessed on their knowledge throughout their completion of the program and are required to demonstrate skills to CVS standards before their Pharmacists certify their completion of the program, which is a crucial step to the program's success and consistency of training.

We have enclosed the following document relating to CVS' technician program for the Board's consideration and approval:

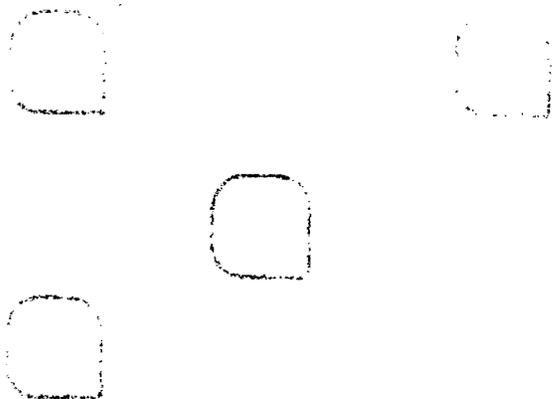
- LearnRX Program Guide

Please do not hesitate to contact me directly should you have any questions regarding the enclosed material.

Sincerely,

Karen DiStefano, RPh
Director, Pharmacy Regulatory Compliance
CVS Caremark
Karen.distefano@cvscaremark.com

Enclosure



LearnRx Program Guide for Support Staff



February 2013

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About This Guide

The LearnRx Program Management Guide outlines the key components of the LearnRx Program for Support Staff. The Guide includes information about:

- The LearnRx Program for Support Staff design
- Learning Stores and Skill Development Stores
- Scheduling of On-the-Job Training
- Pharmacy Staff roles and responsibilities
- Field Management and Store Management accountabilities for the LearnRx Program
- The LearnRx Program Support Staff curriculums
- How to log completion of training
- How to read and interpret a training transcript

This guide is intended to be used as a reference to assist you in continuing to uphold the high standards of the LearnRx Program. The information found in this Guide is considered proprietary, and therefore should not be shared with anyone outside of the CVS organization.

If you have questions regarding the content of this Guide or about the LearnRx Program in general, please contact your Field Colleague Trainer or HR Business Partner.

LearnRx Program Overview

At CVS, we recognize the importance of training and development to the success of our pharmacy teams. The LearnRx Program for Support Staff is a 16 week program designed to prepare new Pharmacy Support Staff for their role at CVS/pharmacy.

The LearnRx curriculum aligns with workflow and service and:

- Complements New Hire training
- Prepares new hires to engage appropriately with customers
- Increases competency at each workstation

New Team Members will gain the necessary skills to provide outstanding service to our patients through a blended learning approach including:



Web-based training sends a consistent message to Learners, introduces conceptual content, provides the Learner with the 'whys' and the big picture



Self-paced workbook further explores the concepts learned through the web-based training and prompts the Learner to explore his/her work environment and engage with the pharmacy team



Trainers facilitate classroom sessions where Learners get to apply the concepts they have learned via case studies and role plays. Trainers also provide state/market specific information



Hands-on training is completed on-the-job in a Learning Store where Learners apply what they have learned on-the-job in a structured, 'safe' environment under the guidance of a Coach

Each of these training pieces work together to provide the optimal learning experience aimed at ensuring each Team Members' success while maximizing customer service.

Learning Stores

Learning Stores are key stores within a Region used to provide a professional learning space for classroom and web-based training, as well as a supportive pharmacy for structured practice on-the-job. The number of Learning Stores allocated to each Region is based on the hiring/training activity within the area, the LearnRx Program requirements and market specific geography. Learning Stores are strategically located to support all stores within the Region.

Team Members in Learning Stores are trained as “Coaches” to support new hires in low-risk learning situations as part of the new Team Members’ on-the-job training. Team Members in Learning Stores are highly competent; adhere to CVS policy and procedure and model appropriate Customer Service skills. Field Colleague Trainers travel between multiple Learning Stores to conduct Classroom Training. It is important to have the right selection of Learning Stores to ensure that both the Coaches and the new hires have a positive experience.

Listed below are key attributes of a Learning Store:

<p>Right Store</p>	<ul style="list-style-type: none"> • Centrally located within the market • Located in a safe area • Easy to access, good parking • Attributes representative of 80% of the stores within the market • Good curb appeal • Front Store, Pharmacy and Office/Backroom areas neat and organized • Space for classroom training
<p>Right Space</p>	<ul style="list-style-type: none"> • 15 x 15 classroom training space • Conducive to web-based training and conducting instructor led sessions • Bright, well-lit and presents a neat, clean professional image to Learner • Is climate controlled for Learner comfort
<p>Right People</p>	<ul style="list-style-type: none"> • Staff that is capable, open to change, have good attitudes toward learning and are strong advocates for CVS • Learning Store Pharmacist will play an important role in training new Pharmacists and should be highly skilled at on-the-job training

Skill Development Stores

Skill Development Stores supplement Learning Stores when necessary. A Skill Development Store has similar attributes to a Learning Store. Below is a comparison of attributes for each:

<ul style="list-style-type: none">• Has "Right Store, Right Space, Right Staff" attributes• Has a learning (classroom) space• Is supported by Thin Client (training computers) technology	<ul style="list-style-type: none">• Has "Right Store, Right Staff" attributes• Does not have a learning space• Is not supported with Thin Client (training computers) technology
<ul style="list-style-type: none">• All Instructor-led training is conducted here• Majority of OJT for market is conducted here• Training Department will track Learning Stores	<ul style="list-style-type: none">• Store can be used for OJT when the Learning Store is at capacity or when geography is a consideration• Training Department will not track Skill Development Stores

Skill Development Stores should be leveraged for On-the-Job Training when the Learning Store is at capacity and/or when geography makes it difficult for Learners to return to the Learning Store for On-the-Job Training. While there is no limit to the number of Skill Development Stores a Region may have, the stores selected must meet the same strict "Right Store, Right People" requirements as Learning Stores.

Scheduling On-the-Job Training at Learning Stores and Skill Development Stores

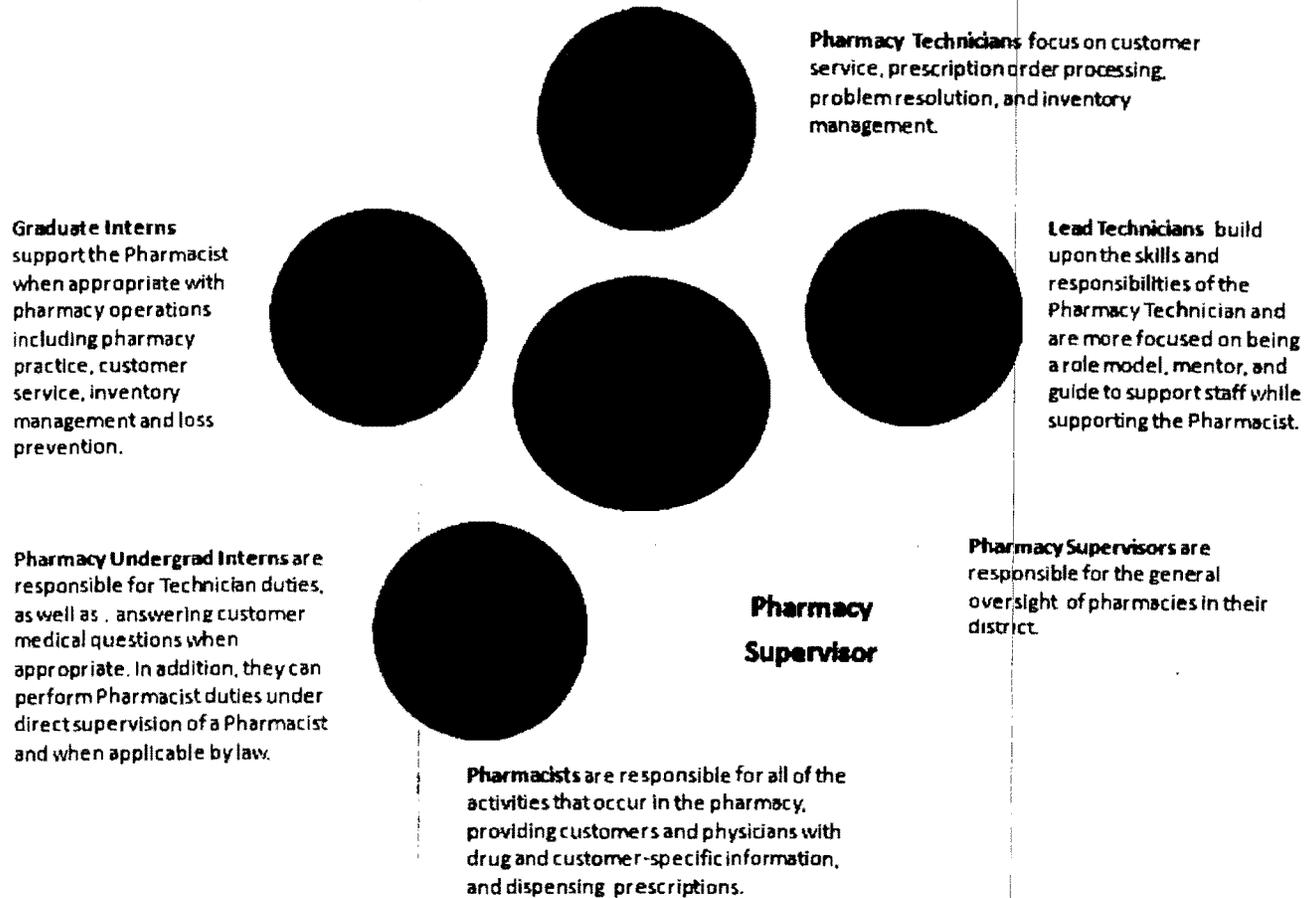
It is critical that Learning Stores and Skill Development Stores adhere to all state regulations and ratio requirements when scheduling On-the-Job Training. In many states Learners count toward the Pharmacist / Technician ratio requirement and, therefore, careful consideration must be given to scheduling of OJT shifts.

Field Colleague Trainers and Learning Store / Skill Development Store Pharmacists/Coaches should work together to ensure that all scheduling adheres to state regulations. If a Learner's presence would put the pharmacy in violation of state ratio requirements, the OJT shift must be rescheduled.

A key component of being able to adhere to state regulations and ratio requirements when scheduling OJT shifts is to have the right number of trained Coaches in each Learning Store and Skill Development Store. Ideally, every employee in a Learning Store and Skill Development Store can Coach multiple workstations. This will provide maximum flexibility when scheduling OJT shifts.

Roles and Responsibilities in the Pharmacy

Pharmacy Technicians, Lead Technicians and Undergraduate Interns all complete the LearnRx Program as part of their training.



LearnRx Accountabilities

Field Management, Trainers, Store Managers, Pharmacists and the Learner all have specific accountabilities for ensuring the success of the LearnRx Program.

<p>Region Managers</p>	<ul style="list-style-type: none"> ✓ Own Regional training priorities and strategies ✓ Are strong advocates for pharmacy training and the LearnRx Program ✓ Align the field management team in support of LearnRx
	<ul style="list-style-type: none"> ✓ Hold all groups accountable for management of the payroll lines to drive the training strategy ✓ Evaluate and approve Learning Stores
<p>HR Business Partners (HRBP)</p>	<ul style="list-style-type: none"> ✓ Own the consistent execution and achievement of the LearnRx Program measures in the Region ✓ Partner with Region Manager/Field Training Manager to identify appropriate training priorities and strategies for each market ✓ Lead Field Training Managers to develop in their role and set short and long term training goals ✓ Communicate regularly with Pharmacy Supervisors regarding the training and development of their store teams ✓ Monitor Learning Stores and Skill Development Stores to ensure they continue to meet "Right Store, Right Space, Right Staff" criteria

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District Managers	<ul style="list-style-type: none"> ✓ Ensure Learning Store staff (Front Store and Pharmacy) and operations are consistent with Standards ✓ Hold Management team members accountable for completing the appropriate Training
Pharmacy Supervisors	<ul style="list-style-type: none"> ✓ Partner with HRBP/FTM to identify appropriate Support Staff within the market to serve as Coaches in Learning Stores and execute necessary people moves to achieve "right" staffing in Learning Stores ✓ Learning Stores follow all program guidelines to maintain state ratio requirements ✓ Monitor Learning Stores to ensure they remain "operationally excellent" ✓ Hold home store Pharmacists accountable for the proper training and development of their new Support Staff ✓ Follow-up with FCTs, Coaches and Learning Store Pharmacist to gather feedback on the competency and skills of new Learners ✓ Leverage Learning Stores as appropriate for New Pharmacist In-Store Training ✓ Communicate regularly with HRBPs, FTM and FTCs regarding the training and development of their store teams

<p>Field Colleague Trainers</p>	<ul style="list-style-type: none"> ✓ Guide colleagues through the LearnRx Program ✓ Schedule classes appropriately based on the needs of the market ✓ Facilitate classroom training sessions (log completion of training for Learners) ✓ Coordinate scheduling of Classroom Training with Learners ✓ Coordinate scheduling of OJT with Learning Store / Skill Development Store Pharmacists, Coaches and Learners – adhering to applicable state ratio regulations ✓ Manage learning environment with the Learning Store
<p>Learning Store and Skill Development Store Pharmacists</p>	<ul style="list-style-type: none"> ✓ Conduct PTCB study sessions on a regular basis ✓ Provide feedback to Pharmacists, FTM and HRBP regarding new hire performance during training ✓ Develop Coaches in Learning Stores and Skill Development Stores ✓ Ensure the entire Pharmacy Staff adheres to all CVS/pharmacy policy and procedure (especially CVS Workflow) ✓ Ensure OJT scheduling is consistent with state ratio requirements ✓ Log completion of training for OJT for Learners ✓ Complete the In-Store Training component with New Pharmacists ✓ Provide feedback on the quality of skills and competencies of Learners to Trainers, Home Store Pharmacist or Pharmacy Supervisor as needed

<p>Learning Store and Skill Development Store Coaches</p>	<ul style="list-style-type: none"> ✓ Utilize all tools and materials (checklists) when conducting On-the-Job Training ✓ Complete feedback form for Learner to review with Home Store Pharmacist ✓ Provide feedback to FCTs and Home Store Pharmacists regarding Learner performance during OJT
<p>Home Store Pharmacists</p>	<ul style="list-style-type: none"> ✓ Discuss Trainer, Coach and/or Learning Store Pharmacist feedback regarding Learner performance during OJT as needed ✓ Provide ongoing coaching and feedback to Learner regarding performance ✓ Rotate Learners through workstations as appropriate so they can apply / practice newly learned skills
<p>Learning Store Manager</p>	<ul style="list-style-type: none"> ✓ Ensure the Learning Store environment is welcoming of all Learners ✓ Ensure appropriate staffing levels are maintained in both Front Store and Pharmacy to ensure excellence in both training and operations ✓ Support the Field Colleague Trainer as necessary to ensure the learning space in the store is kept neat and clean and all equipment is functional

<p>Home Store Manager</p>	<ul style="list-style-type: none"> ✓ Support Pharmacist during hiring process as appropriate ✓ Coordinate scheduling of SucceSSS ✓ Conduct SucceSSS with Learner Day One ✓ Provide Learner with LearnRx, Pharmacy Trainer and Learning Store information ✓ Ensure Learner completes all New Hire Training (e.g., SucceSSS, new Employee Compliance, Extra Care and Register Training) ✓ Schedule Learner to work shifts in Front Store as appropriate until he/she completes the Pharmacy Basics and Pick-up curriculums and is able to work in the Pharmacy
	<ul style="list-style-type: none"> ✓ Enter Learner payroll into store systems correctly (utilizing appropriate payroll codes for all eligible training)
<p>Learners</p>	<ul style="list-style-type: none"> ✓ Complete all required pre-work prior to attending classroom training ✓ Actively participate in classroom training ✓ Be prepared for OJT at the Learning Store (dress appropriately - including lab coat, name badge, etc.) ✓ Review Coach feedback and discuss OJT experience with Home Store Pharmacist - identify comfort level with each task ✓ Rotate through workstations in Home Store to apply and practice newly learned skills ✓ Inquire about upcoming training requirements and learning opportunities



LearnRx Program Curriculums

The LearnRx Program is comprised of a series of workstation-based curriculums. Each curriculum contains multiple courses (e.g., web, workbook, classroom and on-the-job training). Each course within the curriculum builds upon the content learned in the previous courses.

A key benefit of the LearnRx Program for Support Staff is its flexibility. The curriculums can be completed in any order to accommodate state specific regulations when necessary. Also, Learners are encouraged to progress through the program at a pace that is comfortable for them to ensure maximum learning and retention.

However, there are two guiding principles that all Support Staff employees must adhere to:

1. Employees must complete the Pharmacy Basics and Pick-up curriculums prior to working their first shift in the pharmacy (*within 14 days of their date of hire/transfer into position date*).

This will ensure that employees can demonstrate appropriate customer service behaviors and have the required skills to work at Pick-up prior to their first customer facing interaction at that workstation.

2. Employees must complete the entire LearnRx Program within 4 months of their date of hire/transfer into position date.

This will ensure employees complete training in all workstations in a timely manner in support of CVS/pharmacy workflow workstation rotation standards.

The LearnRx Program curriculums are listed on the following pages.

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All new hires (for both Front Store and Pharmacy) are required to complete the following courses that comprise the New Hire Training curriculum.

New Hire Training (Total Hours: 13.3)		
COURSE	TIME TO COMPLETE	OBJECTIVES
 myStore Course Code – 400100	5 hrs	This course is designed to provide new hires with a clear understanding of the Culture at CVS - how we do things and what's important to us - as well as CVS's Service standards - what excellent service looks like and how to deliver it.
 CVS Caremark Summary Code of Conduct Course Code – 800005	15 min	The Summary Code of Conduct reviews key responsibilities of CVS Caremark colleagues and provides appropriate guidance for colleagues looking for the right solutions to ethical questions or issues.
 CVS Caremark Employee Handbook Course Code – 800008	15 min	The CVS Caremark Employee Handbook entitled Your Guide to CVS Caremark provides CVS Caremark colleagues with information regarding company policies, procedures and resources.
 New Colleague Compliance Training Course Code - 800107	2.5 hrs	This course is designed to provide new hires with a clear understanding what they must do in order to be compliant with laws regarding: <ul style="list-style-type: none"> • minor employee work restrictions • the Americans with Disabilities Act • the sale of age restricted products and money orders/money grams • HIPAA (non-pharmacy employees) • Third Party billing (OIG)
 Introduction to Extra Care Course Code – 400400	1 hr 45 min	This course is designed to educate new hires on the value and benefits of the ExtraCare Program, including how to properly convey the benefits of the program to the customer.
 Register Basics Course Code – 400301	30 min	In this course new hires learn how to process basic register transactions and how to provide good customer service at the checkout.
 Customer Refunds Course Code – 400302	35 min	In this course new hires learn the procedures for processing customer refunds and the customer skills involved in successfully managing these more complex transactions.

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 <p>Information Security and Confidentiality Training Course Code – 800273</p>	<p>1 hr</p>	<p>After completing this course, a new hire will be able to:</p> <ul style="list-style-type: none"> • Define the different types of confidential information in your workplace. • Understand why it is important to protect confidential information. • Be familiar with the best practices on safeguarding confidential information. • Be knowledgeable on additional security measures you can take to protect confidential information. • Understand your responsibilities related to the privacy and security of confidential information.
 <p>Preventing Money Laundering: Pharmacy Version Course Code – 800186</p>	<p>30min</p>	<p>After completing this course, a new hire will be able to:</p> <ul style="list-style-type: none"> • Define money laundering • Identify and know where to communicate suspicious activity, including fraud • Comply with company policy and limits surrounding prepaid products
 <p>PSE/E Training Course Code – 800143</p>	<p>45min</p>	<p>After completing this course, you should be able to:</p> <ul style="list-style-type: none"> • Recognize the dangers of PSE/E • Comply with PSE/E legal requirements and CVS/pharmacy policies • Manage the receiving, merchandising and sale of PSE/E • Recognize and respond suspicious activity with PSE/E • Handle challenging PSE/E situations • Recognize the importance of the MethCheck POS system
 <p>ExtraCare Pharmacy & Health Rewards - 208001</p>	<p>15min</p>	<p>After completing this course you should be able to:</p> <ul style="list-style-type: none"> • Recognize the purpose of the ExtraCare Pharmacy & Health Rewards program • Explain earnings and rewards for ExtraCare Pharmacy & Health Rewards program to patients • Enroll a customer into the ExtraCare Pharmacy & Health Rewards program • Explain the HIPAA Authorization to patients • Refer customer questions to www.CVS.com/rxrewards or to the program brochure

COURSE	TIME TO COMPLETE	OBJECTIVES
 Introduction to Pharmacy Course Code - 206000	1 hr 15min	<ul style="list-style-type: none"> ▪ Describe how the CVS/pharmacy workflow helps to ensure exceptional customer service and patient safety ▪ Explain the roles and responsibilities of each of the five workstations ▪ Identify the tools that you will use to manage the workflow ▪ Define how quality assurance is woven into each step in the prescription filling process ▪ Describe the queues used to manage the workflow ▪ Log on to the RxConnect System and obtain User Credentials ▪ Navigate the RxConnect System ▪ Use the information provided on the patient header and profile to process prescriptions ▪ Complete the steps to reprint a prescription label
 Corporate Integrity Agreement – Covered Person Training Course Code - 800020	1 hr	<ul style="list-style-type: none"> ▪ Describe the Corporate Integrity Agreement (CIA) ▪ Identify the components of the CVS Caremark Compliance and Integrity Program ▪ Discuss how our Code of Conduct standards should be applied in your everyday interactions ▪ Explain the penalties and fines for non-compliance
 Medicare Part D – Fraud Waste and Abuse Course Code - 800602	15 min	<ul style="list-style-type: none"> ▪ Know what the Medicare Part D prescription drug benefit is ▪ Describe the laws and regulations governing the benefit ▪ Understand the areas that are at risk for fraud, waste, and abuse ▪ Recognize your responsibility to report potential FWA ▪ List organization and contact information
 Pharmacy Basics Workbook Course Code – 204010	1 hr	<ul style="list-style-type: none"> ▪ Describe key information of a medication stock bottle ▪ Identify various types of medication dosage forms ▪ Recognize the elements of prescription labels ▪ Recognize medication schedules ▪ Complete Action Notes correctly ▪ Identify communication vehicles used in the pharmacy
 Foundations of Pharmacy Course Code - 204020	2 hrs	<ul style="list-style-type: none"> ▪ Demonstrate a deeper understanding of the skills and knowledge taught in previous Pharmacy Basic courses ▪ Demonstrate positive and effective communication skills ▪ Demonstrate extraordinary customer service techniques ▪ Identify and apply quality and safety procedures

PICK-UP (Total Hours: 15.25)		
COURSE	TIME TO COMPLETE	OBJECTIVES
 Introduction to Pick-up Course Code - 206010	45 min	<ul style="list-style-type: none"> ▪ Identify the steps involved in the pick-up interaction ▪ Explain where prescriptions are stored and the steps to take when you cannot locate a prescription ▪ Describe the procedures used when customers pick up refrigerated or reconstituted products ▪ Recognize and explain the importance of ensuring a positive interaction at Pick-up ▪ Complete the steps to check a prescription's current status
 Foundations of Pick-up Course Code - 204040	2.5 hrs	<ul style="list-style-type: none"> ▪ Demonstrate the steps in the Pick-up interaction and make the Offer to Counsel! ▪ Determine which customer questions you can address and which you need to refer to a Pharmacist ▪ Address problems when dealing with difficult customer questions ▪ Locate over-the-counter (OTC) items ▪ Effectively assist customers who are waiting for prescriptions ▪ Identify the procedure for handling restricted products
 Pick-up On-the-Job Training Course Code - 204045	12 hrs	<ul style="list-style-type: none"> ▪ Perform the Pick-up procedures according to CVS standards ▪ Respond appropriately to customer requests ▪ Perform basic maintenance tasks at the Pick-up workstation ▪ Complete Waiting Bin maintenance ▪ Provide exceptional customer service to customers at the Pick-up workstation

COURSE	TIME TO COMPLETE	OBJECTIVES
 Introduction to Drive-thru Course Code - 206030	15 min	<ul style="list-style-type: none"> ▪ Assist a customer who is picking up a prescription order at Drive-thru ▪ Accept a new prescription at Drive-thru ▪ Accept a refill prescription at Drive-thru
 Drive-thru On-the-Job Training Course Code - 204111	2 hrs	<ul style="list-style-type: none"> ▪ Perform the Drive-thru procedures according to CVS standards ▪ Operate the Drive-thru window ▪ Understand the standards for managing Drive-thru traffic ▪ Provide exceptional customer service to customers at the Drive-thru workstation

Note: The Drive-thru curriculum is only required for employees assigned to stores with a Drive-thru.

PRODUCTION (Total Hours: 42.75)		
COURSE	TIME TO COMPLETE	OBJECTIVES
 Introduction to Production Course Code - 206020	1 hr	<ul style="list-style-type: none"> ▪ Identify the steps involved in Production ▪ Explain how quality and safety are embedded into each step at Production ▪ Process a prescription through Production ▪ Process a prescription refill ▪ Complete the steps to calculate drug price
 Foundations of Production Course Code - 204060	1.5 hrs	<ul style="list-style-type: none"> ▪ Demonstrate a understanding of the Production workflow and why each step is important to our customer service goals ▪ Demonstrate counting best practices, including working with penicillin and sulfa products ▪ Demonstrate proper labeling and prescription assembly tasks ▪ Recognize Reconstitutables and demonstrate an awareness of basic preparations ▪ Complete electronic Action Notes to ensure proper and complete information is conveyed to customers ▪ Provide exceptional service skills when assisting customers on the telephone
 ScriptPro Overview for New Hires * Course Code - 204055	15 min	<ul style="list-style-type: none"> • Differentiate between Specialist and General User job responsibilities • Recognize the purpose and general uses of ScriptPro • Demonstrate ability to locate and interpret data on ScriptPro software • Verify automatically dispensed prescriptions using ScriptPro • Perform manual robot operations • Process exceptions from the Pending Work List • Perform basic maintenance tasks with the ScriptPro robot
 Production On-the-Job Training Course Code - 204065	40 hrs	<ul style="list-style-type: none"> • Perform the Production procedures according to CVS standards • Satisfy customer refill requests • Respond to customer questions or refer as appropriate • Perform basic maintenance tasks at the Production workstation • Provide exceptional customer service to customers on the telephone while at the Production workstation

* The ScriptPro course is required of those team members from a Store with a ScriptPro machine.

COURSE	TIME TO COMPLETE	OBJECTIVES
 Introduction to Inventory Management Course Code – 204190	30 min	<ul style="list-style-type: none"> ▪ Identify inventory management processes at CVS/pharmacy ▪ Identify the tools and resources available to support pharmacy staff in completing inventory management tasks ▪ Explain how inventory management practices contribute to order accuracy and patient satisfaction ▪ Describe how daily Cycle Counting contributes to improved accuracy of Balance on Hand (BOH) ▪ Identify methods of preparing the pharmacy for Out of Stock scans ▪ Identify tasks that are included as part of label maintenance ▪ Describe the process of reviewing a Warehouse order ▪ Describe the process of reviewing and completing an Outside Vendor order
 Foundations of Inventory Management Course Code - 204130	2.5 hrs	<ul style="list-style-type: none"> ▪ Explain key inventory management terms and processes as described in the Introduction to Inventory Management web-based course ▪ Differentiate between System Generated and Store Initiated Cycle Counts ▪ Recognize when there is a need for a Store Initiated Cycle Count ▪ Describe the processes involved in preparing the pharmacy for an Out of Stock Scan ▪ Analyze order reports for both Warehouse and Outside Vendor (OV) orders ▪ Identify reasons to modify Balance on Order (BOO) for both Warehouse and OV orders ▪ Describe the process of checking in both Warehouse and OV deliveries
 Inventory Management On-the-Job Training & Outside Vendor Orders: Practice Course Code – 204140 & 204141	25 hrs	<ul style="list-style-type: none"> ▪ Complete a Cycle Count ▪ Complete an Out of Stock Scan ▪ Review the AIMRx Order Detail report ▪ Complete an Outside Vendor order ▪ Receive a CVS Warehouse delivery ▪ Receive an Outside Vendor delivery ▪ Receive a Drop Shipment ▪ Process the new items report ▪ Process the discontinued items report

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COURSE	TIME TO COMPLETE	OBJECTIVES
 Introduction to Drop-off Course Code - 206040	1 hr	<ul style="list-style-type: none"> ▪ Accept a new prescription at Drop-off ▪ Accept a refill prescription at Drop-off ▪ Add a patient in the RxConnect system ▪ Edit a patient's information in the RxConnect system ▪ Effectively manage prescription requests in the RxConnect system
 Third Party Plans and Cards Course Code - 204150	30 min	<ul style="list-style-type: none"> ▪ Recognize Third Party Plans ▪ Identify the basics of billing federal/state funded Third Party Plans ▪ Recognize the components of Third Party Cards
 Medicare Part B Course Code - 540500	30 min	<ul style="list-style-type: none"> ▪ Understand the basics of Medicare B ▪ Know the expectations of CVS as a Medicare Provider ▪ Understand the expectations of you, as an employee, in processing Medicare claims ▪ Identify available references

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 <p>Foundations of Drop-off Course Code – 204170</p>	<p>2.5 hrs</p>	<ul style="list-style-type: none"> ▪ Explain the responsibilities of the Drop-off Workstation ▪ Demonstrate the steps in the Drop-off interaction ▪ Identify tasks in the Drop-off interaction that ensure quality and safety ▪ Know the components of a valid prescription ▪ Convert equivalent measurements for inhalers, ear and eye drops, insulin, and liquids ▪ Discuss the regulations that affect controlled substances ▪ Identify and process compound prescriptions ▪ Review the Customer Service Initiative (CSI) and how it benefits our patients ▪ Know the benefits of flavoring medications for our patients and how to promote ▪ Identify common types of Third Party rejections and the correct action to take to resolve the rejection ▪ Resolve Third Party rejections while communicating with customers ▪ Recognize unique Third Party Plans, such as Medicaid, Medicare Parts B and D, and know the requirements for processing claims through these plans ▪ Perform Drop-off Best Practices
 <p>Advanced Drop-off Course Code - 206045</p>	<p>1 hr</p>	<ul style="list-style-type: none"> ▪ Complete data entry for new prescriptions ▪ Scan a prescription hardcopy ▪ Process prescriptions with insufficient inventory ▪ Edit a prescription ▪ Delete, inactivate, and place prescriptions on hold
 <p>Advanced Drop-off Course Code – 204175</p>	<p>2.5 hrs</p>	<ul style="list-style-type: none"> ▪ Maintain patient allergy information in the pharmacy computer system ▪ Interpret prescriptions and quantity dispensed, including Dispense as Written (DAW) codes ▪ Know what Coordination of Benefits is and how to apply it in the pharmacy
 <p>DEA and Pharmacy Regulatory Training Course Code - 800670</p>	<p>1 hr</p>	<ul style="list-style-type: none"> • Policies and requirements regarding controlled substances • The importance of verifying that each prescription is valid • Ways to identify forged and altered prescriptions • Dispensing guidelines for narcotic drugs • Recordkeeping requirements for controlled substances • Diversion and diversion trends • How to report thefts and losses of controlled substances



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 <p>Drop-off On-the-Job Training</p> <p>Course Code - 204180</p>	80 hrs	<ul style="list-style-type: none"> Perform the Drop-off procedures according to CVS standards Respond appropriately to customer requests Perform basic maintenance tasks at the Drop-off workstation Provide exceptional customer service to customers at the Drop-off workstation
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COURSE	TIME TO COMPLETE	OBJECTIVES
 <p>Waiting Bin Maintenance</p> <p>Course Code - 204230</p>	1 hr 15 min	<ul style="list-style-type: none"> Complete a daily Return to Stock (RTS) Complete a monthly Waiting Bin Physical Inventory
 <p>Advanced Inventory Management</p> <p>Course Code - 204240</p>	1 hr 15 min	<ul style="list-style-type: none"> Perform Overstock Returns Perform Capital Returns (outdates, damages and recalls) Perform Inter-store Medication Transfers
 <p>ScriptPro Procedures for Specialists *</p> <p>Course Code - 290351</p>	15 min	<ul style="list-style-type: none"> Recognize the importance of the Specialist responsibilities Identify location of ScriptPro door keys and restrict access to Specialists only Maintain accurate level of operator credentials for all pharmacy staff in ScriptPro Identify replenishment and RTS procedures that only a Specialized is authorized to perform Maintain cells and various hardware components within ScriptPro cabinet
 <p>Advanced Inventory Management On-the-Job Training</p> <p>Course Code - 204250</p>	23 hrs	<ul style="list-style-type: none"> Process non-saleable returns monthly Use the No Sales Movement Report to identify and process Warehouse returns Access the Inventory Tracking Report Complete all RTS procedures Complete the Waiting Bin Physical Inventory

* The ScriptPro course is required of select team members from a Store with a ScriptPro machine.



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COURSE	TIME TO COMPLETE	OBJECTIVES
 Opening an Effective Patient Care Conversation Course Code - 200580	15 min	<ul style="list-style-type: none">• Consider the patients point of view when initiating a conversation• Proactively answer some of a patient's unasked questions• Effectively open a conversation

Program Hours	Hours
Self-paced courses	12.50 hrs
Web-based courses	9 hrs
Instructor-led courses	18.5 hrs
On-the-Job Training/Practical Hours	182 hrs
	222 hrs



Logging Completion of Training

Employee transcripts are updated to reflect completion of training for individual courses according to the following rules.



Web

Upon successful completion of the web course and all assessments contained within the course, the employee's transcript will automatically be updated with a "Finished" status.

Note: *Web-training is a pre-requisite for classroom training.*



Workbook

After reading the workbook, the employee must complete an on-line assessment (found on the course description on LEARNet). Upon successful completion of the assessment the employee's transcript will automatically be updated with a "Finished" status.

Note: *Workbook training is a pre-requisite for classroom training.*



Classroom

After the employee successfully completes all classroom training expectations, the Pharmacy Trainer logs completion of training for the individual using the Classroom Training administrative function in LEARNet.

Note: *Classroom training is a pre-requisite for on-the-job training.*



On-the-Job

After the employee successfully completes all of the tasks listed on the OJT checklist to the satisfaction of the Coach, the Learning Store or Skill Development Store Pharmacist calls in completion of training for the individual via the IVR.

Note: *On-the-job training is a pre-requisite for working at each new workstation in the home store pharmacy.*

Employees may view their training transcript at any time on LEARNet.