

# PHARMACY AND POISONS BOARD OF HONG KONG

## Guidelines for Accredited Pharmacy Internship Training Institutions for Community Pharmacies

### A. Basic Requirements for Qualification as Training Sites

1. There should be no record of convictions in the past three years at the commencement of practical training.
2. The name of the community pharmacy should appear on the register as an authorized seller of poisons for a period not less than three years.

### B. Areas of Training to be Provided

#### *Overview*

The Learning Objectives of the Pharmacy Internship Training Programme in Community Pharmacies are as follows:

- (a) To have an overview on the set-up and daily operations of a community pharmacy.
- (b) To understand the roles and responsibilities of a community pharmacist.
- (c) To have basic exposure in prescription handling, interpretation, dispensing and medication counseling in the community setting.
- (d) To develop knowledge and skills in counseling patients and customers on prescription, nonprescription, and consumer health products.

#### *Areas of Training*

1. Orientation/Introduction to community pharmacy practice

##### Objectives:

- (a) To assist interns to adjust themselves to the working environment as soon as possible.
- (b) To provide interns a general understanding of the overall organization and functioning of the pharmacy

The orientation program is divided into three parts:

- I. Induction by preceptor or District Pharmacist/Senior Pharmacist or Chief Pharmacist

##### Introduction of the:

- (a) Pharmacists Team
- (b) Dispensary guideline
- (c) Pharmacy house keeping standard
- (d) Roles and responsibility of community pharmacists
- (e) Company's expectations for intern
- (f) Complaint and compliment report
- (g) Dress Code

## II. Induction by preceptor

### Activities:

- (a) Brief discussion of the learning checklist and appraisal form
- (b) Setting the working hours for the intern
- (c) Pharmacy tour and Shop tour
- (d) Draw a floor plan of dispensary and the Health & Fitness Division
- (e) Introduction of the daily routine of work at the dispensary and the Division
- (f) Brief review of the pharmacy operation manual

## III. Induction by human resource department

- (a) Company history
- (b) Various divisions and departments of the shop
- (c) Product security tag and store identity labels
- (d) Understanding price tag
- (e) Use of intranet, cashier
- (f) Customer service standard
- (g) Staff benefits

2. Roles and responsibilities of community pharmacists
3. Code of Practice for authorized sellers of poisons
4. Legal aspects of community pharmacy practice, including applicable Ordinances and Regulations
5. Daily operations and routines of the community pharmacy
6. Drug distribution system, including procedures for ordering drugs/stock and handling/disposing expired stock and short date stock
7. Dispensing of prescriptions with proper labeling and patient counseling
8. Answering customers' questions on OTC products, Chinese proprietary medicines, health supplements, home-testing devices and other health aids/accessories
9. Counter-prescribing of nonprescription medicines (i.e. responding to symptoms)
10. Making referrals to physicians and other health care services, when appropriate
11. Learning Diary
  - (a) The learning diary is kept by each intern for the purpose of having a chronological written record of work experience and professional development during the internship period. Important pharmacy/patient incidences, response of interns and final outcome/solution to the problem must be documented.
  - (b) The interns are required to record such activities on a daily or weekly basis. It facilitates interns to present their work experience in a structured manner and such learning record must be assessed and signed by the preceptor on a weekly basis.

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(c) The Learning Diary sample page is found in **Appendix I**.

12. Completion of a small project assigned by the pharmacist preceptor (where appropriate). The project may include preparation of a two-page patient education leaflet and/or give a 20-minute presentation on a topic assigned by the preceptor.

(a) During the training period, each intern should complete at least one written project assigned after discussion with the preceptor right at the beginning of the first month. The project requires a variety of skills and abilities of the intern, such as searching for information, comparison and making summary, skill of writing, ability of organization and the use of appropriate language. Depending on the progress and performance of the intern, extra assignments or minor projects may be given.

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(b) Interns may choose their projects from the project list attached in **Appendix II** or they may initiate their own on discussion with the preceptor.

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A checklist of the training activities is illustrated in **Appendix III**. The checklist will provide the intern and preceptor with an understanding of the range of experience expected to be achieved. Each activity should be ticked off and signed by the intern upon completion of the activity in the appropriate period and countersigned by the preceptor. This is done on a monthly basis so that the progress of the intern can be reviewed and the pace of training can be adjusted accordingly. At the end of the whole training period, a final review of the learning checklist is executed by the preceptor.

## C. Assessments

### 1. **Intern's Performance**

The preceptor will discuss with the intern his/her performance on a monthly basis so that he/she will notice his/her strengths, weakness and areas to be improved before it is too late. The intern is also invited to give his/her comments regarding the training, appraisal, and suggestions for improvement or any other points. At the end of the whole training period, the intern, preceptor and District Pharmacist/Senior Pharmacist and/or Chief Pharmacist will formally execute a final appraisal.

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The details of the appraisal form can be found in **Appendix IV**.

### 2. **Intern's Assessment of Training Experience**

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The criteria for assessing the training experience are outlined in **Appendix V**.

### 3. **Monthly review with preceptor**

The preceptor should do a monthly review with the intern on his/her overall performance and progress of learning by using the Training/Learning Checklist and the Appraisal Form. At the end of each module, District Pharmacist/Senior Pharmacist and/or the Chief Pharmacist hold a meeting with all the interns.

During the meeting, the interns will give a presentation of their major projects/assignment/ learning diary/ what they have learnt so far, share important cases or experience at the pharmacy, discuss the difficulties they have and share their opinions about the training program. Through this meeting, interns can then learn from the experience of each other. The District Pharmacist/Senior Pharmacist and/or Chief Pharmacist will also give appropriate comments and guidance.

**PHARMACY INTERN LEARNING DIARY**

<b>Entry Date</b>	<b>Incidence/Experience</b>	<b>Intern's response and comment</b>	<b>Verification by preceptor</b>

## SUGGESTED TOPICS FOR WRITTEN PROJECTS

Acne	Osteoporosis Leaflet
Acute Mountain Sickness	Packing a medical kit
Air Flight	Safety drug use on Pregnancy
Allergic Rhinitis	Scar Healing
Antifungals	Skin Disorder
Avoiding Mosquitoes	Sleep Disorder
Cancer Supplement	Slimming Product
Cardiovascular Disease Q&A	Smoking Cessation
Children dosage for common OTC product	Sugar Content in Cough and Cold Med
Classification of medicines	Sunburn
Cold and Flu Product and Classification	Traveller Infectious Disease
Comparison of Blood Glucose Monitors	Traveller Medicine
Comparison of Different NRT Product (Tables)	Vitamins and minerals
Comparison of Oral Contraceptives	Ways to remind Dr to write a proper Rx
Diabetes Milk Supplement	
Eczema	
Eye Products and supplements	
Foot care and Antifungal	
G6PD Favism	
Health Supplement	
Hyper pigmentation	
Hypertension Leaflet	
Infrared Ear Thermometer	
Jet Lag	
Joint Supplement	
Keep Fit Chart	
Measuring Blood Pressure	
Menopause	
Motion Sickness	
Oral Contraceptive	
Oral Health	

**INTERN'S CHECKLIST FOR  
TRAINING PROGRAMME AT COMMUNITY PHARMACIES**

<b>A. Introduction .....</b>	<b>2</b>
<b>B. The Role of the Community Pharmacy Preceptor .....</b>	<b>3</b>
<b>C. The Role of the Intern in Community Pharmacies .....</b>	<b>3</b>
<b>D. How to use this Checklist .....</b>	<b>3</b>
<b>E. Checklist of the Training Activities .....</b>	<b>4 - 11</b>
I.    An understanding of the administrative structure of company and community pharmacy, and development of management techniques	
II.   A working knowledge of legal aspects of pharmacy and sources of information dealing with pharmaceutical legislation in Hong Kong	
III.  Drug distribution system, including inventory and purchasing control	
IV.   Dispensing of prescriptions and handling of poisons/antibiotics/psychotropics/dangerous drugs	
V.    Experience in the sale of OTC products and provision of professional advice	
VI.   Understanding the procedures of a pharmacy inspection by inspectors of Inspection & Licensing Section, Department of Health	
VII.  Understanding the principles and financial aspects of a consumer health care business	
VIII. Development of techniques of communication with members of the public, health care professionals, corporate staff and others	
IX.   Experience of work in community pharmacy drug information, including contact with doctors, nurses, other supply, medicines, and other pharmaceutical matters	
X.    A working knowledge of the various reference books in a pharmacy and sources of information dealing with supply, medicines, and other pharmaceutical matters	
XI.   Continuing education (C.E.)	

## **A. Introduction**

Pharmacy graduates have to carry out a year of training, called the Internship Year before registration as a Pharmacist with the Pharmacy and Poisons Board of Hong Kong.

The Intern Year will be divided up into 2 x 6 months sections or modules or 4 x 3 months sections or modules. The Community Pharmacy component for the Internship year normally consists of two 3-month modules. Each intern must satisfactorily complete each module oriented to the respective level of training.

The objectives of the Internship year are outlined below:

- (a) to build on the experiences of the Pharmacy Interns on the sector chosen so as to produce a person fit to register with the Pharmacy and Poisons Board.
- (c) to inculcate into the Interns the necessary ethical and professional standards to act as a pharmacist in Hong Kong.
- (d) to acquire sufficient skills and competencies and to gain experience from their preceptors/environment so that the Interns feel confident in applying professional knowledge and supplying quality and efficient pharmaceutical services to the sick and infirm in Hong Kong.
- (d) to recognize that the pharmacists' new roles centre around the concepts of Pharmaceutical Care and the provision of health information and health promotion.
- (e) to experience various areas of the practice of community pharmacy.
- (f) to show the Interns that life-long learning and continuing education are necessary to keep up-to-date with the rapidly advancing field of therapeutics and pharmaceutical sciences and to persuade the Interns to adopt the principles of life-long learning in professional pharmacy.
- (g) overall, to give the Interns the chance to learn from their preceptors and other health care professionals and to integrate this with information already attained during the B.Pharm. years and to learn to apply this consistently in future practice.

## **B. The Role of Preceptor**

Each intern will be assigned a preceptor at community pharmacy to which he/she is attached.

The role of the preceptor is: to give advice on the pharmacy affairs in Hong Kong, to help the intern to practice what they have learnt, and to share his/her experience with the intern on the work of a community pharmacist. The preceptor will also actively respond to the feedback from the intern and a two-way communication is expected in order to benefit both parties. The role of the preceptor is seen as a "father-figure, friend and companion".

## **C. The Role of the Intern in Community Pharmacy**

There are two roles. One is to work for the community pharmacy as conscientiously as possible. The other is to derive maximal benefit from his/her experiences at the placement. To achieve these, the intern should be first and foremost, open to the discussions and ideas of the preceptor. Secondly, a high work ethic and confidentiality is paramount.

During his/her training in the community pharmacy, the intern will learn new things. Therefore an enquiring mind and a desire to learn and improve one's knowledge further are essential. Hardwork and a discipline of learning are called for.

The intern has the responsibility to ensure that the training meets the requirements of and thus, has been approved by the Pharmacy and Poisons Board of Hong Kong.

## **D. How to Use this Checklist**

This Checklist will provide the intern and preceptor with an understanding of the range of experience expected to be achieved. Each activity should be ticked off and signed by the intern upon completion of the activity in the appropriate period and countersigned by the preceptor.



## E. Checklist of the Training Activities

### INTERN'S CHECKLIST FOR TRAINING PROGRAMME AT COMMUNITY PHARMACIES

Name of Intern : \_\_\_\_\_ Intern ID# \_\_\_\_\_  
(first 4 characters including letter)

Name of Training Establishment : \_\_\_\_\_

Name of Preceptor : \_\_\_\_\_

Period of Internship Experience :  Jul – Sep 20\_\_      Oct – Dec 20\_\_       
 Jan – Mar 20\_\_      Apr – Jun 20\_\_       
 ✓ the appropriate box.

The intern has been exposed to or has participated in the following activities: (\*please ✓ )

#### I. An understanding of the administrative structure of community pharmacy, and development of retail operations and management techniques

Check*	Training Activities
<i>This should include knowledge of the following functions:</i>	
<input type="checkbox"/>	Roles and responsibilities of community pharmacist
<input type="checkbox"/>	Code of Ethics for community pharmacist
<input type="checkbox"/>	Organization chart of Operations Department and appropriate channels of communication
<input type="checkbox"/>	Trading hours of store and pharmacy
<input type="checkbox"/>	Daily operation checklist of the store
<input type="checkbox"/>	Company policies and procedures
<input type="checkbox"/>	Policies and procedures related to customer services
<input type="checkbox"/>	Security measures in the store
<input type="checkbox"/>	Pharmacy Housekeeping Standard
<input type="checkbox"/>	Pharmacist development
<input type="checkbox"/>	Corporate structure and background
<input type="checkbox"/>	Stock display and layout
<input type="checkbox"/>	Staff management issues / staff training
<input type="checkbox"/>	Pharmacist and store staff as a team

**II. A working knowledge of legal aspects of pharmacy and sources of information dealing with pharmaceutical legislation and pharmacy practice in Hong Kong**  
(professional duties of pharmacists)

Check*	Training Activities
<i>This should include knowledge on the latest editions of the following:</i>	
<input type="checkbox"/>	Code of Practice for Authorized Sellers Of Poisons
<input type="checkbox"/>	Pharmacy and Poisons Ordinance (Cap. 138)
<input type="checkbox"/>	Pharmacy and Poisons Regulations (Cap. 138A)
<input type="checkbox"/>	Pharmacy and Poisons (Pharmacy and Poisons Appeal Tribunal) Regulations (Cap. 138D)
<input type="checkbox"/>	Pharmacists (Disciplinary Procedure) Regulations (Cap. 138E)
<input type="checkbox"/>	Dangerous Drugs Ordinance (Cap. 134)
<input type="checkbox"/>	Dangerous Drugs Regulations (Cap. 134A)
<input type="checkbox"/>	Antibiotics Ordinance (Cap. 137)
<input type="checkbox"/>	Antibiotics Regulations (Cap. 137A)
<input type="checkbox"/>	Import and Export (General) Regulations (Cap. 60)
<input type="checkbox"/>	Undesirable Medical Advertisements Ordinance (Cap. 231)
<i>Patient counselling techniques:</i>	
<input type="checkbox"/>	Provide an area for maintaining privacy during counselling
<input type="checkbox"/>	Express concern for and interest in patient or caregiver
<input type="checkbox"/>	Assess patient's prior knowledge of the disease treatment
<input type="checkbox"/>	Display appropriate non-verbal behaviours
<input type="checkbox"/>	Use language the patient can understand
<input type="checkbox"/>	Maintain control and direction of the counselling session
<input type="checkbox"/>	Make use of appropriate patient medication profile information
<input type="checkbox"/>	Ask primary questions and appropriate secondary questions and elicit the patient's response
<input type="checkbox"/>	Utilize the prescription label's direction for use to assist in presenting the facts and concepts in a logical, sequential order
<input type="checkbox"/>	Summarize the information presented
<input type="checkbox"/>	Determine if the patient understood what has been presented
<input type="checkbox"/>	Keep all information and discussion confidential

### III. Drug Distribution System, including Inventory and Purchasing Control

Check*	Training Activities
<i>Reviewing the type of drug distribution system used in the company and your respective pharmacy:</i>	
<input type="checkbox"/>	Pharmacy Product List and Planogram issued by the company
<input type="checkbox"/>	Ordering System and Control System
<input type="checkbox"/>	Direct Purchase
<i>An understanding of storage and stock control of medicines:</i>	
<input type="checkbox"/>	Storage requirements regarding stock rotation, security, temperature & humidity control
<input type="checkbox"/>	Expiry dates and handling of expired stock or short date stock (Expired Date Record Book)
<input type="checkbox"/>	Goods recall or goods return to supplier
<input type="checkbox"/>	Handling and disposal of expired poisons, psychotropics, dangerous drugs (DDs), antibiotics and other pharmaceutical products
<input type="checkbox"/>	Storage of dangerous drugs, antibiotics, psychotropic and poisons
<input type="checkbox"/>	Stock control book
<input type="checkbox"/>	Stock Taking
<i>Dispensary stock control:</i>	
<input type="checkbox"/>	Maintenance of pharmacy product master list (a) Adding new items (b) Deletion of obsolete items (c) Change of vendors, cost price, retail price and bonus terms
<input type="checkbox"/>	Stock ordering (a) Determine the appropriate time to order, ordering quantities (b) Sourcing of products and schedule of delivery (c) Direct delivery and central warehouse delivery
<input type="checkbox"/>	Goods receiving procedures (a) Checking of Hong Kong registration number (b) Checking of expiry dates (c) Ensure correct identity and quantities of product delivered (d) Signing of poison forms/invoices
<input type="checkbox"/>	Transfer of stock among pharmacy branches
<input type="checkbox"/>	Record of stock movement of Antibiotics, psychotropic and dangerous drugs

#### IV. Dispensing of prescriptions and handling of poisons, antibiotics, psychotropics and dangerous drugs

Check*	Training Activities
<i>A comprehensive knowledge of the following requirement for an efficient and accurate dispensing service, with appropriate practical experience:</i>	
<b><i>Drug dispensing procedures and policies of the pharmacy and the company</i></b>	
<input type="checkbox"/>	Patient reception procedure
<input type="checkbox"/>	Different types of prescriptions and pharmacy-related registers
<input type="checkbox"/>	Legal requirements on prescriptions (e.g. P1S3, Antibiotics, DDs and Psychotropics)
<input type="checkbox"/>	Reading, interpreting and dispensing prescriptions
<input type="checkbox"/>	Error, omission or ambiguity -- contacting the prescriber concerned
<input type="checkbox"/>	Checking of prescriptions with respect to drug dosages, adverse reactions, incompatibilities, interactions, availability etc.
<input type="checkbox"/>	Provision of advice to professionals in connection with the above
<input type="checkbox"/>	Drug labeling in accordance with legal requirement
<input type="checkbox"/>	Use of accessory/advisory labels
<input type="checkbox"/>	Application of various types of containers and packaging material
<input type="checkbox"/>	Provision of supplementary drug information, e.g. patient information leaflets
<input type="checkbox"/>	Handing out prescriptions to patients/their representatives
<input type="checkbox"/>	Counselling on dispensed prescriptions
<input type="checkbox"/>	Prescription charges and exemptions
<input type="checkbox"/>	Transaction handling (Cashiering)
<input type="checkbox"/>	Record keeping for dispensed prescriptions
<input type="checkbox"/>	Storage of dispensed prescriptions awaiting collection
<input type="checkbox"/>	Suggest possible non-pharmacological measures
<input type="checkbox"/>	Recognize patient non-compliance to prescribed medicines and suggest ways to improve compliance
<input type="checkbox"/>	Recognize signs of addiction to drugs
<input type="checkbox"/>	Arrange follow-up visits / telephone follow-up
<input type="checkbox"/>	Observe side effects associated with prescribed medicine and signs of referral
<input type="checkbox"/>	Drug dosages, adverse reactions, incompatibilities, drug interactions, dosage forms
<input type="checkbox"/>	Trade and generic names, medicines whose names sound or look alike

## V. Experience in the sale of OTC products and provision of professional advice

Check*	Training Activities
<input type="checkbox"/>	Familiarize with the various products available in the pharmacy and their compositions
<i>Familiarize with the knowledge including the usage and interactions of the majority of the following products commonly handled in a pharmacy:</i>	
<input type="checkbox"/>	General Medicines, e.g. Cold and Cough Remedies, Analgesics, Gastro-intestinal Products
<input type="checkbox"/>	Chinese Medicines
<input type="checkbox"/>	Foot care products
<input type="checkbox"/>	Smoking cessation products
<input type="checkbox"/>	Vitamins and Nutritional Products
<input type="checkbox"/>	Health Food
<input type="checkbox"/>	Skin Care Products
<input type="checkbox"/>	Eye Care Products
<input type="checkbox"/>	Family Planning Products
<input type="checkbox"/>	First Aid Products and Medical Hosiery
<input type="checkbox"/>	Electrical Equipment, Medical Devices and Diagnostic Aids
<i>Provision of patient services on the OTC floor:</i>	
<input type="checkbox"/>	Respond to requests for assistance on OTC products
<input type="checkbox"/>	Provision of professional advice on health-related matters
<input type="checkbox"/>	Provision of professional advice on medicine-related matters, including TCM
<input type="checkbox"/>	Provision of professional advice on nutritional products and health supplements
<input type="checkbox"/>	Provision of professional advice on health aids (e.g. contraceptives, first aid products, pregnancy/ovulation kits, blood pressure meters, blood glucose monitors etc.)
<i>Provision of advice and/or medication in response to minor symptoms (counter prescribing):</i>	
<input type="checkbox"/>	Identify the patient and listening to patient with sufficient attention
<input type="checkbox"/>	Taking a detailed medical/drug history
<input type="checkbox"/>	Demonstrate appropriate questioning techniques
<input type="checkbox"/>	Recommend appropriate non-pharmaceutical measures
<input type="checkbox"/>	Recommend suitable products to relieve minor ailments and provide complete instruction on their use
<input type="checkbox"/>	Entry of records in accordance with legal requirements
<input type="checkbox"/>	Making referrals to physicians when necessary
<input type="checkbox"/>	Be aware of drug abuse upon request of certain products (e.g. cough mixture)
<input type="checkbox"/>	Observe confidentiality and discretion with respect to patient's health condition and medications

**VI. Understanding the procedures of a Pharmacy Inspection by Inspectors of Inspection & Licensing Section, Department of Health**

<b>Check*</b>	<b>Training Activities</b>
<input type="checkbox"/>	Licensing particulars to be provided
<input type="checkbox"/>	Techniques of handling an inspection
<input type="checkbox"/>	Cooperative attitude adopted during the process of inspection

**VII. Understanding the principles and financial aspects of a consumer health care business**

<b>Check*</b>	<b>Training Activities</b>
<i>Background to principles of the consumer health care business which include (but not limited to) the following:</i>	
<input type="checkbox"/>	Pricing policies
<input type="checkbox"/>	Merchandising guidelines
<input type="checkbox"/>	Advertising and promotion
<input type="checkbox"/>	Consignment of stock
<input type="checkbox"/>	Bonus deals

**VIII. Development of techniques of communication with members of the public, health care professionals, corporate staff and others**

Check*	Training Activities
<i>Observing and practicing situations requiring verbal (including telephone), personal and written communications:</i>	
<input type="checkbox"/>	<u>Communication with Health Care Professionals</u> Discussion about prescriptions: (a) On suspected inaccuracies, including dosage (b) On suspected contra-indications (c) On suspected adverse reactions/drug interactions (d) On validity of DD prescriptions
<input type="checkbox"/>	<u>Communication with Patients</u> Discussion on prescription medicines, including: (a) Queries arising when a prescription is presented (b) Verbal advice on how to take the medicine (c) Cautionary warning labels (d) Prescription medicines, OTC medicines, Other health related issues
<input type="checkbox"/>	<u>Communication within Corporate</u> (a) Communication with other pharmacy branches (b) Communication with other Departments in the same branch (c) Communication with other staff of the branch
<input type="checkbox"/>	<u>Others</u> (a) Communication with medical representatives (b) Communication with Inspectors of Inspection & Licensing Section, Department of Health or officials of Government Departments

**IX. Experience of work in community pharmacy drug information, including contact with doctors, nurses, other health care professionals, and the public**

Check*	Training Activities
<input type="checkbox"/>	Awareness of local Drug Information Services
<input type="checkbox"/>	Visit Company Drug Information Center (if appropriate)
<input type="checkbox"/>	Orientation to drug information resources in your pharmacy
<input type="checkbox"/>	Identifying appropriate references for specific types of information, e.g. where to find information on therapeutic use or side effects of a drug
<input type="checkbox"/>	Observation of the pharmacist in dealing with drug related questions
<input type="checkbox"/>	Practicing the basic techniques in handling a drug information request: (a) Telephone/verbal technique (b) Question intake (c) Use and searching of information sources (d) Participating in gathering and evaluating drug information (e) Formulation of reply (f) Communication of reply; oral/written (g) Response and follow-up

**X. A working knowledge of the various reference materials in a pharmacy and sources of information dealing with supply, medicines, and other pharmaceutical matters**

Check*	Training Activities
<i>List of essential reference books and/or on-line reference: (Note: This is not an exhaustive list)</i>	
<input type="checkbox"/>	Martindale: The Extra Pharmacopoeia
<input type="checkbox"/>	British National Formulary (BNF)
<input type="checkbox"/>	MIMS (HONG KONG)
<input type="checkbox"/>	The Pharmaceutical Codex
<input type="checkbox"/>	Compendium of Pharmaceutical Products
<input type="checkbox"/>	Other useful reference books, medical dictionaries
<input type="checkbox"/>	Product information provided by manufacturers

**XI. Continuing Education (C.E.)**

Check*	Training Activities
<input type="checkbox"/>	Attending C.E. seminars organized by the Pharmacy Central Continuing-education Committee (PCCC) and/or other professional pharmacy bodies
<input type="checkbox"/>	Attending training sessions organized by the company's Training Department
<input type="checkbox"/>	Attending seminars sponsored by suppliers or other drug manufacturers

Signature of Intern: \_\_\_\_\_ Signature of Preceptor: \_\_\_\_\_ Date: \_\_\_\_\_



**PHARMACY INTERN  
APPRAISAL FORM  
IN  
COMMUNITY PHARMACY**

**PHARMACY INTERN APPRAISAL FORM**

**Personal Particulars of Intern**

Full Name :

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HK ID No. :

(first 4 characters including letter)

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Name and Address of  
Training Establishment :

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**The Period of Internship Experience to which This Form Relate**

Commenced on

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Completed on :

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Module No. :

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**Personal Particulars of Preceptor**

Full Name :

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HK Pharmacist  
Registration No. :

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Rank/Title:

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## General Notes for Preceptors

### **HOW TO USE THIS FORM**

You will formally discuss with the intern his/her performance at the end of each module. Please base the appraisal on the observed performance and progress of the intern so far. Try to remember that you are assessing an intern over a period of time. Isolated incidents should not influence your assessment. It is all too easy to allow particular incidents to influence both your assessment of a particular quality and also your general impression of overall merit.

For each item/performance characteristic, put a tick in the box which best fits the intern's usual performance. If you cannot assess an individual on any particular item/performance characteristic, place a tick under the box labeled N.A. for 'not applicable'.

Try not to let the intern's strength or weakness in one quality cloud your judgement of his/her standing in another. It is quite normal for an individual to be above average in some respects and to fall short in others.

Please give your comments in the appropriate section particularly on overall performance and progress over the review period. Comments are always helpful to highlight any particular strengths/weaknesses of the intern.

The intern is also invited to give his/her comments regarding the training, appraisal, suggestions for improvement or any other points.

Upon completion of the appraisal process, this signed document should be kept on file in the personnel records of the institution for future reference.

## **PART A – PERFORMANCE CHARACTERISTICS**

### **Rating Description**

<b>Rating Scale</b>	<b>Rating Description</b>
1	<i>The intern always exceeds the competency requirements.</i>
2	<i>The intern always meets and sometimes exceeds the competency requirements.</i>
3	<i>The intern usually meets the competency requirements.</i>
4	<i>The intern often meets the competency requirements but needs some improvement.</i>
5	<i>The intern sometimes meets the competency requirements and needs further improvement.</i>
6	<i>The intern rarely or never meets the competency requirements and needs significant improvement.</i>
N.A.	<i>Not applicable to the job.</i>

(I)	GENERAL PERFORMANCE CHARACTERISTICS	RATING (√ as appropriate)						
		1	2	3	4	5	6	N.A.
1.	<p><b>Organizing</b> Plans and arranges work in a systematic way to produce effective results.</p> <p>Remarks:</p>							
2.	<p><b>Problem Solving and Decision Making</b> Anticipates problems, identifies possible causes, evaluates alternative courses of action, makes appropriate decisions and responds to situations promptly and flexibly.</p> <p>Remarks:</p>							
3.	<p><b>Innovation</b> Anticipates the need for change and improvement; makes positive suggestions; introduces more effective ways to provide a better service.</p> <p>Remarks:</p>							
4.	<p><b>Communication (Verbal and Written)</b> Conveys facts, arguments, ideas and instructions clearly, concisely and systematically.</p> <p>Remarks:</p>							
5.	<p><b>Teamwork</b> Works well with, and demonstrates concern for others; contributes to work unit/department/dispensary/task group effectiveness.</p> <p>Remarks:</p>							

(I)	GENERAL PERFORMANCE CHARACTERISTICS (CONT'D)	RATING (✓ as appropriate)						
		1	2	3	4	5	6	N.A.
6.	<p><b>Commitment to Quality Service</b>  Responds quickly and positively to the needs and expectations of the public, patients and colleagues; actively tries to improve service quality.</p> <p>Remarks:</p>							
7.	<p><b>Relations with Public/Patients</b>  Contact with the public/patients is courteous and helpful; promotes the image of community pharmacy.</p> <p>Remarks:</p>							
8.	<p><b>Reliability</b>  Demonstrates the ability to be relied upon to carry out duties; maintains work standards when under pressure in emergency situations.</p> <p>Remarks:</p>							
9.	<p><b>Initiative</b>  Demonstrates energy and enthusiasm; takes action promptly and independently; is willing to accept responsibility.</p> <p>Remarks:</p>							

(II)	PROFESSIONAL PERFORMANCE CHARACTERISTICS	RATING (√ as appropriate)						
		1	2	3	4	5	6	N.A.
1.	<p><b>Application of Knowledge</b> Applies professional knowledge and skills to produce high standard of work.</p> <p>Remarks:</p>							
2.	<p><b>Judgement</b> Evaluates situations and makes appropriate judgement on professional issues.</p> <p>Remarks:</p>							
3.	<p><b>Commitment to Patient Care</b> Maintains high professional work standards and strives to provide quality service to patients with a caring attitude.</p> <p>Remarks:</p>							
4.	<p><b>Professional Ethics</b> Operates within professional ethics or code of conduct relevant to pharmacy discipline.</p> <p>Remarks:</p>							
5.	<p><b>Professional Development/Technical Expertise</b> Contributes to, and keeps abreast of, relevant professional development, technology and research.</p> <p>Remarks:</p>							
6.	<p><b>Written Reports</b> Produces excellent reports, well written, complete and clearly expressed.</p> <p>Remarks:</p>							

(III)	PERSONAL BEHAVIOUR	RATING (✓ as appropriate)						
		1	2	3	4	5	6	N.A.
1.	Always very neat and well groomed.  Remarks:							
2.	Demonstrates the need to act with decorum.  Remarks:							
3.	Notably poised and effective even in situations of stress.  Remarks:							



**PART B – SUMMARY OF OVERALL PERFORMANCE**

**Overall Rating**  
*(Please indicate the intern's overall performance by marking the appropriate box.)*

Outstanding performance – Consistently well above the requirements for the job.

Superior performance – Frequently exceeds the requirements for the job.

Good performance – Occasionally exceeds the requirements for the job.

Effective performance – Meets the basic requirements for the job.

Marginal performance – Some aspects of performance are below the requirements for the job. Further improvement is necessary.

Below-standard performance - Significant improvement in performance is essential to meet the required standard for the job.

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**General Comments by the Preceptor** (particularly on overall performance and development progress under the review period e.g. potential leadership qualities)

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\_\_\_\_\_  
Signature of Preceptor

\_\_\_\_\_  
Name/Position

\_\_\_\_\_  
Date

**PART C – COUNTERSIGNING MANAGER’S  
(OFFICER-IN-CHARGE) ASSESSMENT**

**Comments**

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\_\_\_\_\_  
Name of Countersigning Manager/  
Senior Management

\_\_\_\_\_  
Position

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**PART D – INTERN’S COMMENTS**

**Comments** (including comments on the training, suggestions for improvement and development, or any other points)

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\_\_\_\_\_  
Signature of Intern

\_\_\_\_\_  
Date

**INTERN'S ASSESSMENT OF  
COMMUNITY PHARMACY TRAINING PROGRAMME**

Name of Intern : \_\_\_\_\_

Intern ID# \_\_\_\_\_

(first 4 characters including letter)

Name of Training Establishment : \_\_\_\_\_

Name of Preceptor : \_\_\_\_\_

Period of Internship Experience :  Jul – Sep 20\_\_   Oct – Dec 20\_\_   Jan – Mar 20\_\_   Apr – Jun 20\_\_   ✓ the appropriate box.

The rating descriptions are as follows:

Rating Scale	Rating Description
1	Strongly Agree
2	Agree
3	Neutral
4	Disagree
5	Strongly Disagree

1. EVALUATION OF TRAINING ACTIVITIES	Rating ( ✓ as appropriate )				
	1	2	3	4	5
(a) The training experience increased my ability to communicate with patients and/or other health care providers.					
(b) The training provided opportunity to increase my knowledge of pharmacotherapy.					
(c) The training experience increased my ability to handle prescriptions.					
(d) The training experience increased my ability to counsel patients on the use of nonprescription drugs.					
(e) I gain a good understanding of the general set-up and daily operations of a community pharmacy.					

2. EVALUATION OF THE PRECEPTOR	Rating ( ✓ as appropriate )				
	1	2	3	4	5
(a) The preceptor demonstrated professionalism in his/her work.					
(b) The preceptor communicated effectively with me.					
(c) The preceptor taught with enthusiasm.					
(d) The preceptor provided constructive criticism for my improvement.					
(e) The preceptor provided adequate support and supervision during the training.					

3. BRIEFLY SUMMARIZE YOUR TRAINING EXPERIENCE (BOTH POSITIVE AND NEGATIVE ASPECTS) IN THE SPACE BELOW.


\_\_\_\_\_  
Signature of Intern

\_\_\_\_\_  
Date