

APSC-349 Applied Science Internship

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at CVS Pharmacy

with Dmitry Kadnikov, Program Director of the B.S. in Applied Science at UW-Stout

Overview of the company/organization

- Original CVS was founded in Massachusetts in 1963 with the name of Consumer Value Stores
- They only provided beauty and health products at first
- The pharmacies began to be introduced in Cranston, Rhode Island in 1967
- In late 1990s, many drug companies were acquired by CVS
- CVS aims in helping customers to support their optimal health
- Mission statement: "Help people on their path to better health."



UW-Stout Skills Utilized

- BIO 220 – Physiology of Disabilities
 - Learned about types of diseases, causes and treatments
- BIO 258 – Intro Pharm
 - Learned about drugs and their mechanisms
- CHEM 201/204 - Organic Chemistry I & II
 - Learned about chemical reactions
- BIO 234 - Physiology and Anatomy
 - Learned about general concepts of human body

Acquired and Refined Skills

- Communication skills
- Basic knowledge about drugs
- Team-work
- Empathizing with customers
- Working in fast-moving environment
- Things that I could improve:
 - Learning terms that are frequently used in insurance claims
 - Study name of drugs, and when they are used

Duties

- Filling prescriptions
 - Getting right drugs
 - Comparing NDC numbers
- Answering phone calls
- Solving insurance claims
- Interacting with customers
 - At pick-up & drive-thru
 - Answering their questions



Advice to the Next Class

- It requires very strong communication skills
- It is very fast-paced environment
- I would recommend to study some terminology and name of drugs before you start the internship experience

Future Outlook

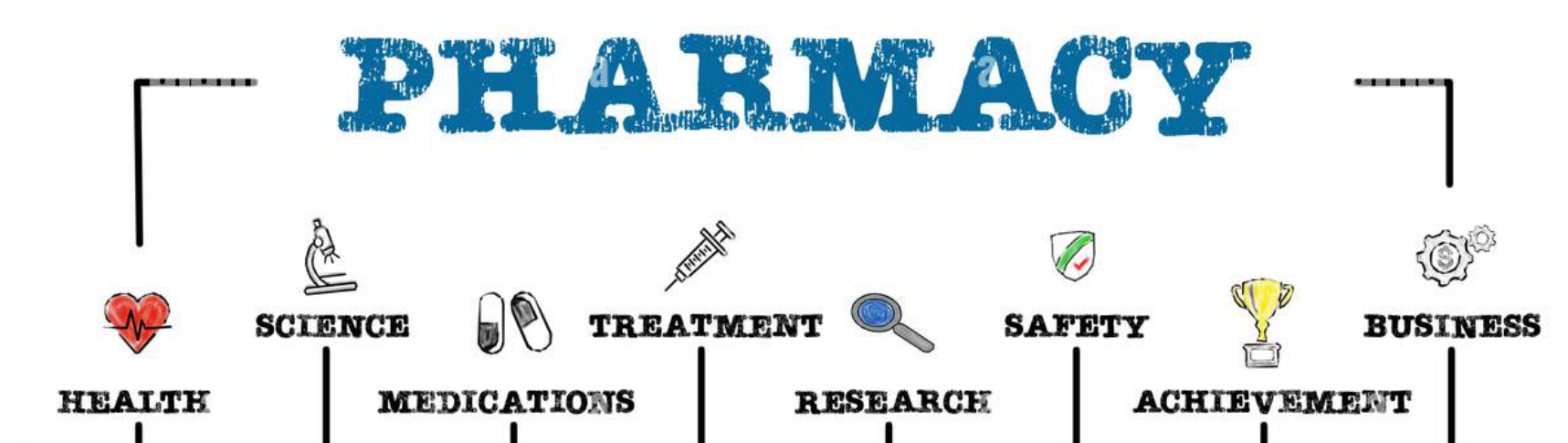
- I was able to see myself working as a pharmacist. I was very happy being helpful and being a part of patients' lives.
- I am confident enough to say that I want to become a pharmacist.
- I would like to experience working at a hospital pharmacy. With that experience, I will be able to decide if I want to become a retail or clinical pharmacist in the future.

Acknowledgements

- I am very grateful to my co-workers who helped me thorough the internship period. I would not have been successful in this experience without your supports.
- I would like to thank my supervisor, Ashley Higgins, for the patient training, advice, and encouragement. I was very lucky to have you as my supervisor of my first internship. I was able to learn variety of things in a short period of time. I also learned a lot about my life, what I really want to do, and how to care others. I am sincerely grateful to the opportunity that you gave me.

Science at Work

- Pharmaceutical sciences were involved at all aspects of the pharmacy
- Everything was directly related to health, biology, chemistry reactions, mathematics, etc.



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