



Welcome to Walgreens Pharmacy activities

In this solution, you will:

- Observe team members perform the various pharmacy functions
- Discuss how you fit in to the overall pharmacy picture
- Explore the Walgreens pharmacy environment and various resources

Preparation

Review our internal sites to start to learn where you can find more information about Walgreens pharmacy

- Ask your pharmacy manager or a buddy to show you the various sites containing pharmacy information, processes, and procedures.
- Discuss with your pharmacy manager or senior pharmacy technician what documents and resources your pharmacy uses on a daily basis so you can become familiar with them

Experience

Exercise: Exploring “Storenet”

Your task: Use the [Storenet Overview](#) document to assist you with exploring the various pharmacy pages and resources. With your Pharmacy Manager, or a Senior Pharmacy Technician, document the top 10 areas you will use on Storenet. Identify and be sure to favorite/save areas that will be frequently used.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.



Exercise: Observing pharmacy professionalism

Your task: Observe your “Buddy”/mentor demonstrate professional etiquette in interacting with customers over the telephone, drive-thru and in-person (facial expressions, tone of voice, verbal/non-verbal behaviors, eye contact, and word choice) will further solidify your knowledge and recognition of acceptable behaviors and practices within the pharmacy setting.

If needed, ask your “Buddy” clarifying questions related to the professional behaviors you observe and the circumstances that are influencing those behaviors within the pharmacy.

Notes:

Exercise: Explore the pharmacy

Your task: Work with a buddy to explore the different areas related to the workflow of the pharmacy. Take notes on the different tasks/functions that would take place in each of those areas. As a general starting point, ask your buddy to think about the pharmacy workflow from start to finish and the tasks a technician will complete. Ask them to show you each of the areas in the pharmacy that you will spend most of your time.

Area/Task:

Notes:

Area/Task:

Notes:

Area/Task:

Notes:

Area/Task:

Notes:

Area/Task:

Notes:



Reflection

Reflect on these questions.

How does learning about Pharmacy history, Walgreens and your role here help you to provide exceptional patient care in our pharmacy?

What activities do you think will be most helpful in learning more about your role in your pharmacy?

Make sure you connect with your manager for feedback and ask any additional questions you may have as you apply this knowledge on the job. When you have completed these activities, go back into the Learning & Talent Management Portal and ACKNOWLEDGE the completion of these activities.

