Your pharmacist stepped out to use the bathroom and a patient, that has been waiting, would like to pick up her prescription. Her prescription is filled and waiting to be checked by the pharmacist. What should you do?

Select one:

a.

None of the answers are appropriate

b.

Give her a few pills and ask her to come back later when the pharmacist comes back

c.

Ask her to wait for the pharmacist to get back and then page the pharmacist

Correct! In order to legally dispense the prescription to the patient, the pharmacist must first verify the prescription.

d.

Verify the prescription, besides, her prescription has already passed the 5 of the 6 checks required by your company.

**Feedback**

The correct answer is: Ask her to wait for the pharmacist to get back and then page the pharmacist

**Question 2**

Incorrect

Mark 0.00 out of 1.00

Flag question

**Question text**

With which of the following professions could pharmacy technicians potentially interact?

Select one:

a.

All of these

b.

Medicine

c.

Nursing

d.

Dentistry

**Feedback**

Your answer is incorrect.

The correct answer is: All of these

**Question 3**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Which of the following are qualities of a successful pharmacy technician?

Select one:

a.

Prioritization skills

b.

Cultural competence

c.

Stress management

d.

All of these

**Feedback**

Your answer is correct.

The correct answer is: All of these

**Question 4**

Incorrect

Mark 0.00 out of 1.00

Flag question

**Question text**

Once you obtain the title of a Pharmacy Technician, from experience alone, you can do all of the following except:

Select one:

a.

specialize in Nuclear Pharmacy

Incorrect. No extra legal training or requirements are needed to specialize in nuclear pharmacy.

b.

become a Pharmacy Manager

c.

become a Technician Trainer

d.

become a Pharmacy Scheduler

**Feedback**

The correct answer is: become a Pharmacy Manager

**Question 5**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

The primary purpose of institutional pharmacies is to \_\_\_\_\_\_\_\_.

Select one:

a.

dispense medications to the general community

b.

none of the above

c.

dispense medications directly to providers’ offices

d.

dispense medications for use within a hospital

**Feedback**

The correct answer is: dispense medications for use within a hospital

**Question 6**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Mr. Smith has a prescription for diazepam 5mg and would like to know if you have it in stock. How may you help the patient?

Select one:

a.

Ask the pharmacist to check the inventory because it a C-IV controlled medication

b.

Check the inventory on the shelf and report its availability

Correct! It is both legal and acceptable for pharmacy technicians to report on inventory of drugs, including controlled substances. This allows the patient to make an informed decision about filling his prescription at your pharmacy in the event that the drug is out of stock, or there is an insufficient quantity.

c.

Tell him that you are not authorized to give out such information.

d.

Ask him to come back later because you have to put in the prescription before you can tell if you have it in stock

**Feedback**

The correct answer is: Check the inventory on the shelf and report its availability

**Question 7**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Which of the following is an example of a type of pharmacy?

Select one:

a.

All of these are types of pharmacies

b.

Nuclear

c.

Community

d.

Institutional

**Feedback**

Your answer is correct.

The correct answer is: All of these are types of pharmacies

**Question 8**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Pharmacy technicians are legally allowed to recommend OTC medications to patients.

Select one:

True

False

**Feedback**

Correct! Pharmacy technicians may assist patients in finding OTC products, but they may not recommend OTC products to patients.

The correct answer is 'False'.

**Question 9**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

A patient would like to transfer her prescription to your pharmacy and she was wondering if you can get it done as soon as possible. What can you do to speed up the process?

Select one:

a.

Collect all of the information on the prescription bottle (patient name, transferring pharmacy name/phone number, prescription name/number) and hand it to the pharmacist to call and complete the prescription transfer

Correct! Similar to taking telephone prescriptions, it is illegal for pharmacy technicians to call and receive transfer prescriptions, as the pharmacist can not verify what is being transcribed; however, pharmacy technicians can legally aid this process by transcribing all demographic details related to the transfer for the pharmacist.

b.

Call the transferring pharmacy and ask them to fax the original copy of the prescription for you to fill

c.

Call the transferring pharmacy and take the transfer

d.

Call the pharmacist over to talk to her, since the pharmacist has to do the transfer

**Feedback**

The correct answer is: Collect all of the information on the prescription bottle (patient name, transferring pharmacy name/phone number, prescription name/number) and hand it to the pharmacist to call and complete the prescription transfer

**Question 10**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Mrs. Thomas approaches the counter to ask you if you can recommend a cough medication for her 4 year old daughter. What should you tell her?

Select one:

a.

“Please wait, the pharmacist will be right with you”

Correct! Pharmacy technicians are not legally allowed to make recommendations to patients or their families. The best, and legal, thing to do in this situation is get a pharmacist to come assist the patient.

b.

“Use Delsym®, I have overheard the pharmacist recommend that product to everyone and she said it was pretty good”

c.

“You should use honey and lemon, it was my grandmother’s old recipe”

d.

“Cough products over the counter are for adults so consult your doctor”

**Feedback**

The correct answer is: “Please wait, the pharmacist will be right with you”

**Question 11**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

The role of a pharmacy technician is considered low-stress; therefore, stress management techniques are unimportant.

Select one:

True

False

**Feedback**

Correct! There are numerous sources of stress within pharmacy, for this reason stress management techniques are essential for pharmacy technicians.

The correct answer is 'False'.

**Question 12**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Which of the following can a pharmacy technician legally perform?

Select one:

a.

All of these

b.

Verification of a prescription

c.

Data entry of a prescription

d.

Counseling a patient

**Feedback**

Your answer is correct.

The correct answer is: Data entry of a prescription

**Question 13**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

The primary purpose of community pharmacies is to \_\_\_\_\_\_\_\_.

Select one:

a.

dispense medications for use within a hospital

b.

none of the above

c.

dispense medications directly to providers’ offices

d.

dispense medications to the general community

**Feedback**

The correct answer is: dispense medications to the general community

**Question 14**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Match the following equipment to their appropriate pharmacy type.

|  |  |
| --- | --- |
| Automatic Pill Counter | Answer 1Choose...Institutional PharmacyCommunity Pharmacy |
| Laminar Flow Hood | Answer 2Choose...Institutional PharmacyCommunity Pharmacy |
| Robotic Vial Filler | Answer 3Choose...Institutional PharmacyCommunity Pharmacy |
| Kit Check | Answer 4Choose...Institutional PharmacyCommunity Pharmacy |
| Talyst Carousel | Answer 5Choose...Institutional PharmacyCommunity Pharmacy |

**Feedback**

The correct answer is: Automatic Pill Counter → Community Pharmacy, Laminar Flow Hood → Institutional Pharmacy, Robotic Vial Filler → Community Pharmacy, Kit Check → Institutional Pharmacy, Talyst Carousel → Institutional Pharmacy

**Question 15**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Which of the following is an example of pharmacy personnel?

Select one:

a.

Pharmacy clerk

b.

Pharmacy technician

c.

All of the above

d.

Pharmacist

**Feedback**

The correct answer is: All of the above

**Question 16**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Common tasks that a pharmacy technician is responsible for include:

Select one:

a.

Third party billing

b.

Sterile compounding

c.

Inventory management

d.

All of these

**Feedback**

Your answer is correct.

The correct answer is: All of these

**Question 17**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Pharmacy technicians can be nationally certified through what two agencies?

Select one:

a.

PTCPT and their State Board of Pharmacy

b.

PTCB and NHA

Correct! PTCB stands for the Pharmacy Technician Certification Board. ICPT stands for the Institute for the Certification of Pharmacy Technicians. Combined, they are the only two national certification programs for pharmacy technicians.

c.

FDA and ExCPT

d.

PTCB and FDA

**Feedback**

The correct answer is: PTCB and NHA

**Question 18**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Cultural competence is the ability to treat those that are of a different \_\_\_\_\_ than you.

Select one:

a.

Religion

b.

Gender

c.

Race

d.

All of these

**Feedback**

Your answer is correct.

The correct answer is: All of these

**Question 19**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Match the below tasks to the most appropriate pharmacy personnel.

|  |  |
| --- | --- |
| Data Entry | Answer 1Choose...PharmacistsPharmacy Technician |
| Prescription Verification | Answer 2Choose...PharmacistsPharmacy Technician |
| Insurance Processing | Answer 3Choose...PharmacistsPharmacy Technician |
| Prescription Counseling | Answer 4Choose...PharmacistsPharmacy Technician |

**Feedback**

The correct answer is: Data Entry → Pharmacy Technician, Prescription Verification → Pharmacists, Insurance Processing → Pharmacy Technician, Prescription Counseling → Pharmacists

**Question 20**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Robert McDonald would like to know if he should take his diclofenac 75mg with or without food because his physician did not specify.

Select one:

a.

Ask him to wait to speak to the pharmacist

Correct! As a pharmacy technician, you are not legally allowed to discuss therapeutics with patients, including how they should take their medications. It is always best to refer them to the pharmacist so that they can receive appropriate counseling.

b.

Tell him to call his doctor’s office and ask

c.

Offer to call his doctor’s office because he is a regular

d.

Read the monograph and tell him it is okay

**Feedback**

The correct answer is: Ask him to wait to speak to the pharmacist

**Question 21**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Which of the following duties must a pharmacy technician not do:

Select one:

a.

Take oral prescriptions from doctors

Correct! It is never legal for a pharmacy technician to take an oral prescription from a doctor, as the pharmacist is unable to verify the information transcribed. It is always best practice to either transfer the phone call to the pharmacist, or advise the provider to call back and leave the prescription order on the pharmacist's voicemail.

b.

Call insurance companies for overrides

c.

Call wholesalers

d.

Sell Pseudoephedrine

**Feedback**

The correct answer is: Take oral prescriptions from doctors

**Question 22**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Pharmacy is:

Select one:

a.

A medication requiring a prescription

b.

The art, practice, or profession of preparing, preserving, compounding, and dispensing medical drugs

c.

The study of or about drugs and their properties such as absorption, distribution, metabolism, and excretion

d.

A healthcare professional licensed by a state to write prescriptions

**Feedback**

The correct answer is: The art, practice, or profession of preparing, preserving, compounding, and dispensing medical drugs

**Question 23**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Mr. Brooks would like to know if his Tylenol® will interact with his ibuprofen and he is really concerned because he is feeling dizzy. How can you help Mr. Brooks?

Select one:

a.

Type in the medication into drug journal provided by your company and answer his question

b.

Ask him to hold and speak to the pharmacist

Correct! Pharmacy technicians are not legally allowed to make recommendations or discuss therapeutic effects, including interactions, with patients. For the safety of the patient, it is best to have the patient hold until the pharmacist is available.

c.

Tell him it is okay because ibuprofen and Tylenol work in different ways and are excreted via different pathways.

d.

Ask him to check Web MD because your pharmacist told you it’s a reputable site

**Feedback**

The correct answer is: Ask him to hold and speak to the pharmacist

**Question 24**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Which of the following is an example of a non-verbal communication skill?

Select one:

a.

Volume

b.

Language

c.

Tone

d.

Eye contact

**Feedback**

Your answer is correct.

The correct answer is: Eye contact

**Question 25**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Which of the following is accurate regarding certification and licensure?

Select one:

a.

Certification is what legally allows you to work in a Pharmacy Technician role within your state

b.

Certification can only be obtained by passing the PTCE.

c.

Each state's licensure requirements are different.

Correct!

d.

After certification, no additional steps are needed before applying to open positions.

**Feedback**

The correct answer is: Each state's licensure requirements are different.

The primary purpose of community pharmacies is to \_\_\_\_\_\_\_\_.

Select one:

a.

dispense medications for use within a hospital

b.

dispense medications to the general community

c.

dispense medications directly to providers’ offices

d.

none of the above

**Feedback**

The correct answer is: dispense medications to the general community

**Question 2**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Which of the following duties must a pharmacy technician not do:

Select one:

a.

Sell Pseudoephedrine

b.

Take oral prescriptions from doctors

Correct! It is never legal for a pharmacy technician to take an oral prescription from a doctor, as the pharmacist is unable to verify the information transcribed. It is always best practice to either transfer the phone call to the pharmacist, or advise the provider to call back and leave the prescription order on the pharmacist's voicemail.

c.

Call insurance companies for overrides

d.

Call wholesalers

**Feedback**

The correct answer is: Take oral prescriptions from doctors

**Question 3**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Which of the following can a pharmacy technician legally perform?

Select one:

a.

Verification of a prescription

b.

All of these

c.

Data entry of a prescription

d.

Counseling a patient

**Feedback**

Your answer is correct.

The correct answer is: Data entry of a prescription

**Question 4**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Which of the following is an example of an institutional pharmacy?

Select one:

a.

Wal-Mart Pharmacy

b.

Bobby Joe's Independant Pharmacy

c.

Walgreens Pharmacy

d.

Hospital Pharmacy

Correct! Hospital pharmacies are an example of institutional pharmacies.

**Feedback**

The correct answer is: Hospital Pharmacy

**Question 5**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Which of the following is accurate regarding certification and licensure?

Select one:

a.

Certification can only be obtained by passing the PTCE.

b.

Each state's licensure requirements are different.

Correct!

c.

Certification is what legally allows you to work in a Pharmacy Technician role within your state

d.

After certification, no additional steps are needed before applying to open positions.

**Feedback**

The correct answer is: Each state's licensure requirements are different.

**Question 6**

Incorrect

Mark 0.00 out of 1.00

Flag question

**Question text**

All pharmacy managers are pharmacists, but not all pharmacists are pharmacy managers.

Select one:

a.

True

b.

False

Incorrect. Not all pharmacists are required to be pharmacy managers or PIC; however, should one desire to become a pharmacy manager or PIC, he/she must be a licensed pharmacist.

**Feedback**

The correct answer is: True

**Question 7**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

The role of a pharmacy technician is considered low-stress; therefore, stress management techniques are unimportant.

Select one:

True

False

**Feedback**

Correct! There are numerous sources of stress within pharmacy, for this reason stress management techniques are essential for pharmacy technicians.

The correct answer is 'False'.

**Question 8**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Which of the following qualities do successful pharmacy technicians demonstrate?

Select one:

a.

All of the above.

Correct! All of these qualities are seen in successful pharmacy technicians.

b.

Communication

c.

Stress management

d.

Cultural competence

**Feedback**

The correct answer is: All of the above.

**Question 9**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Match the following equipment to their appropriate pharmacy type.

|  |  |
| --- | --- |
| Automatic Pill Counter | Answer 1Choose...Community PharmacyInstitutional Pharmacy |
| Laminar Flow Hood | Answer 2Choose...Community PharmacyInstitutional Pharmacy |
| Robotic Vial Filler | Answer 3Choose...Community PharmacyInstitutional Pharmacy |
| Kit Check | Answer 4Choose...Community PharmacyInstitutional Pharmacy |
| Talyst Carousel | Answer 5Choose...Community PharmacyInstitutional Pharmacy |

**Feedback**

The correct answer is: Automatic Pill Counter → Community Pharmacy, Laminar Flow Hood → Institutional Pharmacy, Robotic Vial Filler → Community Pharmacy, Kit Check → Institutional Pharmacy, Talyst Carousel → Institutional Pharmacy

**Question 10**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Which of the following describes the conduct, aims, or qualities that characterize that mark a profession or a professional person?

Select one:

a.

Intelligence

b.

Cultural competence

c.

Professionalism

d.

Integrity

**Feedback**

Your answer is correct.

The correct answer is: Professionalism

**Question 11**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Which of the following is a pharmacist-only responsibility?

Select one:

a.

Verifying prescriptions

b.

All of these

c.

Counseling patients

d.

Making therapy recommendations

**Feedback**

Your answer is correct.

The correct answer is: All of these

**Question 12**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

The pharmacist is the last check in the prescribing process.

Select one:

a.

True

Correct! The pharmacist verifying the prescription is typically the last step before the drug is dispensed or administered to the patient.

b.

False

**Feedback**

The correct answer is: True

**Question 13**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Mr. Smith has a prescription for diazepam 5mg and would like to know if you have it in stock. How may you help the patient?

Select one:

a.

Tell him that you are not authorized to give out such information.

b.

Check the inventory on the shelf and report its availability

Correct! It is both legal and acceptable for pharmacy technicians to report on inventory of drugs, including controlled substances. This allows the patient to make an informed decision about filling his prescription at your pharmacy in the event that the drug is out of stock, or there is an insufficient quantity.

c.

Ask the pharmacist to check the inventory because it a C-IV controlled medication

d.

Ask him to come back later because you have to put in the prescription before you can tell if you have it in stock

**Feedback**

The correct answer is: Check the inventory on the shelf and report its availability

**Question 14**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Pharmacy technicians can go on (with more training/experience/education) to become:

Select one:

a.

Pharmacy Trainers

b.

Pharmacists

c.

Nuclear Pharmacy Technicians

d.

All of the answers are correct

Correct! With more training or education, being a pharmacy technician can serve as a building block for many different pharmacy career pathways.

**Feedback**

The correct answer is: All of the answers are correct

**Question 15**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Pharmacy is:

Select one:

a.

A medication requiring a prescription

b.

The study of or about drugs and their properties such as absorption, distribution, metabolism, and excretion

c.

A healthcare professional licensed by a state to write prescriptions

d.

The art, practice, or profession of preparing, preserving, compounding, and dispensing medical drugs

**Feedback**

The correct answer is: The art, practice, or profession of preparing, preserving, compounding, and dispensing medical drugs

**Question 16**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Pharmacy Technicians can be nationally certified through what two exams?

Select one:

a.

PTCPT and State Board of Pharmacy

b.

PTCE and ExCPT

c.

PTCE and FDA

d.

FDA and ExCPT

**Feedback**

The correct answer is: PTCE and ExCPT

**Question 17**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Which of the following are qualities of a successful pharmacy technician?

Select one:

a.

Cultural competence

b.

All of these

c.

Stress management

d.

Prioritization skills

**Feedback**

Your answer is correct.

The correct answer is: All of these

**Question 18**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Cultural competence is the ability to treat those that are of a different \_\_\_\_\_ than you.

Select one:

a.

All of these

b.

Religion

c.

Race

d.

Gender

**Feedback**

Your answer is correct.

The correct answer is: All of these

**Question 19**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Robert McDonald would like to know if he should take his diclofenac 75mg with or without food because his physician did not specify.

Select one:

a.

Offer to call his doctor’s office because he is a regular

b.

Tell him to call his doctor’s office and ask

c.

Ask him to wait to speak to the pharmacist

Correct! As a pharmacy technician, you are not legally allowed to discuss therapeutics with patients, including how they should take their medications. It is always best to refer them to the pharmacist so that they can receive appropriate counseling.

d.

Read the monograph and tell him it is okay

**Feedback**

The correct answer is: Ask him to wait to speak to the pharmacist

**Question 20**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Your pharmacist stepped out to use the bathroom and a patient, that has been waiting, would like to pick up her prescription. Her prescription is filled and waiting to be checked by the pharmacist. What should you do?

Select one:

a.

Verify the prescription, besides, her prescription has already passed the 5 of the 6 checks required by your company.

b.

Give her a few pills and ask her to come back later when the pharmacist comes back

c.

None of the answers are appropriate

d.

Ask her to wait for the pharmacist to get back and then page the pharmacist

Correct! In order to legally dispense the prescription to the patient, the pharmacist must first verify the prescription.

**Feedback**

The correct answer is: Ask her to wait for the pharmacist to get back and then page the pharmacist

**Question 21**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

A new patient would like you to enter her information which includes allergies. How can you help in this process?

Select one:

a.

Technicians are not allowed to collect new patients' information, especially allergies

b.

Technicians are only allowed to enter the name, address, and date of birth of patients

c.

Technicians are allowed to enter patients' demographic information including allergies, so you proceed

Correct! Pharmacy technicians are legally allowed and typically expected to complete all aspects of demographic collection and entry, including name, address, date of birth, allergies, and insurance information.

d.

Technicians can only collect this information on a hard copy, and a pharmacist must enter it

**Feedback**

The correct answer is: Technicians are allowed to enter patients' demographic information including allergies, so you proceed

**Question 22**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Which of the following may be used in a community pharmacy to count, dispense, and label medication vials in place of a pharmacy technician?

Select one:

a.

Barcode scanner

b.

Counting tray

c.

Robotic vial filler

d.

None of these

**Feedback**

Your answer is correct.

The correct answer is: Robotic vial filler

**Question 23**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

With which of the following professions could pharmacy technicians potentially interact?

Select one:

a.

Nursing

b.

Medicine

c.

Dentistry

d.

All of these

**Feedback**

Your answer is correct.

The correct answer is: All of these

**Question 24**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

Common tasks that a pharmacy technician is responsible for include:

Select one:

a.

Sterile compounding

b.

Inventory management

c.

Third party billing

d.

All of these

**Feedback**

Your answer is correct.

The correct answer is: All of these

**Question 25**

Correct

Mark 1.00 out of 1.00

Flag question

**Question text**

A patient would like to transfer her prescription to your pharmacy and she was wondering if you can get it done as soon as possible. What can you do to speed up the process?

Select one:

a.

Collect all of the information on the prescription bottle (patient name, transferring pharmacy name/phone number, prescription name/number) and hand it to the pharmacist to call and complete the prescription transfer

Correct! Similar to taking telephone prescriptions, it is illegal for pharmacy technicians to call and receive transfer prescriptions, as the pharmacist can not verify what is being transcribed; however, pharmacy technicians can legally aid this process by transcribing all demographic details related to the transfer for the pharmacist.

b.

Call the transferring pharmacy and take the transfer

c.

Call the pharmacist over to talk to her, since the pharmacist has to do the transfer

d.

Call the transferring pharmacy and ask them to fax the original copy of the prescription for you to fill

**Feedback**

The correct answer is: Collect all of the information on the prescription bottle (patient name, transferring pharmacy name/phone number, prescription name/number) and hand it to the pharmacist to call and complete the prescription transfer