

Andrea McDonough

Pharmacist - JEFFERSON APOTHECARY / JEFFERSON PHARMACY- Thomas Jefferson University Hospital

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Andrea-McDonough/ed891f677ad0b7a9](https://www.indeed.com/r/Andrea-McDonough/ed891f677ad0b7a9)

WORK EXPERIENCE

Pharmacist

JEFFERSON APOTHECARY / JEFFERSON PHARMACY- Thomas Jefferson University Hospital - Philadelphia, PA - 2013 to Present

Supports the pharmacy team by filling in staff pharmacist shifts where needed in a retail pharmacy environment.

- Verify the accuracy of prescription fills and correct as necessary.
- Assists in the daily reconciliation log of dispensed narcotics.

Office Team Leader

GROWTH OPPORTUNITY CENTER - Southampton, PA - 2009 to 2013

Perform medical billing for outpatient services for 85 independently contracted therapists and physicians.

- Leads an office staff of 6 to ensure workplace efficiency.
- Intake new patients and triage calls to appropriate provider. Verify all incoming and established patients' mental health benefits through their health insurance company.
- Consult with co-workers, physicians and therapists regarding patient concerns.
- Created efficiencies in various processes, including workflow (from intake to provider assignment), billing of certain health insurance companies, and phone call channeling.

Staff Pharmacist

PHARMACY - Richboro and Bensalem - Bensalem, PA - 2000 to 2008

Accomplishments

- ✓ Implemented process changes to increase pharmacy performance metrics resulting in one of the highest scoring pharmacies in the district.
- ✓ Trained 5 pharmacy interns to become successful pharmacists.
- ✓ One of the first pharmacists in the district to become proficient in the Innovations Dispensing System; trained other pharmacists and staff in its operation and maintenance.

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- ✓ Created a technician appreciation program, which increased teamwork and efficiency.

Broad scope of responsibility

- Accurately and efficiently filled patient prescriptions, including preparation of compound pharmaceuticals, at exceptionally busy pharmacy locations averaging 2400 to 3000+ prescriptions weekly.
- Assisted patients in person and by phone, providing excellent customer service in fast-paced environments.
- Supported managing pharmacist in supervising a staff of 10, including pharmacy interns.
- Performed clinical review of initial coverage determination and re-determinations on Non-Formulary, Prior Authorization, Quantity Limit, Step Therapy and Tier Exception requests.

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Staff Pharmacist - CVS Pharmacy)

- Entered patient and prescription information into computer and resolved any insurance, Medicare and Medicaid issues via RX 2000.
- Counseled patients on:
 - ...• Drug therapies to ensure compliance, including but not limited to, hypertension, diabetes, dyslipidemia, asthma, osteoporosis, pain management, and smoking cessation.
 - ...• Prescriptions, including proper use, potential benefits of therapy, adverse effects, and drug interactions.
 - ...• Over-the-counter products, including the proper use of blood glucose monitoring
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- systems.
- Adhered to all federal and state regulations involving the dispensing of controlled medications.
- Specialized in inventory control, including ordering, delivery, audits, documentation and forecasting.
- Communicated policy and procedure changes, system enhancements, and clinical updates to staff.
- Collaborated and built professional relationships with other area healthcare professionals (physicians, pharmacists, nurses, insurance companies, hospitals, medical offices).
- Developed and maintained expertise in Medicare Part D program as related to pharmacy program applications.
- Selected as Pharmacy Intern Preceptor; instructed intern in patient counseling, including proper medications usage, potential therapy benefits, adverse effects and drug interactions. Mentored in compounding dosage forms, and federal & state regulations. Assessed performance and provided feedback.
- Served as a Floater Pharmacist from 2004 to 2005 working at several locations as needed. Recognized for exceeding corporate performance metrics as a Floater.
- Ensured a neat and orderly pharmacy workspace.
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Pharmacy Manager

ECKERD PHARMACY - Conshohocken, PA - 1999 to 2000

Initially hired as a floater and advanced to manage a district pharmacy with 6 employees, including pharmacists and support staff.

- Accurately and efficiently filled approximately 1200 prescriptions each week.
- Trained all pharmacy personnel with an emphasis on patient care.
- Identified and implemented process improvements that increased operational efficiency and customer satisfaction.

EDUCATION

Bachelor of Science in Pharmacy

UNIVERSITY OF THE SCIENCES IN PHILADELPHIA

1999

Pharmacy Internship

TORRESDALE CAMPUS - Philadelphia, PA