<table>
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<th>Activity</th>
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<tr>
<td><strong>Intent: Prepare ‘General’ prescription to be dispensed.</strong>&lt;br&gt;<strong>Trigger: Clinician places a medication order (non PAP).</strong>&lt;br&gt;<strong>Abstract Strategy:</strong> To expedite the process, pharmacist prepares medication orders for patients with chronic conditions prior to clinician examination.</td>
<td><strong>T1.</strong> Scan EMR dashboard to see if patient status has changed to a blue icon.&lt;br&gt;<strong>T2.</strong> Receives prescription information in EMR.&lt;br&gt;<strong>T3.</strong> Scans stock cabinets for medication.</td>
<td><strong>B1.</strong> Clinician failed to update patient status after examination.&lt;br&gt;<strong>B2.</strong> The dispensary does not have the prescribed medication.</td>
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<td><strong>Intent: Prepare PAP medications to be dispensed.</strong>&lt;br&gt;<strong>Trigger: An PAP patient has checked in at the clinic and has met with the pharmacist.</strong></td>
<td><strong>T1.</strong> If patient is a monthly scheduled patient, then pharmacist has a one-on-one counseling session with the patient in an exam room.&lt;br&gt;<strong>T2.</strong> Medications are retrieved from PAP cabinet.&lt;br&gt;<strong>T3.</strong> Medication labels are prepared and taped on top of previous labels.&lt;br&gt;<strong>T4.</strong> Medications are dispensed immediately to patient (patient only requires clinician examination every three visits).</td>
<td><strong>B3.</strong> PAP medications have not been re-ordered.&lt;br&gt;<strong>B4.</strong> Patient was due for an annual program re-enrollment but paperwork has not been processed.</td>
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<td><strong>Intent: Discuss new medication plan with clinician.</strong>&lt;br&gt;<strong>Trigger: Clinician prescribes a medication that the dispensary does not have.</strong>&lt;br&gt;<strong>Abstract Strategy:</strong> Pharmacist feels comfortable determining a new treatment plan for the patient without consulting the clinician.</td>
<td><strong>T1.</strong> Find clinician in the clinic during clinic session.&lt;br&gt;<strong>T2.</strong> Consult clinician to discuss the problem.&lt;br&gt;<strong>T3.</strong> Determine new treatment plan with clinician.&lt;br&gt;<strong>T4.</strong> Scan medication cabinets for new medication.&lt;br&gt;<strong>T5.</strong> Correct EMR entry to adjust for the new order.</td>
<td><strong>B5.</strong> Pharmacist must leave his/her workspace to interrupt a clinician while he/she is with a new patient.&lt;br&gt;<strong>B6.</strong> Clinician does not remember all of the details from a recent patient and must refer to EMR.&lt;br&gt;<strong>B7.</strong> The prescribed medication is required; thus, patient must buy the medication from community pharmacy.&lt;br&gt;<strong>B8.</strong> EMR order correction process is cumbersome and time-consuming.</td>
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### Intent: Dispense medications.

**Trigger:** Patient prescriptions are prepared and ready to be filled.

- **T1.** All medication stock bottles are located and retrieved from cabinets.
- **T2.** New patient-medication bottles are retrieved from drawers.
- **T3.** Pharmacist counts the amount of pills to be dispensed.
- **T4.** Pills are filtered into new medication bottles.
- **T5.** Medication labels are written and affixed to bottles.
- **B9.** There are not enough pills in the current stock bottle.
- **B10.** The pharmacist miscounted and needs to start over.
- **B11.** There is an error transcribed on the medication label and it must be re-written.
- **B12.** Wrong medication label is taped on the medication bottle.

### Intent: PAP application initiation.

**Trigger:** A low-income patient qualifies for prescription medication from a pharmaceutical manufacturing company.

- **T1.** Pharmacist explains the PAP application process to the patient.
- **T1.** Pharmacist locates correct PAP application.
- **T2.** Patient fills out required fields.
- **T3.** Pharmacist and patient discuss what materials the patient must bring in to receive the medication (i.e. W2 form).
- **T4.** Application is placed in a bin to be processed.
- **B13.** There are no copies of the correct PAP application.
- **B14.** Patient is unable to provide income documents.

### Intent: Complete the Pharmacy Activity Sheet.

**Trigger:** The last patient has received medications.

- **T1.** Pharmacist retrieves new document from a binder.
- **T2.** Pharmacist transcribes dispensed medication information from that clinic session to the form.
- **T3.** Transcribes low inventory alerts to the proper section of the form.
- **T4.** Deposits form in specified outgoing bin located in the check-in room.
- **B15.** There are no copies of the Pharmacy Activity Sheet.
- **B16.** Pharmacist forgets to transcribe low-inventory medication.
- **B17.** There is insufficient time to fill out the form in its entirety.