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Owner Andrea Darr: Vice President and General Manager, Pharmacy Servi  
Area Pharmacy

## Orientation and Training

### PURPOSE

The eCare Pharmacy Manager will provide for the training of eCare Pharmacy personnel for the safe and accurate provision of pharmacy services. The purpose of this policy is to outline the pharmacist orientation and training process for Avel eCare pharmacists.

### SCOPE

This Orientation and Training policy applies to Avel eCare, LLC.

### POLICY

1. The eCare Pharmacy Manager will facilitate orientation and training opportunities for the eCare pharmacist in the following areas:
  - a. Training on all EMRs in which the pharmacist is expected to function
  - b. Order management software functionality & usage
  - c. General pharmacy practice with exposure to a variety of practice and specialty areas
  - d. Customer-specific formulary issues, policies, procedures, etc.
  - e. Customer service expectations
  - f. End of shift communication expectations
  - g. All eCare Pharmacy policies and procedures
  - h. Discrepancy and medication error reporting
  - i. Pharmacy intervention/recommendation documentation

Competency is assessed and documented and monitored in appropriate content areas to ensure

information was understood, performed and retained.

## RELATED DOCUMENTS

None

## DEFINITIONS

None

## REFERENCES

None

*This policy was developed as a guide for the delivery of telehealth services and is not intended to define the standard of care. This policy should be used as a guide for the delivery of service, although originating site or Avel eCare personnel may deviate from this guide to provide appropriate individualized care and treatment for each patient.*

### Approval Signatures

Step Description	Approver	Date
Policy Owner	Andrea Darr: Vice President and General Manager, Pharmacy Servi	08/2023
Manager Approval	Jeremy Mueller: Pharmacy Manager	08/2023
Manager Approval	Cari Davis: Pharmacy Manager	07/2023