



# Pharmacy Shadowing Experience University Health System Kaylee Pham, Biology, Spring 2021

Professional  
Development

## SUMMARY

University Health System provides great opportunities, especially for pre-health students to shadow and observe professionals. As a pre-health student, I was granted an opportunity to shadow pharmacists and pharmacy technicians in Discharge Pharmacy, Med-to-bed Pharmacy and Pavilion Pharmacy since June 2018. I always desire to explore different pathways in healthcare. A pharmacy is run effectively only when pharmacists and pharmacy technicians (PhT) cooperate to create a strong team. Following my mentor – lead pharmacy technician, Jonathan Chin, my duties are to call patients to pick up medication, refill medicine, check for expiration dates, and organize health information for billing and insurance. The mission of Discharge Pharmacy is to provide a convenient healthcare service in order to discharge patients.



## SPICES

This experience reflects key points of professional development. Shadowing pharmacists and pharmacy technicians has helped me gain an understanding of the clinical pharmacy system and the duties of each job position.

## HERBS

The pharmacy team is *Honorable* and *Supportive* when trying to provide suitable medication and satisfaction. They are also *Professional* and *Equitable* since they always treat patients equally.

## LEARNING OUTCOMES

This experience has helped me gain a deeper understanding on the profession of pharmacy. The pharmacist and PhT have their own roles as they work and deal with prescriptions and patients. I used to think that a pharmacist is one who stands in front of the computer and check on medications. However, they work together and do so much more. Communication and teamwork skills are both necessary to being a good pharmacist/PhT.



## IMPACT

This experience has helped me realize if pharmacy was the right path for me. Reflecting over this experience, I have learned about pharmacist and PhT's roles and discover what I expect myself to be. Discharge Pharmacy at the University Hospital is in a high-stress environment. Everyone always try to keep up with work and patients. I may have not left a huge impact on patients but by doing billing, calling patients, and checking expiration dates, the work for PhTs have been reduced. Now they can spend more time serving patients.

## ADVICE

*Nothing is impossible, the word itself says "I'm possible".* Just remind yourself "Keep going! Keep running!" Don't hesitate to ask if you have any questions. Asking questions and acquiring knowledge is one of the most effective way to learn.