**Worksheet # 1**

**Prescription Processing**

**Learning objectives**

1. List the components of a prescription.
2. List and describe each of the steps involved in processing a prescription.

3. Explain the third party billing process.

4. Discuss the pharmacy’s reimbursement model.

**Preceptor:** Discuss this activity with the student and please sign-off in E-value that it has been accurately completed.

Shadow a technician or a pharmacist:

Follow **1** new prescription and **1** refill prescription through all necessary steps involved in prescription processing. Document all activities (including third party billing and automation) during the dispensing process. While going through the steps, please be aware of any systems in place to reduce medication errors and how any problems with the prescription(s) are handled. What strategies are used to free up pharmacist time for direct patient care.

**New Prescription**

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| **Steps** | **Person Responsible (title)** | **Description of Activities** |
| *Example:*  *Step 1 – A new prescription is brought to the counter.* | *Example:*  *Pharmacy technician* | *Example:*  *Obtain birth date, allergies, and obtain patient information and verify accuracy. (If new patient, add information to computer.) Identify waiting time for patient.* |
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**Refill Prescription**

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| **Steps** | **Person Responsible (title)** | **Description of Activities** |
| *Example:*  *Step 1 – A new prescription is brought to the counter.* | *Example:*  *Pharmacy technician* | *Example:*  *Obtain birth date, allergies, and obtain patient information and verify accuracy. (If new patient, add information to computer.) Identify waiting time for patient.* |
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