



Origination 11/2021

Last Approved 08/2025

Effective 08/2025

Last Revised 08/2025

Next Review 08/2026

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

Area **Pharmacy**

Orientation and Training

PURPOSE

The eCare Pharmacy Director 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 Director will facilitate orientation and training opportunities for the eCare pharmacist in the following areas:
 - a. All Electronic Medical Records (EMRs) in which the pharmacist is expected to function
 - b. Avel's order management software functionality, documentation standards, and 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, 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	08/2025
Manager Approval	Jeremy Mueller: Pharmacy Manager	08/2025
Manager Approval	Cari Davis: Pharmacy Manager	08/2025