

## **Rite Aid Corporation Pharmacy Management PHR 988 - Advanced Pharmacy Practice Experience (APPE) Rotation**

**Preceptor: Kevin Lamping; Market 18 Office, 2025-B Leestown Rd., Lexington, KY 40511**  
**Phone: 859/233-0936; Email: [klamping@riteaid.com](mailto:klamping@riteaid.com); Fax: 859/233-0990; Cell: 859/333-4477**

**Description of Rotation:** This 4 - week pharmacy management rotation focuses on teaching the pharmacy student about the daily operation of managing a drugstore; including both the front of the store and the pharmacy. The student will observe and learn about the various responsibilities of the following associates:

- Drugstore Manager
- Pharmacy Manager
- Pharmacy Development Manager
- District Manager
- Human Resource Manager
- Loss Prevention Manager
- Regional Vice President – Pharmacy Operations
- Regional Vice President – Drugstore Operations

**General Goals.** The goal of the program is to introduce the student to the daily functions of operating the entire drugstore. The student should understand the importance a drugstore serves in the community and why people decide to shop at a particular store. In addition, the student should observe and comprehend how the management team supports the store associates. Each position is dependent on the other for communication and feedback to run an efficient and happy team. The student shall actively participate in the management decision-making process of ongoing projects during the rotation.

**Areas of emphasis (content).** The rotation will emphasize learning the fundamentals of operating a drugstore. Without the basics, the associate can not perform to the best of their ability. After the student learns the basics, the rotation moves into the next level to observe the daily functions of the management team and how they support their associates. Areas of emphasis are:

- Communication Skills
- People Management Capabilities
- Mentoring
- Teaching Excellent Customer Service – lead by example
- Operating Efficiently

**Rotation activities and requirements for successful completion.** While on the rotation, the student shall rotate with various management personnel and perform the activities contained in the attached document (Appendix A). This training program is aggressive and comprehensive where many activities are listed. The student will not be evaluated on the quantity of activities completed but the quality of the activities completed. During this rotation, the student may be asked to vary the hours of their schedule, so instead of a 9am – 5pm day, the student may be asked to schedule 10am – 6pm. If a student holds a paid internship while completing the rotation, their rotation schedule will be taken into consideration to accommodate their paid internship schedule.

In addition, the student will be required to develop one project during the rotation that is of the student's interest in improving or changing a particular operation of the drugstore.

This project can be presented the last week of their rotation.

At Rite Aid we hold confidentiality to the highest level, therefore the student will be required to sign the "Student Statement of Confidentiality" (Appendix B). Within this confidentiality agreement is an indemnification clause due to the fact that a student will be a passenger in a company car many times throughout the rotation.

**Specific performance objectives/outcomes.** Upon the completion of this rotation, the student should be able to:

1. Develop a basic business plan, including the department goals.
2. Understand the computer system, including pricing, billing, and daily use of system.
3. Describe how to cost effectively order, purchase, and control drug inventory.
4. Discuss routine activities that involve recruiting, continuing education, and training of pharmacists.

5. Demonstrate excellent communication skills in interactions with management and pharmacy support team members.
6. Understand the importance of being a leader, mentor and providing motivation to associates to accomplish daily operations.
7. Suggest possible retention programs for pharmacy associates and how to implement them.

**Grading – Evaluation criteria that determine both a percentage and letter grade.** As mentioned above, the student will not be evaluated on the quantity of activities completed but the quality with which each one is performed. The student may take an interest in a particular area of retail management and we would like to encourage their development in this area while they are with us. Because the student will be working with various management representatives, each representative will be evaluating the student using the College of Pharmacy's approved evaluation form. The activities completed will be evaluated on the following criteria:

Motivation

Attendance - arrive on time daily

Interactions with people

Appearance – Dressed properly for the day's activities (one day maybe in a store training the next day in a meeting at the regional office)

Ability to communicate/cooperate

Grades are determined on the following percentage basis:

90 - 100 A;      80 – 89 B;      70 – 79 C;      <70 E

Please note that any student who is dismissed from their rotation for unprofessional conduct or clinical incompetence will automatically receive a failing grade.

## **Appendix A**

### **Pharmacy Management Rotation**

**PURPOSE.** To expose and teach the pharmacy student the daily operations of managing a store and a pharmacy within the second largest drugstore chain in the country.

**OVERVIEW.** The four-week management rotation will focus on working with the field operators to observe and learn their various responsibilities. This position will require travel to different Rite Aid locations and is an unpaid experiential program, where college credits are received.

- One week with the Pharmacy Training Manager
- One week with Store Operations (District Manager/Store Manager)
- One week with the Pharmacy Development Manager
- One week with the Regional Management (Regional Vice President/Human Resources/Loss Prevention/Pricing and Administrative Staff )

The student may also have additional opportunities to attend:

Merchandising meetings

Market meeting/PDM broadcast

Pharmacy computer training classes

RapidScript Install

New store opening/closing/relocation/remodel

GNC/Pharmassure/vitamin training classes

Continuing Education classes

Management Development Training Program

Tour a Distribution Center

**Each module is designed to give a basic understanding about management positions within our organization. The pharmacy student should gain general knowledge about the day – to – day functions of these positions. The student should be able to communicate effectively the terms that were taught during each rotation and receive a broad overview of multi-unit management. The goal is for each student to become knowledgeable in the tools of management. Of course, flexibility will be used to allow each student to pursue those areas he/she finds the most interesting and care will be taken to involve each student in independent study to be able to learn concepts on their own. The information will provide the student with invaluable experience which can be applied to any area of pharmacy practice.**

### **STORE MANAGER**

TEAM CONCEPT – RELATIONSHIP WITH PHARMACY

INVENTORY

WAREHOUSE

ORDERING OF MERCHANDISE/TRUCK DELIVERY DAY/ROTATION OF DELIVERY DAYS

AUTOREPLENISHMENT

BUILDING ENDCAPS/VISUAL PRESENTATION

SEASONAL MERCHANDISE

COUPONS/DISCOUNTS/RAINCHECKS/MONEY BACK GUARANTEE ON

COSMETICS/CIRCULARS

INTERPRET STORE REPORTS

EMPLOYEE RESPONSIBILITIES

SCHEDULING/STAFFWORKS

RECONCILE REGISTERS WITH STORE MANAGER

INVOICING

TRANSFERS

OUTDATES

COMMUNICATION

    SYSM

    VOICEMAIL

    STORE COMMUNICATION

- CUSTOMER SERVICE
  - DEALING WITH COMPLAINTS
  - HOW TO HANDLE
  - TIMELY RESPONSE
  - SATISFYING THE CUSTOMER
- BAD CHECKS
- BAG CHECKS
- BURGLARIES
- SELLING TOBACCO/LIQUOR LAWS
- ONE-HOUR PHOTO
- STORE BROADCAST SCHEDULE
- STORE APPEARANCE/MAINTENANCE
- PAYROLL
- PARKING POLICY
- GNC INSTALLATION

### **PHARMACY MANAGER**

This module is designed for the student to work with the Pharmacy Manager. The pharmacy student should have a general understanding of the day-to-day functions of this position. At the completion of this module, the student should be able to communicate with the Pharmacy Manager by using the community practice terms that were taught during this rotation.

- PROFESSIONAL ETHICS
- OPERATE RADS (RITE AID DISPENSING SYSTEM)
- VRU
- INVENTORY
- ORDERING OF MERCHANDISE – FROM WAREHOUSE-FROM MCKESSON
- AUTOREPLENISHMENT
- INVOICING
- TRANSFERS
- RECALLS
- OUTDATE
- CONTROLLED DRUG INVOICING/YEARLY INVENTORY
- CONTROLLED DRUG BOX
- INTERPRET PHARMACY REPORTS
- PHARMACY PREFERRED PRODUCTS (P3)
- CUSTOMER SERVICE
  - DEALING WITH COMPLAINTS
  - HOW TO HANDLE
  - TIMELY RESPONSE
  - SATISFYING THE CUSTOMER
- BRINGING IN NEW BUSINESS
- COMMUNICATION
  - VOICEMAIL
  - SYSM
- DISPENSING ERRORS
  - HOW TO HANDLE
- CONFIDENTIALITY/PATIENT INTERACTION/PHYSICIAN INTERACTION
- COORDINATING A DIABETIC DAY – OR A COMMUNITY HEALTH INITIATIVE DAY
- SCHEDULING PHARMACY STAFF
- WORKFLOW
- PHARMACY VISUAL PRESENTATION
  - CLEANLINESS OF LAB AREA
- THIRD PARTY PRESCRIPTIONS
  - INTERPRETING THE NUMBERS
  - UNDERSTANDING THE PLANS
- INSPECTIONS/AUDITS
- SIGNAGE IN PHARMACY
- PROFITABLE SALES

SETTING PRIORITIES  
UTILIZING PROFESSIONAL JUDGEMENT  
PHARMACY DEPARTMENT SECURITY  
QUALITY ASSURANCE VIDEO  
STORE BROADCAST  
INTERNET PRESCRIPTIONS  
BONUS PROGRAM

### **PHARMACY DEVELOPMENT MANAGER**

This module is designed for the student to work with the Pharmacy Development Manager (PDM). Within this week, the pharmacy student should begin to develop the business skills needed to operate 35 – 40 pharmacies. By the end of the week with the PDM, the student should be able to explain each of the individual areas listed below and its importance to the success of the company.

INVENTORY  
ORDERING OF MERCHANDISE – FROM WAREHOUSE – FROM MCKESSON - GOALS  
STORE VISITS – COMPLIANCE WITH STATE AND FEDERAL REGULATIONS  
ACCOUNTING CONCEPTS – MANAGING THE NUMBERS-MAKING A PROFITABLE BUSINESS  
BUDGET/OBJECTIVES/PROFIT AND LOSS STATEMENTS  
REVIEW THE CORPORATE STRUCTURE AND THE PDM'S ROLE  
REVIEW THE FUNCTIONS OF VARIOUS DEPARTMENTS  
WORKFLOW  
VISUAL PRESENTATION OF PHARMACY  
DISPENSING ERRORS – HOW TO HANDLE  
STAFFING GUIDELINES  
POUROVER  
RELOCATION  
RAPIDSCRIPT INSTALL  
REQUIREMENTS FOR STATE INSPECTIONS  
NEW STORE OPENING  
MARKET MEETING  
GENERIC VS. BRAND PRESCRIPTION MEDICATION PROFIT  
DISPENSE AS WRITTEN (DAW) GUIDELINES AND RELATIONSHIP TO PROFIT  
BUSINESS ETHICS  
BRINGING IN NEW BUSINESS – LOCAL AREA CLIENT  
RECRUITING AND HIRING  
ANNUAL REVIEW OF EMPLOYEES  
THIRD PARTY AUDITS  
CONTROLLED DRUG BOX  
CONTROLLED DRUG AUDIT / POSITIVE/NEGATIVE/106 FORM  
CUSTOMER COMPLAINTS  
DRIVE-THROUGH OPERATIONS - CONFIDENTIALITY  
WILL CALL AND RETURN TO STOCKS  
LOCAL CLIENTS  
EBITDA  
PROBLEM SOLVING  
COMMUNICATION  
    SYSM  
    VOICEMAIL  
    E-MAIL  
CE CREDITS  
ROLE OF BOARD OF PHARMACY MEETINGS  
NATIONAL/STATE/LOCAL PHARMACY ASSOCIATION AFFILIATIONS

### **DISTRICT MANAGER**

This module is designed for the student to work with the District Manager (DM). The student should begin to develop the business skills needed to operate 25 – 30 drugstores, including both the store and the pharmacy. By the completion of this module, the student should be able to explain each of the individual areas listed below and its importance to the success of the company.

EXPLAIN THEIR ROLE/OPERATIONS/TEAM CONCEPT  
STORE/PHARMACY RELATIONSHIP  
INVENTORY  
ORDERING OF MERCHANDISE – STORE/PHARMACY – GOALS  
STORE VISITS – COMPLIANCE WITH STATE AND FEDERAL REGULATIONS  
VISUAL PRESENTATION – PLAN - O - GRAMS  
ACCOUNTING CONCEPTS – MANAGING THE NUMBERS- MAKING THE BUSINESS  
PROFITABLE/PROFIT AND LOSS STATEMENT  
EXPLAIN THE DIFFERENT MARGINS PER ITEM  
LOSS PREVENTION/SHRINK  
EXPENSE CONTROL  
STAFFING GUIDELINES  
POUROVER  
RELOCATION/EXPANSIONS  
NEW STORE OPENING  
CONSTRUCTION COORDINATION  
STORE CLOSING  
MARKET MEETING  
RECRUITING AND HIRING  
ANNUAL REVIEW OF EMPLOYEES  
CUSTOMER COMPLAINTS  
CLEARANCE STORES  
HOLIDAY HOURS  
ONE HOUR PHOTO OPERATION  
REAL ESTATE  
RITE EXPRESS DEPARTMENT  
DRIVE THROUGH OPERATIONS  
PHARMACY GENERIC USAGE  
LICENSES  
VRU OPERATIONS  
SIGNAGE

### **HUMAN RESOURCE MANAGER**

This module is designed for the student to work with the Human Resource Manager (HRM) and the Market Pricing Analyst. The student should begin to develop an understanding of human resources issues for the corporation and the importance of keeping proper pricing in the computer system. At the completion of this module, the student should be able to explain each of the individual areas listed below and its importance to the success of the company.

RECRUITING  
INTERVIEWING – WHAT IS/ISN'T LEGAL TO ASK DURING AN INTERVIEW  
HIRING – STEPS PROCESSING THE PAPERWORK  
W-4  
I-9  
CONFIDENTIALITY STATEMENT  
ASSOCIATE HANDBOOK  
SEXUAL HARASSMENT  
DRUG TESTING  
TERMINATING  
EXIT INTERVIEW  
PAYROLL PROCEDURES  
MANPOWER REPORT

EMPLOYEE MANAGEMENT TRAINING AND DEVELOPMENT  
MAINTAIN MONTHLY TRAINING REPORT  
CHANGING EMPLOYMENT STATUS  
EXPLAIN THE WONDERLIC, AVA, REID TECHNIQUE, AND BEI  
CUSTOMER SERVICE  
JOB CODES  
FULL-TIME/PART-TIME  
EXEMPT/NON-EXEMPT  
EXPLAIN BENEFITS  
VARIOUS SALARY RANGES/PROGRAMS/POLICIES  
FLOATER/TRAVELING PHARMACISTS  
INTERN/GRADUATE/UNDERGRADUATE  
UNION/NON-UNION LAWS  
CONTRACT INTERPRETATION  
HANDLE GRIEVANCES  
MONITOR UNION ACTIVITY  
LEAVE OF ABSENCE/FMLA/PROTECTED CLASS  
JURY DUTY  
HOLIDAYS  
VACATION  
STORE BONUS PROGRAM  
COMPANY STRUCTURE – THE HRM ROLE  
STAFFING/MANPOWER REPORT  
DRUG TESTING GUIDELINES  
ADA COMPLIANCE  
COMPENSATION ISSUES  
STORE VISITS  
AFFIRMATIVE ACTION PROGRAMS  
FACILITATE INS PAPERWORK PROCESSING  
COORDINATE DIVERSITY OPPORTUNITIES  
ENSURE COMPLIANCE WITH ALL OSHA LAWS AND MSDS  
PROVIDE DOCUMENTATION TO GOVERNMENT AGENCIES/LAWYERS/LABOR BOARDS

#### **MARKET PRICING ANALYST**

ENTERING PRODUCTS IN THE SYSTEM  
ENTERING VENDORS IN THE SYSTEM  
IMPORTANCE OF PROPER PRICING  
MAINTENANCE OF SYSTEM  
HOW TO PRICE ITEMS  
GROSS PROFIT PER ITEM  
SALE ITEMS/TEMPORARY PRICE REDUCTION/WEEKLY CIRCULARS  
PRICE INCREASES

#### **LOSS PREVENTION MANAGER**

This module is designed for the student to work with the Loss Prevention Manager. The student should begin to develop an understanding of the important role the LPM has in the profitability of the company by reducing external and internal loss. By the end of this module, the pharmacy student should be able to explain how each of the topics listed below contributes to the profitability of the company.

REGIONAL VICE PRESIDENT'S POSITION AND CORPORATE STRUCTURE  
EXPLAIN YOUR CAREER PATH  
HOW CAN A STUDENT MAKE IT TO YOUR POSITION  
HOW MANY STORES YOU OPERATE  
YOUR RESPONSIBILITIES/DESCRIPTION  
SPECIFICS OF THE JOB  
MANAGING THE NUMBERS – HOW TO MAKE THE BUSINESS PROFITABLE/REPORTS  
BRINGING THE TEAM TOGETHER/TEAM BUILDING  
PREPARING FOR A REGIONAL MEETING

CONDUCTING A STORE VISIT/ WALKING A STORE WITH RVP  
CONSTRUCTIVE CRITICISM  
CUSTOMER SERVICE  
DELEGATION OF AUTHORITY  
MERCHANDISING – SPRING/SUMMER –FALL/WINTER MEETINGS  
SETTING PRIORITIES  
MANAGEMENT TECHNIQUES  
HOURS OF THE JOB  
COMMUNICATION  
INVENTORY CONTROL  
NEW STORES, ACQUISITIONS, RESETS, REMODELS  
RECOGNITION AND PERFORMANCE  
LEADERSHIP BY EXAMPLE

REGIONAL SCHEDULER/SUPPORT STAFF

SCHEDULER'S RESPONSIBILITIES  
PHARMACIST SHORTAGE  
REGIONAL ASSISTANTS/RESPONSIBILITIES/REPORTS  
PAYROLL SYSTEM  
STAFFWORKS



## Appendix B

### STUDENT STATEMENT OF CONFIDENTIALITY

I, \_\_\_\_\_, understand that as a student of an experiential rotation program, I may have or receive access to data, files, records, documents, conversations, and other information which are confidential and /or proprietary in nature. This access may include the ability to update/change/copy/delete files or records. Access may be directly authorized and controlled through electronic media such as microcomputers, file servers, computer terminals, or voice communications which may utilize a unique ID and/or password. In any case, I understand that I will be held accountable for all accesses and transactions generated by me. I will, to the best of my ability, take all necessary precautions to maintain confidentiality and prohibit all others from gaining knowledge of the same.

I will take all necessary precautions to safeguard the confidentiality of Rite Aid information, including personnel, salary, employee health, and other corporate information, unless such information is authorized for release in accordance with Rite Aid policies and/or procedures. Routine safeguards include the proper storage, retention and disposal of Company information. In addition, I agree that I will not discuss any specific aspects of Rite Aid information unless in the context of appropriate Company business transactions.

I understand that the unauthorized access, modification, release, removal, and/or disposal of Rite Aid information either during or subsequent to my period of internship/externship, or my contribution to the unauthorized use of such data, may result in prosecution under Federal, State, and/or local statutes, civil litigation, and/or the release from my position. If I am released for breaching this agreement, I understand Rite Aid will classify my release as Gross Misconduct.

I hereby release Rite Aid and all of its subsidiaries, as well as all of their officers, directors and employees from any and all liability whatsoever for any and all personal injuries and/or damages to me associated with my experiential rotation, whether or not caused by my own negligence and/or the negligence of Rite Aid, its subsidiaries and/or the negligence of their respective officers, directors and/or employees.

I understand that this agreement does not constitute either an expressed or implied contract of employment at Rite Aid.

Student Name: \_\_\_\_\_

Title: \_\_\_\_\_ Department: \_\_\_\_\_

Social Security Number: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Signature & Date: \_\_\_\_\_

Supervisor Signature & Date: \_\_\_\_\_

This statement is executed in compliance with Rite Aid Corporation's Confidentiality Policy, and is a condition of student experiential programs.