



## It Isn't Just Another Day at the Beach: Navigating Challenging Patient Situations in Pharmacy

*Jennifer Rosselli, PharmD and Caleb Witt, PharmD*

Drs. Jennifer Rosselli and Caleb Witt declare no conflicts of interest, real or apparent, and no financial interests in any company, product, or service mentioned in this program, including grants, employment, gifts, stock holdings and honoraria.

### About the Speakers

Dr. Jennifer Rosselli is a Clinical Associate Professor at Southern Illinois University Edwardsville. She had 16 years of experience in the traditional community setting with a large chain pharmacy in the roles of student pharmacist, staff pharmacist, and pharmacy manager. She currently provides advanced outpatient diabetes care and education, comprehensive medication management, and cardiovascular risk reduction services to underserved patients at SIHF Healthcare O'Fallon and West Belleville Health Centers.

Dr. Caleb Witt is a graduate from the St. Louis College of Pharmacy. He is currently the Pharmacist in Charge at Pharmax Pharmacy in Imperial, MO. He is an Adjunct clinical instructor for the Saint Louis College of Pharmacy where he teaches a class he wrote called Advanced Community Pharmacy. He also co-teaches a class called Advocating and Leading the future of Pharmacy. He is a Preceptor for STLCOP, UMKC, SIUE, Butler University, and Belmont University. He is part of the MPA legislative committee and has participated in advocacy day and Pharmacist of the day. He is a proud father of 2 children and enjoys competing in triathlons.

### About the Course

Let's get real, providing pharmacy services isn't full of glitz and glam. This program will provide frank discussions, ideal practices, and potential solutions for the numerous challenging, and often difficult, patient situations pharmacy personnel can be faced with. Topics will include cultural and diversity competency, disgruntled patients, medication error disclosure, and protecting professional boundaries.

### Pharmacist Objectives

1. Identify solutions to address the unique medical needs of patients of diverse backgrounds.
2. Identify strategies to handle an upset patient.
3. Describe best practices for error disclosure.
4. Describe patient characteristics or risk factors for behaviors that may cross pharmacy personnel patient boundaries.

### Technician Objectives

1. Identify solutions to address the unique medical needs of patients of diverse backgrounds.
2. Identify strategies to handle an upset patient.
3. Describe best practices for error disclosure.
4. Describe patient characteristics or risk factors for behaviors that may cross pharmacy personnel patient boundaries.



This program is provided by the Illinois Pharmacists Association. The Illinois Pharmacists Association is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. This program is equivalent to 1.5 contact hours (0.1 CEUs) of pharmacy continuing education. No partial credit is allowed.

<b>Course Participants:</b>	Pharmacists, Technicians, Pharmacy Students
<b>CPE Target Audience:</b>	Pharmacists, Technicians
<b>UANs:</b>	0135-0000-20-024-L04-P; 0135-0000-20-024-L04-T
<b>Activity Type:</b>	Knowledge
<b>Contact hours:</b>	1.5
<b>Initial Release Date:</b>	9/24/2020
<b>Expiration Date:</b>	9/24/2023