

## **CVS/Pharmacy-Clinical Services**

*PHP 590 Advanced Clinical Clerkship*

### **Preceptor:**

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### **Location:**

CVS/Pharmacy  
Clinical Services Department  
One CVS Drive  
Woonsocket, RI 02895

### **Introduction:**

CVS/pharmacy is one of the largest and most prestigious retail pharmacy chains in the country with over 4000 pharmacies and 14,000 pharmacists, practicing in 32 states. The Clinical Services department is focused on the needs of the ambulatory care setting. Meeting the ambulatory needs remains critical to the American healthcare industry in terms of improving the health of the nation and controlling costs. The active involvement of pharmacists in this effort is critical to the advancement of our profession. The student will help meet such needs by directly supporting the CVS pharmacists, CVS corporate departments and employees, and the CVS customers.

### **Activities:**

The student will participate in all activities of the Clinical Services department. Services are for customers, internal departments, and CVS pharmacists. Consultation is provided to customers via an "Ask the Pharmacist" email service and consumer content developed for CVS.com, reaching a national audience. Clinical support and expertise is provided to various departments located at the corporate headquarters. CVS community pharmacists are supported with a monthly newsletter and other tools/services. Clinical Services also participates in patient care management activities designed to improve patient outcomes through appropriate pharmaceutical interventions. The department is equipped with multiple, state-of-the-art-computerized databases, a reference library, numerous pharmaceutical and medical journals, and extensive drug and disease-state primary literature files.

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### Drug Information

Information requests fielded by the Clinical Services department are diverse in nature. Questions originate from customers and internal employees in other CVS departments at the corporate headquarters. Students will gain considerable skill in answering these questions in an accurate and efficient manner with sufficient depth and detail. Following the clerkship, the student will be able to:

- Learn how to identify the most appropriate source to use for all every type of information request
- Demonstrate proficient use in numerous drug information sources
- Explain the type of information provided by primary, secondary, and tertiary literature and the advantages and disadvantages of their use.
- Demonstrate the ability to analyze available data, then organize and communicate a response to various classifications of clinical information requests.
- Successfully use a seven step drug information methodology for clinical information requests to meet standard 100% of the time
- Manipulation of database for storage of drug information requests and responses
- Identify the type of request where clinical information found on the Internet is useful and where it relates to real time consumer oriented health news releases
- Learn how to find reliable clinical information on the Internet

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#### Clinical Literature Evaluation

Many clinical decisions are based upon studies found in the primary literature. By improving the skills that are used to conduct literature searches and review clinical studies the student will be better prepared to develop independent clinical decisions. Following completion of the clerkship, the student will be able to:

- Review common study designs used in clinical research and the advantages and disadvantages of each.
- Identify potential sources of bias and confounding in a study and determine their impact on the interpretation of results.
- Describe the usefulness of control groups, blinding, and randomization in clinical research studies.
- Understand hypothesis testing and the concept of statistical inference.
- List the types of data collected, analyzed, and presented in published studies.
- Review basic inferential statistical tests commonly used.
- Distinguish between statistical and clinical significance.
- Outline the basic elements of an article and understand the purpose of each section.

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### **Responsibilities:**

1. **Clinical information requests:** During the rotation, the student will respond to clinical requests daily. Responses will be checked by a registered pharmacist for accuracy, quality, thoroughness, etc., criteria, to meet the needs of the requester. Any response not meeting these criteria will be re-worked by the student.
2. **Formal presentation:** All students are required to give a formal presentation. The topic will be assigned in advance, and goals and objectives will be already established. The presentation will take place during the last week of the rotation.
3. **Written Communication Skills:** Students will participate in many or all of the following: “Ask a Pharmacist” email questions; CVS.com “From the Pharmacist” consumer health content article; *CVS Clinical Focus*, our monthly clinical newsletter; write up of results of clinical review of marketing content for consumer distribution via store brochures or mailing. The *CVS Clinical Focus* is distributed to all stores in the chain, and is an excellent opportunity for the student to publish.
4. **Group Activities:** Students will participate in many or all of the following: journal club; book review; health news review. The group may consist of CVS employees as well as interns from other pharmacy schools.

### **Schedule Overview:**

Students are required to be onsite approximately 40 hours per week. Time off must be pre-approved by the preceptor.