



APPE Rotation Syllabus  
APPE Ambulatory Patient Care (6 weeks)  
APPE Elective 2 Direct or Non-Direct Patient Care (6 weeks)  
(Specialty Pharmacy)

Preceptors:  
Thomas Steele, PharmD, CSP

SITE: 15 Earhart Dr Suite 101 Amherst NY 14221  
SITE HOURS: 7:30am- 7:00pm Monday - Thursday; 7:00am-5:00pm Friday  
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Reliance Rx Overview:

At Reliance Rx, we are committed to the specialty pharmacy needs of our customers - patients and health care professionals alike. Through enhanced communication between physicians, patients, and our specialty pharmacy, we aim to achieve maximum therapy adherence and clinical outcomes. And with the implementation of innovative ideas and technologies, we help make it easy to get patients the care they need by simplifying processes like ordering refills and getting prior authorizations for our health care professionals. Headquartered in Buffalo, New York, we offer a specialty pharmacy that's readily available to fill prescriptions and directly manage distribution and care coordination - resulting in greater efficiency, lower costs, and improved service for these complex products. Providing the best possible care drives everything we do - from a truly personalized experience to the effective delivery of specialty pharmacy services.

Organization:

This rotation allows for students to gain hands-on experience working in a specialty pharmacy. We place an emphasis on development of inter-professional skills, critical thinking, and applying clinical knowledge to actual patient problems. It is an advanced practice pharmacy experience designed primarily for students interested in expanding their knowledge of specialty pharmaceuticals.

This is a rotation that involves both outpatient and the clinical practice of pharmacy to provide a unique ambulatory care setting as students follow both patient home care and provider medication administration. A wide variety of topics are covered during this rotation that students are rarely exposed to in a hands-on manner, ranging from immunology to multiple sclerosis. Students are expected to give topic presentations weekly and the specific topics will be assigned by the preceptor or chosen by the student from the list of *clinical* rotation topics listed below.

The rotation may cover but is not limited to the following *clinical* topics:

- Ankylosing Spondylitis
- Cystic Fibrosis
- IBD (Crohn's Disease, Ulcerative Colitis, etc)
- Infectious Disease (Hepatitis C, HIV, etc)
- Multiple Sclerosis
- Oncology
- Plaque Psoriasis
- Psoriatic Arthritis
- Pulmonary Arterial Hypertension
- Respiratory Syncytial Virus
- Rheumatoid Arthritis

The rotation may cover but is not limited to the following *operational* topics:

- Patient onboarding & counseling
- Clinical interventions – Medication and Disease state management
- Clinical Programs management
- Limited distribution medication
- Benefits investigation
- High Level overview of Marketing and Sales

### Goals & Objectives:

At the end of the rotation, students should be able to:

- Have a working knowledge of specialty pharmacy practice as it relates to clinical patient care, provider partnership, communication in the outpatient ambulatory care setting, disease state management, and overall healthcare costs.
- Describe the barriers that exist for the areas of patient compliance, adherence, and prior authorizations, including why they are approved/denied.
- Have developed skills necessary to perform efficient & effective clinical interactions including:
  - Advanced knowledge of the various disease states treated at this setting
  - Patient care over the course of the course of medication initiation, continuation, and alteration
  - Making clinically sound and accurate topic presentations for multiple health literacy levels
- Describe and understand the role of specialty pharmacy in disease state management and overall healthcare costs.

### Rotation Activities:

Work Flow Activities:

- Integration into workflow, including:
  - Collating prescription information
  - Filling basket orders
  - Printing FedEx shipping labels
- Calling patients for medication questions and counselling
- Calling providers concerning prescription questions, refills, and continuing steps of care

Clinical Education – Disease State Presentations:

Topics may be presented at the end of the week. The presentation can range from 15-30 minutes and will be presented via PowerPoint. The audience can include the preceptor and available staff.

Clinical Education – Clinical Updates:

Clinical updates may be patient, provider, or associate facing. Can involve updating Clinical Education Slide decks for associates. Can also include short updates that are typically one page in length and serve the purpose of educating the intended audience on an update in guidelines.

### Expectations:

For application, students should:

- Submit an up-to-date resume
- Expect to interview with their preceptor and leadership team

Upon acceptance, students should:

- Complete onboarding paperwork through Independent Health's Portal (sent via email)
- Follow instructions to complete:
  - Background Check
  - Urine Drug Screening

Students are expected to:

- Bring their pharmacy intern permit and proof of vaccination
- Dress in business casual attire, including pharmacy name tag

Attendance:

Attendance for this rotation is mandatory. In general students will follow their preceptors' weekly schedule. Under certain circumstances, the schedule may be altered in order to allow for students to continue working a paid pharmacy internship. Excused absences will be allowed for pharmacy related activities, and hours will be made up at the discretion of the preceptor. Unexcused absences will not be tolerated.

Suggestions for Success:

For students, this rotation is an elective rotation that allows for them to learn more about a subject that they are interested in. Though everyone learns and interacts in different ways, it is important to maintain a professional demeanor when interacting with staff, patients, and other clinicians. We are welcoming to all students and are eager to exchange knowledge and expertise with our students.

### Feedback & Evaluations:

General:

Preceptor feedback will be given after completion of each presentation. Feedback will be constructive in order to help students better prepare for the next project.

Ongoing Feedback:

Your ideas, comments, suggestions, questions, grade challenges, etc. are welcome. Your discretion in these matters is expected, however no part of your grade will be based on anything other than your professionalism, quality and accuracy of completed projects, and attendance.

## Reliance Rx CARES about patients and CARES about your experience!

**Collaboration** is a key component of what we do here- we want you to be a part of the workflow of continuous care we offer to patient and provider alike.

**Accessibility** should always be the goal, for the high-quality services we offer to our customers and opportunities to you as a student.

**Result-Oriented** work spaces provide you a fast-paced and challenging learning environment as we work to be a leading innovator for impactful patient solutions.

**Empowering** environments can propel students to strive for the best- be it going above and beyond in the work you do here at Reliance Rx in patient care, presentations, and other projects you may be offered!

**Supportive** attitudes of our team here at Reliance Rx are here to make sure that your learning experience is best for you and patient alike- remember, there are no stupid questions!

