**Worksheet # 5**

**Professionalism, Ethics and Communication**

**Learning objectives**

1. Discuss what professionalism means to you and your preceptor and how your preceptor instills professionalism in his/her students.
2. Apply ethical principles to patient care.
3. Discuss how conflicts are recognized and resolved within the pharmacy.
4. Discuss and reflect upon ethical issues regarding prescription processing.
5. Demonstrate respect for other health care professionals.
6. Identify and respect the values of others.
7. Identify cultural differences that will potentially affect professional interactions.

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

Professionalism

1. Discuss with your preceptor what it means to be a professional. Do your preceptor’s views align with your views? Explain.
2. Describe a particularly challenging interaction, between the pharmacist and a patient. How did the pharmacist resolve the situation? Discuss this situation with the preceptor following the interaction. What strategies does your preceptor use to handle difficult or challenging situations?

Ethics

1. Ask your preceptor to describe an ethical situation or decision they have encountered throughout their career.
   1. Describe the situation and how your preceptor handled the situation. Include the rationale and thought process that the preceptor went through during the process of deciding how to handle the situation. How would you have handled the same situation? Discuss this with your preceptor.
2. A patient presents to your pharmacy with a prescription that you suspect to be forged or you have concerns about abuse:
   1. What is the policy at your site if a prescription is suspected or confirmed as a forgery?
   2. Can you refuse to fill the prescription from a legal standpoint and from an ethical standpoint?
   3. List two items that would be “red flags” that would cause a pharmacist to suspect forgery or abuse.
   4. Explain the function of the Chesapeake Regional Information System for our Patients (CRISP) web portal: <https://crisphealth.org/CRISP-HIE-SERVICES/Prescription-Drug-Monitoring-Program-PDMP>

How does CRISP support the pharmacist with concerns of patient drug abuse or prescription forgeries?

Communication

**Part 1:** During the course of your rotation observe and document interactions between the individuals noted below. Pay particular attention to verbal and nonverbal communication. Discuss your observations and your thoughts regarding how these interactions either support or hinder the development of teamwork.

* Pharmacist – technician
* Pharmacist – clerk
* Pharmacist – store manager/pharmacy manager
* Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Were there any barriers to the communication?
2. How could the communication interaction have been improved?