

The Pharmacy Technician's Role in Improving Customer Service

ASSESSMENT TEST



This assessment test has been provided as a study aid only. When you reach the end of the presentation, follow instructions to complete the online process and obtain CE credit. You may print your CE statement immediately after successful completion of the online assessment test and evaluation.

1. Which of the following individuals is generally considered a customer of the pharmacy?
 - a. Pharmaceutical research company.
 - b. Pharmacy manufacturer.
 - c. Patient's caregiver.
 - d. Pharmacy wholesaler.
2. The *Platinum Pharmacy Rule of Customer Service* is a practice that asks a technician to
 - a. Treat customers the same way that you have been treated by other customer service representatives.
 - b. Treat customers the same, following an established policy.
 - c. Establish personal relationships with customers.
 - d. Treat customers the way you determine they would want to be treated.
3. The LASO process requires that you perform which of the following steps when resolving a customer service issue or problem?
 - a. Look, Ask, Solve, Own.
 - b. Listen, Acknowledge, Solve, Own.
 - c. Learn, Acknowledge, Strategize, Own.
 - d. Listen, Ask, Simplify, Own.
4. One way the LASO process allows you to take control of customer service issues is by:
 - a. Minimizing miscommunication.
 - b. Passing all problems to the pharmacist for resolution.
 - c. Forcing the customer to accept responsibility or blame for the issue.
 - d. Solving problems with the least amount of effort required.
5. Which of the following customer service issues is within a technician's scope of practice?
 - a. Investigating increased prescription copay.
 - b. Checking for drug interactions.
 - c. Making over-the-counter drug recommendations.
 - d. Answering questions about side-effects.
6. The first step to properly triaging pharmacy requests is to
 - a. Determine whether to pass the call to a pharmacist.
 - b. Identify the requestor.
 - c. Begin the LASO process.
 - d. Prioritize the customer's need.

The Pharmacy Technician's Role in Improving Customer Service

7. Difficult customer situations most often arise from
 - a. Irresponsible customers.
 - b. Medication mismanagement.
 - c. Medical errors.
 - d. Miscommunication.

8. A pharmacy-specific customer service consideration may involve
 - a. Hard to read prescription.
 - b. Formulary issue.
 - c. Patient confidentiality.
 - d. Hours of operation.