

INTERNSHIP MANUAL

1446 Hijri

Provided by: Internship Unit, College of Pharmacy
Umm Al Qura University Makkah, Saudi Arabia

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A Message From the Dean

I'm happy to welcome you to the Umm Al Qura University College of Pharmacy Internship Program at the Internship Unit. As you go on this journey, you become a crucial component of a legacy in education and experiential learning.

The College of Pharmacy is committed to developing talent and giving students practical experiences that complement our rigorous educational standards. You will work with experts who are thought leaders in their respective fields as part of this program. Your academic efforts will be improved by this practical experience, which will also give you skills that go beyond the classroom.

Throughout your internship, think of challenges as chances for development. Ask questions, get suggestions, and state your own opinions. This event is about what you can give to our community in addition to what you can learn.

Our staff is available to help you at every stage. Make the most of this chance by exploring the possibilities that lie ahead and establishing connections. We have faith in your ability to make a significant impact.

I hope your internship will be rewarding and transforming!

Sincerely,
Dr. Omeima Abdullah Al-Hajj
Dean, College of Pharmacy
Umm Al Qura University

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| Introduction

Welcome to the Internship Manual for the Pharm.D. Program !

We are pleased to present this internship manual as part of our commitment to providing a comprehensive and complete educational experience. This manual is intended to be an ongoing resource for both interns and preceptors as they handle the complexities of the internship year. Within its pages are the objectives and expectations that will influence the journey of each intern.

This manual contains a collection of carefully planned objectives for every aspect of the training, each of which is intended to enrich the learning journey and encourage the complete growth of skills. These aims are carefully aligned with the overarching objectives of the internship program and the dynamic demands of contemporary professional practice.

By adopting this manual, trainees engage in a journey of personal and professional development as they become themselves in a variety of practice environments. Under the guidance of skilled preceptors, each rotation is a unique opportunity to acquire practical knowledge, refine clinical precision, and hone patient care skills.

We urge both interns and preceptors to fully engage with this manual, using the objectives as compass points at each rotation of the journey. Regular dialogues, constructive feedback loops, and self-reflection will not only enhance the learning mission but also accelerate professional development.

As you embark on this transformative journey, we are confident that this manual will serve as a valuable resource, providing clear direction and enabling you to maximize your internship year. Collectively, let us aspire for excellence in pharmacy practice and provide the best possible patient care.

We wish you a productive and rewarding internship year!



Vision and Mission

VISION

In line with Saudi Vision 2030, the internship program develops innovative and capable pharmacists who can expertly combine cutting-edge medical knowledge with caring, patient-centered care services to improve health outcomes and strengthen communities.

MISSION

To actively contribute to the college's mission to achieve excellence in scientific education, pharmaceutical research, and innovation. Through concentrated efforts, commitment, and collaboration. Intend to improve the quality of scientific knowledge, cultivate research skills, and motivate innovation in the pharmaceutical care field. The ultimate goal is to prepare trainees to become scientifically and professionally qualified graduates who can positively impact their local, regional, and global communities.

| General Information

Introduction ---

The purpose of this Pharmacy Internship Manual is to provide guidance to students enrolled in a PharmD program in Saudi Arabia who are participating in a pharmacy internship program. This manual outlines the policies and procedures that interns must follow to ensure a successful internship experience. The Pharmacy Internship program is designed to provide interns with hands-on training in the pharmaceutical field and prepare them for future career opportunities.

General Information ---

The pharmacy internship program is a requirement for PharmD students in Saudi Arabia. The internship is typically completed during the final year of the program. The duration of the internship may vary depending on the academic year. However, students must finish nine rotations, and each rotation duration is 4 weeks, unless the training site requests a longer duration and provides a reasonable justification.

Interns will be assigned to a preceptor who will provide guidance and supervision throughout the internship. The preceptor will evaluate the intern's performance and provide feedback throughout the rotation and internship.

Interns are expected to follow the policies and procedures outlined in this manual and training site manual. Failure to comply with these policies and procedures may result in disciplinary action, up to and including termination of the internship.



| Goals and Objectives

Goals

The goals of the Pharmacy Internship Program are to:

- Provide students with hands-on experience in various aspects of pharmacy practice.
- Develop the intern's professional skills, including communication, problem-solving, and critical thinking.
- Provide opportunities for the intern to apply classroom knowledge to real-world situations.
- Prepare the intern for future career options in the pharmaceutical manufacture, the community, and the company.

Objectives

The objectives of the Pharmacy Internship Program are to:

- Provide opportunities for the intern to observe and participate in various aspects of pharmacy practice, including dispensing, compounding, and medication therapy management.
- Develop the intern's knowledge of pharmacy laws and regulations.
- Develop the intern's communication skills through interactions with patients, healthcare providers, and other pharmacy staff.
- Develop the intern's problem-solving and critical thinking skills through resolving medication-related problems and making appropriate recommendations.
- Prepare the intern for the Pharmacy Board Exam in Saudi Arabia.
- Familiarize the intern with the numerous pharmaceutical services provided in community, company, and manufacturing pharmacies.
- Enhance the intern's understanding of community, company, and manufacturing pharmacy operations by providing them with hands-on experience in various pharmacy settings.

| Requirements and Responsibilities

Internship Requirements ---

To be eligible for the Pharmacy Internship Program, interns must meet the following requirements:

- Must be enrolled in a PharmD program in Saudi Arabia.
- Must have completed all required coursework.
- Must be in good standing with the university and the college of pharmacy.

Student Responsibilities ---

Professional Conduct and Communication

- Maintain a professional appearance by adhering to the training site's dress code.
- Attend scheduled rotations punctually and exhibit appropriate behavior.
- Build a strong rapport with preceptors to improve the learning experience.
- Communicate with preceptors in a respectful manner; resolve disagreements in private with mutual respect, viewing criticism as a learning opportunity.

Effective Communication Skills

- Utilize and respond proficiently to written, verbal, and nonverbal communications from a variety of people, including physicians, pharmacists, health professionals, and patients.
- Understanding and adapting communication styles for a variety of purposes facilitates productive interactions.

Confidentiality and Ethics

- Recognize the importance of maintaining stringent confidentiality regarding patient conditions and medical records in pharmacy practice.
- Maintain the utmost ethical standards in all patient care-related interactions and decisions.

Learning and Excellence

- Demonstrate initiative by actively seeking guidance and mentoring in pursuit of continuous development.
 - Before implementing any patient-care-related decisions, the preceptor must be consulted.
 - Refrain from performing procedures or tasks without the necessary legal authorization or qualification.
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| Requirements and Responsibilities

Student Responsibilities

Problem Solving and Clarification

- To improve comprehension and decision-making, seek clarification from all relevant parties regarding clinical dilemmas.
- Engage in critical thinking and problem-solving, actively contributing to the development of care plans and solutions for patients.

Academic Integrity and Compliance

- Refrain from all forms of plagiarism; do not submit someone else's work or data as your own.
- Adhere to the law, the Code of Conduct, and institution-specific policies regulating pharmacy practice.

Attendance Accountability

- Adhere to attendance policies by requesting sick leave approval for any planned absence and limiting absences to two days only.

Timely Communication and Submission

- Inform the preceptor one week in advance of the rotation schedule, scheduled activities, and assigned responsibilities to ensure effective communication and coordination.
- To facilitate effective evaluation and feedback, submit the required files and assignments to the internship unit within the allotted time frame.
- Recognize that any delay in submitting responsibilities will result in a reduction of the intern's internship unit grade, emphasizing the importance of punctuality and responsibility.

| Requirements and Responsibilities

Preceptor Responsibilities

Preceptor Accountability

- Accept the responsibility of supervising the intern's activities and ensuring that required tasks are completed, allotting adequate time for guidance and support.

Professional Role Model

- Possess the characteristics of a positive professional role model, such as an appropriate appearance, attitudes, practice style, and achievements in the field.

Structured Learning Experience

- Provide opportunities for interns to increase their knowledge, skills, and experience within a well-defined, practice-based training program that correlates with the objectives of the rotation.

Clear Communication and Guidance

- Communicate openly with interns regarding their appearance, behavior, attitudes, schedule, anticipated experiences, and the overall policies and procedures of the training site.

Individual Assessment

- Avoid making assumptions about the abilities of interns; instead, review their work history and engage in conversations to better assess their prior experiences and abilities.

Access to Resources

- Provide interns with access to available pharmaceutical information resources to aid in their education and decision-making.

Continuous Performance Evaluation

- Regularly evaluate intern performance with constructive evaluations, providing specific feedback and recommendations for development, if necessary and in the middle of their rotation.

Timely Evaluation and Grading

- Complete intern evaluation and grading promptly and submit to the internship unit on the final day of each rotation.

Reporting Irregularities

- Notify the internship unit via ph_clerkship@uqu.edu.sa of any significant irregularities involving intern activities, such as irregular attendance, violations of training site policies, unprofessional conduct, or inappropriate communications.

| Requirements and Responsibilities

Internship unit Responsibilities ---

Coordination and Communication

- Facilitate communication between interns, preceptors, and the training institution.
- Provide interns and preceptors with precise information regarding the internship program's expectations, requirements, and timelines.

Placement and Scheduling

- Assign interns to appropriate preceptors and rotation sites based on their learning requirements, course objectives, and the availability of preceptors and sites.
- Develop and administer rotation schedules to ensure a fair distribution of learning experiences across the various areas of pharmacy practice.

Selection Criteria for Placement

- The academic performance of the students is the first and most important consideration in placing interns, taking into account their accomplishments, evidenced commitment to learning, and availability.

Resources and Support

- Ensure that interns have access to the resources, materials, and drug information tools they need.
- Offer guidance and assistance to preceptors and interns in the event that any difficulties or concerns arise during the internship.

Orientation and Training

- Conduct orientation sessions to familiarize interns and preceptors with program requirements, policies, and expectations.
- Provide preceptors with training on mentoring techniques and assessment methodologies.

Assessment and Evaluation

- Design assessments and evaluation criteria to evaluate the performance of interns during rotations.
- Collect, review, and analyze assessment data to monitor the progress of interns and identify areas for improvement.

Feedback and Improvement

- Facilitate periodic feedback sessions between students and preceptors to promote educational and professional development.
- Utilize student and preceptor feedback to enhance the internship program and address any problems.

| Requirements and Responsibilities

Internship unit Responsibilities

Conflict Resolution

- In the event of disputes or disagreements between students and preceptors, serve as a mediator and work to find solutions that are acceptable to both individuals.

Compliance and Documentation

- Ensure that all required documentation is collected and maintained accurately, including attendance records, evaluations, rotation requirements, and grading. Failure to complete all requirements on time will result in a decrease in intern grades.
- Maintain adherence to institutional policies, regulations, and accreditation requirements.

Continuous Improvement

- Examine and revise the curriculum, policies, and procedures of the internship program on a regular basis based on feedback and industry trends.

Networking and Partnerships

- Develop and maintain relationships with external collaborators, such as hospitals and pharmacies, to secure rotation opportunities for students.
- Improve the overall quality of the internship program by collaborating with stakeholders.

Ongoing Learning and Continuous Education

- Engage in continuous education sessions provided by doctors and other relevant professionals and interns on a weekly basis.
- Attend and actively participate in all scheduled continuing education sessions in order to increase knowledge and stay updated on developments in pharmacy practice.
- Recognize that failure to attend any scheduled session will result in a reduction of the intern's grade, emphasizing the significance of active participation in continuous education.


Internship Activities, Required Rotations and Objectives

Internship Activities ---

During the Pharmacy Internship Program, interns will:

- Observe and participate in dispensing medications.
- Observe and participate in medication compounding.
- Observe and participate in medication therapy management.
- Observe and participate in medication counseling.
- Observe and participate in medication reconciliation.
- Observe and participate in medication ordering and inventory management.
- Observe and participate in medication safety practices.
- Observe and participate in medication-related problem-solving.
- Attend meetings and rounds with healthcare providers.
- Attend educational sessions and seminars.
- Engage as an active participant in corporate service visits to healthcare providers.

Required (Core) Rotations ---

- **Community Pharmacy, company, manufacturer academic or research:** Each intern must complete a rotation in either community, company, manufacturer pharmacy academic or research.
 - **Hospital Pharmacy:** Each intern is required to complete at least one inpatient, ambulatory, or admixture preparation hospital pharmacy rotation. An intern is limited to no more than four rotations per year.
 - **Clinical Pharmacy:** Each intern must complete a minimum of one clinical pharmacy rotation. Cardiology, internal medicine, infectious disease, or intensive care rotations are encouraged.
 - **Drug information, medication safety, patient counseling, narcotic, administration or quality:** Each intern must complete a rotation in either one of them.
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Internship Activities, Required Rotations and Objectives

Internship requirements

Intern requirements and essentials:

- Attendance and Punctuality
- Professional Conduct
- Engagement and Learning
- Communication Skills
- Confidentiality and Ethics
- Continuous Education
- Timely Submission of Assignments
- Compliance and Legal Regulations
- Feedback and Improvement
- Professional Growth
- Academic Integrity
- Collaboration and Teamwork

Preceptor requirements

- Orienting the intern
- Setting Performance Expectations
- Open Communication
- Respectful Environment
- Constructive Criticism
- Motivation and Professionalism
- Progress Monitoring
- Mid-Evaluation Feedback
- Final Evaluation

| Policies

Professionalism

Students on the training site should conduct themselves professionally and adhere strictly to professional ethics. Students must adhere to Islamic ethics as well as the college's and training site's rules and regulations. In the event of a violation, the preceptor must notify the internship unit, and the College Board will make the final determination.

Dress Code

As pharmacy interns, you must present a professional appearance in both behavior and dress. The interns must adhere at all times to the dress and conduct standards specified by their assigned training site. Expectations for an appropriate professional appearance include, but are not limited to, the following:

- While at the training site, interns must always wear the college uniform and a professional white suit.
- Interns are required to display their identification cards.
- Interns should maintain spotless and tailored clothing.
- Professional appearances are required. The interns should NOT wear caps or hats.
- Appropriate footwear should be worn for the setting. Canvas or professional footwear is required. Sandals, sandals, and heels are not permitted.
- The interns must adhere to any additional dress code regulations established by the training site.
- Interns must always remember that they are representing Umm Al Qura University and must maintain discipline and a positive attitude at their training sites.

Absence Policy

- Interns must accomplish the mandatory training period (160 hours per rotation) within the allotted time frame.
- The daily attendance form provided by the internship unit must be endorsed by the preceptor and returned at the conclusion of the rotation.
- Interns must notify their preceptor one day prior to any absence, and the preceptor must notify the internship unit if the absence exceeds two days.
- Only official vacations are permitted for internships; long weekends and other student breaks are not permitted.

Evaluation and Grading Components

Final Exam (25%)

The Pharmacy Internship Program includes a comprehensive assessment strategy designed to evaluate interns' knowledge across various disciplines essential to pharmacy practice. Interns' performance will be assessed through a combination of coursework and a final exam at the end of each semester, which will account for 25% of the overall grade.

The final exam will consist of questions categorized into the following disciplines:

1. Social, Behavioral, and Administrative Sciences (20%):

This section will assess the interns' understanding of the broader context within which pharmacy operates, including:

- Healthcare Delivery System and Public Health
- Pharmacy Law and Regulatory Affairs
- Biostatistics and Study Design
- Ethical Decision-Making

2. Basic Biomedical Sciences (10%):

This section will test interns' foundational knowledge in the biomedical sciences, including:

- Physiology
- Biochemistry
- Microbiology
- Immunology

3. Pharmaceutical Sciences (35%):

This section focuses on the scientific principles underlying drug action, formulation, and use, covering:

- Medicinal Chemistry
- Toxicology
- Pharmaceutics and Biopharmaceutics
- Pharmacokinetics
- Sterile and Non-Sterile Compounding

Evaluation and Grading Components

Final Exam (25%)

4. Clinical Sciences (35%)

This section evaluates interns' clinical knowledge across various specialty areas, including:

- **Cardiovascular Disease**
 - Management of hypertension, chronic heart failure, dyslipidemia, stroke, arrhythmia, and stable ischemic heart disease (SIHD).
- **Ambulatory Care**
 - Anticoagulant therapy, dyslipidemia, hypertension, diabetes, and thyroid disorders.
- **Infectious Disease**
 - Antibiotic coverage, bacterial infections (CAP, HAP, VAP, UTI, endocarditis, skin and soft tissue infections), antifungals, and antivirals.
- **Internal Medicine**
 - Management of endocrine disorders, systemic steroids, autoimmune conditions, gastrointestinal disorders (GERD, peptic ulcer disease), renal and hepatic diseases, anemia, sickle cell disease, cardiovascular conditions, pain, inflammatory bowel disease, and neurological disorders (seizure & epilepsy, Alzheimer's disease, and Parkinson's disease).
- **ICU**
 - Acute and critical care disorders, pain management, and sepsis
- **Pediatric**
 - Pediatric disorders and cystic fibrosis.
- **Psychiatric**
 - Depression, psychosis, schizophrenia, bipolar disorder, ADHD, anxiety, and sleep disorders.

Evaluation and Grading Components

Preceptor Evaluation (50%)

At the end of each rotation, preceptors will provide evaluations based on the intern's performance. The evaluation forms developed for the Pharmacy Internship Program are meticulously designed to ensure that interns are assessed comprehensively across three critical domains: **Knowledge and Understanding, Skills, and Values**. These domains are foundational to the practice of pharmacy and are integral to the successful completion of the internship program. Each rotation—whether in a community pharmacy, clinical setting, or hospital (inpatient/outpatient)—is evaluated with criteria tailored to the specific responsibilities and competencies required in those environments. These evaluations will account for fifty percent of the intern's cumulative grade.

Evaluation and Grading Components

The Pharmacy Internship Program is designed to comprehensively assess interns across three core domains: Knowledge and Understanding, Skills, and Values.

□ Knowledge and Understanding:

Interns are expected to demonstrate a deep understanding of the fundamental concepts relevant to their specific rotation. This includes the ability to manage over-the-counter (OTC) cases, understand drug distribution systems, and handle documentation processes. Additionally, interns should be knowledgeable about the pathophysiology, pharmacotherapy, and complications associated with various diseases, as well as the clinical and operational procedures involved in pharmacy practice, such as the handling of High-Alert Medications (HAM), hazardous drugs, and controlled substances.

□ Skills

Interns will be assessed on their practical abilities, which include accurately reviewing and assessing medication regimens, identifying and analyzing medication errors, and safely filling prescriptions. They should demonstrate proficiency in utilizing pharmacy computer systems, managing insurance services, and addressing shortages or withdrawals. Effective communication is critical; interns must be able to clearly convey information to patients, caregivers, and healthcare professionals, both verbally and in writing. They are also expected to contribute to patient care by interpreting clinical data, developing care plans, and adjusting drug dosing based on therapeutic monitoring. Furthermore, interns should be capable of working collaboratively within healthcare teams and using information resources to address queries related to patient care, drug compatibility, and other pharmacy-related concerns.

□ Values:

Professionalism and ethical behavior are core values expected of all interns. Interns must exhibit leadership, respect for colleagues and patients, and adherence to workplace rules, regulations, and ethical standards. They are also expected to take responsibility for their work, demonstrate a commitment to self-learning and time management, and work effectively as part of a team. Respecting patient privacy and maintaining the confidentiality of all healthcare information is paramount.

Evaluation and Grading Components

Internship Unit Assessment (25%)

The internship unit will conduct assessments to evaluate interns' engagement and adherence to program requirements, contributing 25% to the intern's final grade.

- **Compliance with Internship Instructions (15%)**
- Adherence to Program Requirements and Guidelines
- Diligent Compliance with Instructions
- Professional Engagement and Interaction
- Active Participation in Continuous Education
- Effective Email Communication
- Timely Submission of Requirements

2. Semester Activity (10%)

CV-Writing Assessment (10%):

- Each intern is required to write a Curriculum Vitae (CV) during the first semester.
- Interns should send their CV to the designated member of the internship team for review every month.
- Feedback will be provided, and interns should incorporate the suggestions to improve their CV.
- Interns should submit the third and final revision of their CV at the end of the semester.

SOAP Note Assessment (10%):

- In the second semester, each intern is required to write a SOAP (Subjective, Objective, Assessment, Plan) note.
- Interns should submit their SOAP note to the designated member of the internship team for evaluation every month.
- Interns should submit the third and final revision of their SOAP note at the end of the semester.

Evaluation and Grading Components

3. Presentation in Continuous Education (10%)

(The grade will be set in the third semester)

Presentation Assessment Components:

Organization and Flow

- The presentation is organized in a logical and easy-to-follow sequence.
- Ideas and content transition smoothly from one point to the next.

Preparation

- The presenter demonstrates thorough preparation, evident in their confident delivery.
- Materials and resources are well-arranged and accessible.

Clarity of Speech

- The presenter speaks clearly and articulately, ensuring easy comprehension for the audience.
- Pronunciation and enunciation are accurate.

Clear Visuals

- The slides are visually clear and enhance the presentation content.
- Visual aids effectively support the presenter's points.

Audience Interaction

- The presenter responds adeptly to audience questions, comments, and engagement.
- Interaction with the audience is respectful and attentive.

Demonstration of Knowledge

- The presenter showcases a deep understanding of the topic, conveying expertise.
- Technical details and concepts are explained accurately.

Attention-Grabbing Introduction

- Introductions are attention-catching, piquing the audience's interest.
- Technical terms are well-defined for audience comprehension.

Accuracy and Relevance

- The presentation contains accurate and up-to-date information.
- Content remains consistently relevant to the topic at hand.

Time Management

- The presentation adheres to the assigned time limits, effectively balancing content delivery.
- The presenter manages time without rushing or exceeding allocated time.

Effective Conclusion

- The conclusion effectively summarizes key points and takeaways.
- The presentation closes with impact and leaves the audience with a clear understanding.



Attendance Sheet

Name						Student Number		
Preceptor Name						Rotation Type		
Location of training						Date		
Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Preceptor Signature		Internship Unit
1								
2								
3								
4								
Training site stamp								
Name						Student Number		
Preceptor Name						Rotation Type		
Location of training						Date		
Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Preceptor Signature		Internship Unit
1								
2								
3								
4								
Training site stamp								
Name						Student Number		
Preceptor Name						Rotation Type		
Location of training						Date		
Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Preceptor Signature		Internship Unit
1								
2								
3								
4								
Training site stamp								



| Drug Response Question Form

Name:		Student Number:	
Preceptor Name:		Signature:	
Question 1:			
Answer:			
Reference:			
Question 2:			
Answer:			
Reference:			



| Pharmacy Intervention Form

Name:		Student Number:	
Preceptor Name:		Signature:	
Problem 1:			
Solution:			
Problem 2:			
Solution:			
Problem 3:			
Solution:			
Problem 4:			
Solution:			