

Policies and Procedures

I. Qualifications for entering Pharmacy Practice Experiences

- Students will complete a one-month practice experience at a community, independent pharmacy during the summer after their first professional year. Students will enroll in the second phase of the Introductory Pharmacy Practice Experience, where they will complete a one-month practice experience in an institutional pharmacy during the summer following their second professional year.
- Only students who have satisfactorily completed all didactic courses with a minimum grade of “C” in each course will be allowed to enter the Advanced Practice Experience Program during the summer following their third professional year.

Prior to entering the Practice Experience Program, the student must satisfy the following:

- Health screening requirements as prescribed by the School of Pharmacy. Students will be given notice of the health screening requirements and the date by which they must be satisfied. If all required immunizations and health testing are not complete by orientation (late May), the student will not be allowed to participate in the Practice Experience Program.
- Licensure as an intern in the State of Louisiana. For sites outside of Louisiana, the student must satisfy the licensure requirements of that specific state by contacting the Board of Pharmacy for that state. It is the student’s responsibility to satisfy licensure requirements in Louisiana or states other than Louisiana.
- Carry professional liability insurance covering the time that the student is enrolled in practice experiences. The State of Louisiana Office of Risk Management provides coverage for all students enrolled in the professional program.
- Carry health insurance coverage during the time that the student is enrolled in practice experiences.
- Certification in Basic Life support for the Healthcare provider, including electronic defibrillators.
- Attendance of the mandatory orientation held prior to beginning practice experiences.
- Other requirements mandated by individual practice sites (ex. Criminal background checks, drug tests, etc).

Students must keep their immunization records, intern license, CPR certification, and insurance proof with them at all times during their practice experiences

II. Assignment of Pharmacy Practice Experiences

During the fall semester preceding their practice experiences, students will be able to begin practice experience selection. Using RXpreceptor, students will be allowed to choose preferences for each practice experience. Assignments are selected by RXpreceptor in a randomized fashion. Experiences will be assigned in such a way to ensure regular faculty experiences are given priority and faculty workload is adjusted

with respect to the assignment of students. All students will have a minimum of two (2) practice experiences with full-time faculty.

III. Change of Pharmacy Practice Assignments

After the initial practice experience assignment, changes in the assignments will be considered as follows:

- Students will be allowed two weeks after the receipt of their initial assignments to negotiate with their fellow students a swap of sites within certain conditions.
- If for any reason the preceptor is unable to take the students as assigned, the Director of Experiential Education, the Coordinator of Introductory Practice Experience, or the Associate Dean of Academic Affairs, or his/her designee, will consult with the individual students involved and make the necessary reassignments.
- Departmental Administration will consider request for changes in assignments due to extreme hardships and the Director of Experiential Education, the Associate Dean of Academic Affairs, or his/her designee will make decisions on a case-by-case basis.

IV. Out of State Assignments

Students will be allowed to complete a maximum of two (2) of their total Introductory and Advanced practice experiences out of state. Students who wish to request such sites will be asked to provide as much information as possible about the site and the preceptor to the Office of Experiential Education. The request will be reviewed and the student will be informed of the decision. Students are not allowed to pay out of state facility (ies) and/or preceptor(s) to provide a practice experience. Students participating in out-of-state experiences must following the rules and regulations of that state. For instance, if that state requires students to be registered with the Board of Pharmacy, the student must register with that Board of Pharmacy in addition to the Louisiana Board of Pharmacy.

V. Setting up New Practice Experiences

Students desiring a site not affiliated with the University must provide as much information as possible about the site and the preceptor to the Office of Experiential Education. The request will be reviewed and the student will be informed of the decision. Request may be denied if there are already practice experiences of the same type in the area.

VI. Absences During Pharmacy Practice Experiences

Attendance at the practice experience site is **MANDATORY**. Each student is expected to be at the site a minimum 8 hours per day/5 days per week. Students will be expected to establish a schedule with the preceptor on the first day and adhere to that schedule. Due to the limited number of days available during the practice experience, absences must be kept to a minimum. As outlined below, students are limited to the number of days they can miss without repeating an experience.

The Practice Experience schedule does not follow the University schedule. Holidays that are considered “off” days for the University may not be “off” days for practice

experiences. All “off” days and mandatory University meetings will be published in the Practice Experience Schedule. If a practice site is open on a “Holiday” that’s published in the schedule, preceptors may require students to be available on that day.

Absences are defined as excused or unexcused as indicated in the University’s student policy handbook. Absences other than those identified in the student policy handbook may be excused at the preceptor’s discretion.

Community and Institutional Practice Experiences:

- The Office of Experiential Education must approve excused absences of greater than three (3) days in a month even though they are made up.
- A failing grade will be given to the student for any unexcused absence.
- **To assure compliance with the Louisiana Board of Pharmacy’s regulations, all absences (excused and unexcused) during the community or institutional practice experiences must be made up.**

All other Advanced Pharmacy Practice Experiences:

- The Office of Experiential Education must approve excused absences of greater than three (3) days in a month even though they are made up.
- A failing grade will be given to the student for any unexcused absence.
- Absences of greater than two (2) consecutive workdays must be made up.
- The student will be required to repeat the clerkship for any absences of greater than 4 workdays during an individual experience. The grade of “incomplete” will be given to the student whose absences are considered excused absences by the University of Louisiana at Monroe. The Director of Experiential Education or the Associate Dean of Academic Affairs, with the consent of the preceptor, may approve time off in excess of these guidelines.

Inclement Weather

In the event of inclement weather conditions, the student should contact their preceptor to determine the need for reporting to the site. Many factors are taken into consideration when deciding to cancel practice experiences, but student safety is the number one consideration. If a preceptor does excuse the student due to weather conditions, the time missed should be made up before the completion of the experience. University closures may not apply to experiential rotations.

VII. Process for Handling Student Complaints

The University is committed to providing a learning and working environment in which complaints are responded to promptly and with minimum distress and maximum protection to all parties involved. The University views student complaints as providing an opportunity to review and improve its policies and practices, and also to gain insight into student levels of satisfaction. To avoid any confusion as to the best way to handle any troublesome situation that has arisen or may arise between a student and a practice site, the process outlined below should be pursued. ***It is the responsibility of the student to report any problems that arise during the practice experiences to the Office of Experiential Education as soon as the problem occurs. DO NOT wait until the end of the practice experience.***

1. The student should attempt to resolve the issue with the preceptor directly.
2. If the complaint is not resolved quickly, the student should submit a **written** complaint to the Director of Experiential Education. The complaint should explain the problem as clearly and completely as possible.
 - a. Tell why the complaint should be considered
 - b. Give all the details that would help to better understand the situation, what has been done to resolve the situation, and the student's expected outcome.
 - c. Give your full name, address, contact phone number and date.
 - d. Attach any information that would aid in making a decision.
3. If the complaint is still not resolved, a **written** complaint should be submitted to the Associate Dean of Academic Affairs following the same format as above.
4. If the complaint is still not resolved, a **written** complaint should be submitted to the Dean of the School of Pharmacy following the same format as above.

VIII. Process for Handling Student Appeals

Problems may arise for students in the Pharmacy Practice Experience Program for various reasons. The University wants students to have an opportunity to appeal if there are special circumstances. The appeal must be in writing and delivered to the Office of Academic Affairs. It must follow the outlined procedure below.

1. A **written** appeal should be sent to the Director of Experiential Education. The appeal form should explain the problem as clearly and completely as possible.
 - a. Tell why the appeal should be considered.
 - b. Give all the details that would help to better understanding the situation, what has been done to address the appeal, and the student's expected outcome.
 - c. Give your full name, address, contact phone number and date.
 - d. Attach any information that would aid in making a decision.
2. If the situation is still not resolved, a **written** appeal should be sent to the Associate Dean of Academic Affairs following the same format as above.
3. If the situation is still not resolved, a **written** appeal should be sent to the Dean of the School of Pharmacy following the same format as above.

IX. Pharmacy Practice Experience Failure

Each student must successfully complete each pharmacy practice experience with a passing grade. If a student earns a grade less than a "C", he/she will be required to repeat that practice experience type with a different preceptor. Students who earn two (2) failing grades during their practice experiences will be dismissed from the program. Because of the importance of maintaining appropriate relationships with preceptors and their institutions and the importance of quality patient care, students will be withdrawn from a practice experience with a failing grade at the **first** request of the preceptors.

X. Student Assessment During Pharmacy Practice Experiences

Using the evaluation form in RXpreceptor, the preceptor must complete a mid-point and final evaluation for each practice experience. The mid-point evaluation creates a valuable opportunity to review the experience to date, detect any unexpected issues, and plan for the remainder of the educational experience. If a mid-point evaluation is not completed in a timely manner, it is the student's responsibility to request that the preceptor complete one. If still not completed by the preceptor, the student must report to the Office of Experiential Education. Failure to report will negate a student's ground for appeal based on the lack of a mid-point evaluation.

The final evaluation should reflect the learner's performance during the entire practice experience--their knowledge, skills and attitudes, and how they have improved during the practice experience. The final evaluation should be electronically submitted to the University no later than five (5) days after the final day of the practice experience. Preceptors should also check off the student's community checklist, institutional checklist and other assignment checklists, if applicable. This should also be electronically submitted to the University no later than five (5) days after the final day of the practice experience. After the fifth day, the Administrative Assistant for Experiential Education will begin to contact by phone and email all preceptors with outstanding evaluations and checklists.

Pharmacy Practice Proficiency examinations are a required component of the Advanced Practice Experience Program. Three examinations will be scheduled throughout the year, consisting of an error and omissions (E&Os) and objective structured clinical exams (OSCEs). In order to graduate, a minimum score of 60% must be achieved on two out of three of the E&O examinations and students must also obtain a 75% or better on two out of three of the OSCE exams. If a student does not achieve the required minimum passing scores on the pharmacy practice proficiency exams, they will be ineligible for graduation until they have completed appropriate remediation. Remediation will be assigned by the Associate Dean of Academic Affairs or his/her designee and may include self-study, remediation of selected didactic or experiential courses, remediation of specific course sequences, or other remediation as deemed appropriate. Failure to meet minimum performance standards, as defined above, will result in delaying graduation a minimum of one academic semester.

XI. Qualifications for Community and Institutional Pharmacy Practice Experiences

One of the goals of the Pharmacy Practice Experiences is to provide students with experiential education in both community and institutional pharmacy practice. It is essential that this education be provided in facilities where high standards of pharmaceutical care and instruction are available. Therefore, Community and Institutional Practice Experience preceptors and sites must meet certain qualifications.

A. Preceptors must:

- Be actively engaged in the delivery of high-quality pharmaceutical care.
- Typically have completed a B.S. or a PharmD degree and may have residency and/or fellowship training.

- Willingly accept the responsibility for professional guidance and training of the student consistent with the course objectives and be able to devote adequate time to instruction.
- Be licensed and in good standing with the State Board of Pharmacy and meets the Board of Pharmacy requirements for preceptors in the state in which the practice site is located, or in any state in the country for a federal practice site (e.g. Veteran's Administration Hospital/Clinics).
- Communicate and make recommendations to other health care professionals.
- Participate in local, state or national professional organizations.
- Be evaluated annually based on student evaluations.
- Reflect by accomplishment, attitude and appearance the highest ideals of professional practice.
- Demonstrate active involvement in patient oriented practice.
- Provide a professional practice environment suitable for patient counseling and encourage participation in such by the student.
- Demonstrate proficiency or interest in promoting intra- and interprofessional relationships by collaboration with other health professionals and colleagues in pharmacy.
- Complete and return the affiliation agreement with the School of Pharmacy.

B. Facilities must:

- Be licensed and accredited by the State Board of Pharmacy in the state in which they are located, or meet the federal guidelines in the case of federal practice sites.
- Allow student access to primary literature, drug information media (texts, Micromedex, etc.) and a core professional medical library.
- Provide adequate student orientation to the facility.
- Allow access to appropriate patient information such as medication profiles, lab data, patient charts, etc.
- Allow student to function as a pharmacist under proper supervision.
- Be evaluated annually based on student evaluations.

XII. Qualifications for Clinical Patient Care Advanced Pharmacy Practice Experiences

The Patient Care Advanced Practice Experience provides students with experiential education in several important areas of clinical pharmacy practice. It is essential that this education be provided in facilities where high standards of pharmaceutical care and instruction are available. Therefore, Patient Care Advanced Practice Experience preceptors and sites must meet certain qualifications.

A. Preceptors must:

- Be actively engaged in the delivery of high-quality pharmaceutical care.
- Typically have completed a B.S. or preferable a PharmD degree and may have residency and/or fellowship training.
- Spend a majority of their time providing pharmaceutical care in their facility but will commit sufficient time to education of ULM students.
- Be licensed and in good standing with the State Board of Pharmacy and meets the Board of Pharmacy requirements for preceptor
- Provide in-service education to other health care professionals.

- Perform patient specific assessments and care plans.
- Communicate and makes recommendations to other health care professions.
- Document clinical activity as part of clinical practice.
- Provide patient education on regular basis.
- Evaluate patient outcomes to assure quality pharmaceutical care.
- Participate in local, state and national professional organizations.
- Complete preceptor application and submit CV to Director of Experiential Education
- Provide syllabus outlining goals, objectives, assignments and outcomes as well as evaluation methods
- Be annually evaluated based on student evaluations.

B. Facilities must:

- Be licensed and accredited by the State Board of Pharmacy.
- Provide clinical services that are integrated into routine pharmacy practice and quality assurance procedures must be in place.
- Provide Adverse Drug Reaction reporting and Error monitoring programs.
- Allow student access to primary literature, drug information media (texts, Micromedex, etc.) and a core professional medical library.
- Provide adequate student orientation to the facility.
- Allow access to appropriate patient information such as medication profiles, lab data, patient charts, etc.
- Allow student to function as a pharmacist under proper supervision.
- Be evaluated annually based on student evaluations.

XIII. Student Professionalism During Pharmacy Practice Experiences

The ULM School of Pharmacy expects all Pharmacy Practice Experience students to uphold the most professional behavior at all times. This includes the student's appearance and the student's interaction with preceptor, patient, health care professionals, and health care institutions. Behavior of a student reflects on a student's qualification and potential to become a competent pharmacist. Attitudes and behaviors inconsistent with compassionate care, refusal by or inability of the student to participate constructively in learning or patient care, derogatory attitudes or inappropriate behavior directed at patient groups, peers, faculty or staff, or other unprofessional conduct, can be grounds for dismissal.

During the practice experiences, professional behavior is expected from each student. The student's professional behavior will be graded, however, **consistent or blatant unprofessional behavior** can result in the student being requested to leave the site with an **unexcused absence or immediate failure**.

Attitude- An important part of professionalism and the ability of the student to learn is the attitude a student portrays on a daily basis. To achieve an optimum learning experience mutual respect and courtesy between preceptor and student and other health care providers are required.

- The student should never question the advice or direction of the preceptor in public, but should discuss any disagreements in private

- The student should not hesitate to admit they do not know something, but seek help whenever needed.
- Professional decisions or judgments should not be made without checking with the preceptor. This is of particular importance when patient care will be affected. Violation of this will result in suspension from the program.
- The student must be punctual in arriving to work and meetings, and finishing tasks/assignments. **Three or more tardies may result in failure of the practice experience.**
- The student should be aware of all laws and regulations that govern the practice of pharmacy and seek clarification of any points that are unclear.
- Communication with other health care providers is encouraged, but it should not go beyond the realm of professional courtesy or common sense.
- Experiential learning is not a passive process and the student is expected to be assertive and display initiative.

Institutional Rules- The institution and preceptor are placing considerable trust by allowing students into their practice site, and preceptors, institutional employees, patients, and other customers must be treated with the utmost respect. This includes extending courtesy and respect to all employees (i.e. secretaries, janitors, technicians etc.) of that institution.

- The student is obligated to follow all rules/regulations/procedures of an institution in which they are practicing. If the rules/regulations/procedures differ between ULM and the institution, the stricter rule should be followed. If a rule/regulation/procedure of the institution conflicts with that of ULM, or state or federal law, the preceptor or a ULM faculty member should be consulted for guidance.
- The student is obligated to respect any and all confidences revealed during the training period. This includes all information pertaining to patient confidentiality as well as institutional information (i.e. pricing procedures, number of prescriptions filled, contracts, forms, or other aspects of business).

Dress Code- Personal appearance is regarded as an important aspect of a student's overall evaluation, and should reflect that of a professional. Any student found in violation of the dress code should be asked to leave their site and will receive an unexcused absence. ***Students must be aware of the dress code in the institution they are working. If the institution's dress code is stricter, the institution's dress code must be followed.***

- Lab coat - Students must wear a clean **short** (hip length) white lab jacket with the University of Louisiana at Monroe School of Pharmacy logo at all times.
- Name badge - A University approved name badge identifying the student as a ULM School of Pharmacy student must be worn at all times. In addition, an individual institutional identification must be worn if required.
- Shirt and tie - Men must wear clean pressed collared-shirts with tie.
- Hats and Scarves - Hats and other coverings should not be worn.
- Miniskirts - Skirts should not be shorter than 2 inches above the knee.
- Halter-tops and sundresses - Halter, tube, or sleeveless tops along with sheer or sleeveless sundresses should not be worn.
- Jeans – Jeans of **any color** should not be worn.
- Hosiery – Ladies should wear hosiery at all times. Men should wear socks.
- Hair - Hair including beards and side burns should be neatly groomed.

- Hygiene – Daily bathing and the use of deodorant are encouraged.
- Make-up – Should be natural and inconspicuous.
- Perfume/Cologne/After shave – Should be used sparingly or not at all.
- Hand and nails – Should be well manicured.
- Shoes – Should be polished and in good condition. High heeled and platform shoes over 2 inches should not be worn. Open toed shoes are discouraged and are not allowed in any hospital environment.
- Jewelry – Excessively large or dangling jewelry or earrings or several “clanging type” bracelets are unacceptable.

Any violations of the above guidelines can result in suspension from the program.

XIV. Professional Liability Insurance

All students enrolled in the professional program will automatically be covered by professional liability insurance during their practice experiences or while participating in other clinical activities that are part of the student’s curriculum. The University maintains commercial excess general and medical malpractice liability insurance administered through the State of Louisiana Office of Risk Management for itself, its agents, officers, employees and students. This coverage can be viewed from the web site located at: <http://doa.louisiana.gov/orm/SUMMARY.2014-15%20Revision%209-9-14.pdf>

Primary Commercial General Liability coverage is underwritten by the Louisiana Self-Insurance Fund (Self insured by the office of Risk Management) and provides \$5,000,000 per occurrence (no aggregate).

Miscellaneous Tort Liability coverage is underwritten by the Louisiana Self-Insurance Fund and provides comprehensive umbrella excess of \$5,000,000 per occurrence.

The student professional liability insurance does not cover students when employed outside the curriculum. The student policy expires upon date of graduation.

XV. Student Compensation During Pharmacy Practice Experiences

Students do not and may not receive any financial compensation or reimbursement for their participation in the Pharmacy Practice Experience Program. The students will receive academic credit for each practice experience successfully completed.

- Students will receive a maximum credit of 1000 hours from the Louisiana Board of Pharmacy for the structured didactic program. To qualify for the 1000 hours in the structured program, a minimum of 300 hours shall be earned in community pharmacy practice and a minimum of 300 hours shall be earned in hospital or health-system pharmacy practice.
- Student employment outside the practice experience is permitted but discouraged. It will not be the basis for excusing a student from an assignment nor from any other course responsibilities. Some practice experiences may involve time on evenings or weekends. **Remember, students are required to work a minimum of 40 hours per week during the practice experiences.**

XVI. Training for occupational exposure to blood borne and airborne pathogens

All students entering the Practice Experience program will receive training during orientation on Universal Precautions to decrease exposure to blood borne pathogens. Students are responsible for learning institutional guidelines for proper prevention of communicable disease transmission in each institution and for complying with those regulations.

Student training prior to practice experiences will include, but not be limited to, the following topics:

- Hepatitis B virus (HBV)
- Human Immunodeficiency virus (HIV)
- Hepatitis C virus (HCV)
- Other Potentially Infectious Material (OPIM)
- Contaminated Sharps
- Other regulated waste containers
- Universal Precautions
- Handwashing
- Gloves
- Mask, eye protection
- Protective body clothing
- Occupational Exposure

If a student is stuck by a needle or other sharp or gets blood or any body fluid in their eyes, nose, mouth, or on broken skin they should:

- i. Immediately flood the exposed area with water and clean any wound with soap and water or a skin disinfectant if available. Irrigate eyes with clean water, saline, or sterile irrigants immediately. Using a caustic agent such as bleach is not recommended.
- ii. Report exposure immediately to their preceptor and the Office of Experiential Education. Also report exposure to the department responsible for managing exposures at your practice site. The institution's accident report should be filled out, and a copy of this report should be sent to the Office of Experiential Education within **5 days** of the accident. The Office of Experiential Education will keep a copy of the report, and a copy will be sent to the Associate Dean of Academic Affairs. Prompt reporting is essential because, in some cases, post exposure treatment may be recommended, and it should be started as soon as possible.
- iii. Seek immediate medical attention.

For detailed management of potential blood borne pathogens refer to the Centers for Disease Control and Prevention website located at www.cdc.gov/mmwr/PDF/rr/rr5011.pdf.

XVII. Student Health and Safety Guidelines

Students enrolling in the Pharmacy Practice Experience program must satisfy the health requirements described below prior to beginning practice Experiences. Keep in mind that these requirements may change or a practice site may have stricter compliance standards that must be met. Students should be prepared to present their immunization records at their practice sites. Some sites require proof of immunizations before the student is

allowed to continue past the first day. Students are responsible for all costs associated with meeting the requirements listed below.

In order to ensure our students are in good health, it is necessary for us to require the following:

- **2 Measles, Mumps, Rubella (MMR) Vaccinations.** -All students must provide documentation of immunity against Measles, Mumps and Rubella (MMR), providing the month and year of immunization.
- **Tetanus/Diphtheria (TD) Vaccination** – All students must provide documentation of a current TD (within the past 10 years)
- **Hepatitis B Series-** All students must provide documentation of receiving the three (3) vaccination series or sign a formal declination. A Hepatitis B surface antibody titer must be obtained one (1) month after series is completed.
- **Varicella titer-** titer must be drawn as evidence of immunity to the disease
- **Rubella titer-** titer must be drawn as evidence of immunity to the disease
- **Rubeola titer-** titer must be drawn as evidence of immunity to the disease
- **Mumps titer-** titer must be drawn as evidence of immunity to the disease
- **Tuberculosis testing (TB)** – Pharmacy students should be tested annually for tuberculosis. State of Louisiana Sanitary Code instructions are that:
 1. 2-step testing be done for anyone without a PPD Mantoux administered within the past twelve (12) months, and
 2. A follow-up PPD Mantoux will be administered for anyone with a negative test in the past twelve (12) months

Two-step testing involves the student having a PPD administered and read within 48 – 72 hours of administration; if it is negative, the student is to wait one to three (1-3) weeks and have a second PPD administered and read. Any student who has ever had a positive PPD is required to meet the State of Louisiana Sanitary Code requirements for health care providers with latent tuberculosis infection. Proof of compliance with therapy is mandatory. See the Student Health Services nurse for details if you have ever had a positive PPD Mantoux or been treated for tuberculosis.

- **Influenza vaccine-** All students must receive yearly influenza seasonal vaccine. Influenza vaccines are available in the fall of each year.
- **Health Insurance Coverage** - Students must maintain an acceptable health insurance policy during all practice experiences. Students must provide proof of current insurance coverage to the Office of Student and Professional Affairs. You may apply for the Student Health Insurance that is offered by the University. Applications for Student Health Insurance are available in the Student Life Office.
- **Cardiopulmonary Resuscitation (CPR) Certification** – All students are required to be certified in Basic Life Support (BLS) for the HealthCare Provider **PRIOR TO** entering their practice experiences. This certification will include infants, children, and electronic defibrillators.

All immunization records are retained in the Office of Student Health for 30 years post-graduation.

XVIII. Student Housing and Transportation

Housing during practice experiences is not provided by the School of Pharmacy. Students should plan well in advance where they plan to live during these off-campus experiences. Students may request assistance in locating housing from the Office of Experiential Education.

Transportation during practice experiences is the responsibility of the student. Whenever possible, attempts will be made to assign students to practice experiences near where they live. However, this is not always possible. Please understand that traveling up to an hour (and sometimes longer) one-way is considered "commutable distance".

Some sites, especially larger teaching hospitals, have limited parking available for students. Students should inquire with their preceptor on parking availability and policies. Keep in mind some sites may require the student to pay for parking. Students should comply with all parking rules at the assigned sites.

XIX. Drop/Withdraw a Scheduled Pharmacy Practice Experience

In general, changes to the assignment schedule are *not* permitted. If a student experiences an emergency that results in the need to drop/withdraw from a scheduled practice experience (e.g., extended personal illness or death in the immediate family), the student must provide written notification to the Director of Experiential Education of the reasons for this request. These requests will be reviewed and decisions will be made on a case-by-case basis. Students seeking to drop/withdraw from a scheduled practice experience should follow the following procedures:

- The Director of Experiential Education must be notified by phone and in writing as soon as possible. This notification is *in addition* to any notification made directly to the preceptor. The message should include the following information:
 - The specific practice experience and preceptor affected
 - The nature of the emergency
- Requests from students to drop/withdraw from scheduled practice experiences are subject to review and approval by the Director of Experiential Education.
- Every attempt will be made to reschedule the student into a similar experience. However, the student may need to be assigned to a different type of experience, give up an open month, or accept other changes to ensure that graduation requirements will be met.
- Students **MUST NOT** contact any preceptor directly to inquire whether the preceptor is available for a rescheduled practice experience.

XX. Student Assignments and Evaluations

Each student will submit evaluations and paperwork related to each practice experience at the end of the experience. The assignment checklists must be completed in RXpreceptor

no later than the last day of the practice experience. Individual faculty may require students to enter checklist assignments on a daily or weekly basis. The student must comply with the strictest policy. ***Students entering checklist assignments after the last day of the experience will not receive credit for those activities.*** The evaluations will be submitted electronically and time logs will be mailed (postmarked) or delivered in person, ***no later than five (5) days*** after the final day in the pharmacy. Failure to comply will result in the student receiving an incomplete for the course.

XXI. Student Internet and E-mail Access

Students must have an active University e-mail address and access to a computer with Internet services at all times during the practice experiences. Students are responsible for checking their e-mail daily and keeping a working and current e-mail address on file with the Office of Experiential Education. Printed copies of material sent by e-mail will not be supplied. It is not the responsibility of the University to notify students of mail delivery failures due to invalid address, address over quota, etc. Students will be held responsible for any e-mail sent concerning the Pharmacy Practice Experience Program, or other University related activities. Make sure your e-mail is in good working order.

XXII. HIPAA-Training

All students and clinical faculty will be trained on policies and procedures with respect to Protected Health Information (PHI) as necessary and appropriate to carry out their function during Pharmacy Practice Experience and clinical practice. Training will occur by the covered entity on site-specific policies and procedures with respect to PHI, as necessary and appropriate for them to carry out their function within a covered entity.

All School of Pharmacy employees and students are responsible for protecting the security of all protected health information (PHI), oral or recorded in any form, which is obtained, handled, learned, heard or viewed in the course of his or her work or association with the Covered Entity. Use or disclosure of protected health information is acceptable only in the discharge of one's responsibilities and duties (including reporting duties imposed by legislation) and based on the need to know. Discussion regarding personal health information shall not take place in the presence of persons not entitled to such information or in public places (elevators, lobbies, cafeterias, off premises, etc.) Any collection of PHI made by a student in the course of his or her duties must not contain information that allows others not involved in the patient's care to identify the patient to which the collection refers. If patient information is to be collected on a Personal Data Assistant (PDA), the PDA must have the capability of limiting access to the intended user.

XXIII. Sexual Harassment Policy

The University is committed to providing a learning and working environment which is free from sexual harassment. Sexual harassment may constitute a criminal offense. The ULM School of Pharmacy prohibits any member of the School community, male or female, from sexually harassing another employee, student or other person having

dealings with the institution. Sexual harassment, in any form, fundamentally undermines the educational and employment goals and philosophy of the School. To avoid any confusion as to the best way to handle any troublesome situation that has arisen or may arise between a student and a practice site, the process outlined below should be pursued. ***It is the responsibility of the student to report any problems that arise during the Pharmacy Practice Experiences to the Office of Experiential Education as soon as the problem occurs. DO NOT wait until the end of the practice experience.***

Examples of harassment may include, but are not limited to:

- Verbal harassment or abuse
- Subtle pressure for sexual activity
- Sexist remarks about an individual's clothing, body, or sexual activities
- Following, cornering, or getting an individual in a room alone in a manner perceived by her/him as threatening
- Unnecessary touching, such as patting, pinching, hugging, kissing, or repeated brushing against an individual's body
- Demanding sexual favors accompanied by implied or overt threats concerning one's job, grades or letter of recommendation
- Physical sexual assault (a criminal offense)
- Insults, humor, jokes and/or anecdotes that belittle or demean an individual's or a group's sexuality or sex
- Inappropriate displays of sexually suggestive objects or pictures, which may include but not be limited to posters, calendars, computer screen savers, and music

Reporting Procedure

1. The students should attempt to resolve the issue with the preceptor directly if he/she feels comfortable doing so. If a student chooses to address the preceptor himself or herself, he/she must submit a written notification to the Coordinator of Introductory Pharmacy Practice Experience or the Director of Experiential Education. The notification should explain the problem as clearly and completely as possible.
 - a. Give all the details that would help to better understand the situation, what has been done to resolve the situation (if anything), and the student's expected outcome.
 - b. Give your full name, address, contact phone number, and date.
 - c. Attach any information that would help aid in making a decision.
2. If the student does not feel comfortable approaching the preceptor directly, the Office of Experiential Education will handle the issue after receiving the written notification from the student.

The School of Pharmacy will then follow the University's procedure on handling Sexual Harassment Complaints as outlined in the ULM Student Policy Manual.

XXIV. Student Background Check

Criminal background checks are now required in order to participate in all Pharmacy Practice Experiences. This policy was established to comply with emerging accreditation standards and to promote the highest level of integrity in our program. The criminal background check will be presented to any practice site participating in the academic

training of the student. At that time, the practice site will determine whether the student may participate in that setting.

XXV. Preceptor Training

According to the Accreditation Standards and Guidelines, preceptors should hold a defined position in the School and should be well versed in the outcomes expected of students and pedagogical methods that best enhance learning. In order to comply with these standards and ensure that the highest level of training is available to our students, the School of Pharmacy will offer ongoing training and development to all preceptors enrolled in our program. Documentation of training will be recorded in RXpreceptor.

All new volunteer preceptor applicants are required to complete a preceptor application, a curriculum vitae and a syllabus for consideration. Preceptor applicants are then required to sign an affiliation agreement and undergo an orientation to the program. This orientation may be live or via telephone. Thereafter, an annual "Preceptor Conference" is provided at various locations within the state and at various times during the year. Attendees are updated with regard to School of Pharmacy policies, provided opportunities to enhance preceptor skills, and provided three to five hours of continuing education. These programs have been successful in educating preceptors, and the preceptor reviews have been overwhelmingly positive. Each preceptor also receives a copy of the APPE Student Manual as well as the Preceptor Manual. These manuals are updated annually to reflect changes during the year. Within these manuals are the required professional competencies and the requirements for each type of experience, including the responsibilities of the student and the preceptor. A biannual newsletter is also published to keep preceptors informed of changes and new developments in the program as well as to reemphasize policies and procedures. The Office of Experiential Education also strives to visit each active site regularly to monitor and improve quality. All preceptor training and site visits provided by the ULM School of Pharmacy will be tracked using RXpreceptor.