

Linda Cattai

Clinical Call Center Pharmacist - Hospice Pharmacia

Philadelphia, PA - Email me on Indeed: indeed.com/r/Linda-Cattai/3b8d30802a4d6d7c

WORK EXPERIENCE

Clinical Call Center Pharmacist

Hospice Pharmacia - Philadelphia, PA - August 2001 to Present

Duties, Accomplishments and Related Skills:

I am a Subject Matter Expert with 22 Years experience in the Pharmacy field working in Hospitals, Private Sector and most recently in Hospice Care.

Currently, I work in a hospice call center, where nurses and physicians in the field visit hospice patients and contact Hospice Pharmacia's clinical pharmacy for consultations regarding the management of their patients care. My primary function is pain management in cancer patients, converting opiate dosing from one pain medication to another. I also assist their patients with constipation or bowel management to maintaining bowel function. In Hospice Care, End-of-life management requires a lot of agitation and restlessness guidance, where I provide our company approved (formulary) guidelines in treating delirium, restlessness and hallucinations. Some of this requires screening the patient's disease state and other diagnoses. Though Cancer patients occupy the bulk of my time, I also assist other patients with other disease states, such as dementia, diabetes, cardiac disease, cerebrovascular disease. Our hospice population involves all hospices in the United States, registered with our company. In essence, I answer calls from hospice patients, hospice nurses and physician themselves in dosing guidelines in every disease state, whether its cancer, diabetes, dementia, debilitation or diabetes.

At the end of the consult, the hospice nurses then discuss the treatment with their patients' physicians and contact then me to register the order in Hospice Pharmacia's system (xeris/infinity). Once the order is entered into our system, a label is generated in our laboratory, where the dispensing pharmacists package the medication and has it shipped to the patients' homes via Federal Express (FEDEX).

As I am considered a Subject Matter Expert by my peers, I am often asked by my supervisor to mentor and training new employees on our call process, data entry, formularies and proper protocols or style required in the call center. I also provide refresher training to older employees in current processing procedures as well as aid technicians with their duties during high volume periods.

Most of my day is entailed answering drug information calls in the call center however; I often assisted nurses in wound care for their patients. During these calls I would assess the wound(s) and would recommend the appropriate treatment to keep the patient comfortable and as pain-free as possible. I am one of a handful of pharmacists trained in this area.

It is company policy to answer a minimum number of calls with complete accuracy and speed. I along with a handful of other pharmacists have succeeded and often exceeded this requirement with minimal adherence or attendance issues. I have spent years in the hospice practice and have become well versed in the protocol required for pain and agitation management, infection prevention, hypertension management and compounded medications. My pain management experience is not limited to only cancer patients.

Supervisor: Thomas McCool (877-882-7820)

Okay to contact this Supervisor: Contact me first

Jefferson University Hospital
132 S. 10th Street
Philadelphia, PA 19107 United States

05/1998 - 08/2001

Salary: 65,000.00 USD Per Year

Hours per week: 40

Clinical Pharmacist

Duties, Accomplishments and Related Skills:

At Jefferson Hospital, I worked primarily on the third floor chemotherapy satellite pharmacy, assisting nurses and physicians in dispensing medication and medication / chemotherapy preparation. I had to maintain accurate electronic patient profiles as they relate to medication entry, allergies and diagnosis. Technicians prepared the majority of Intravenous (IV) chemotherapy and I had to verify the admixture for accuracy.

I performed quality control checks of medications in pill or liquid forms that were prepared by technicians prior to dispensing to patients. This ensured the accuracy of the medication dosage prescribed for the respective patient's treatment. I also reviewed patients' charts for medication orders, consults and notes and conducted calculations of Creatinine clearance of IV antibiotics for proper dosing and frequencies.

I rotated through other pharmacy satellites throughout the hospital facility (i.e. cardiac floor and pediatric floor) to verify and maintain accurate patient profiles with demographics and allergies as well as medication /profile entry. I spent some time on the patient floor collecting data from patient charts in collecting orders and leaving consult notes. The pediatric satellite required more meticulous dosing calculations and technician assistance to ensure accurate dispensing of medication.

I was one of a select few pharmacists who had the responsibility of dispensing narcotics to the nursing units and properly maintained accurate records of our controlled medications which were locked securely in a cabinet.

Maintaining patient care was a hospital priority and I often coordinated nurse and physician communication and interaction to ensure the patient received the most appropriate treatment and medication usage throughout their stay.

Supervisor: Howard Cohen (no longer Director) (1-800- 533-3669)

Okay to contact this Supervisor: Contact me first

Medical College of Pennsylvania Hospital (MCP Hospital)
3300 Henry Avenue
Philadelphia, PA 19129 United States

05/1995 - 05/1998

Salary: 55,000.00 USD Per Year

Hours per week: 40

Clinical Pharmacist

Duties, Accomplishments and Related Skills:

AT MCP hospital, I worked primarily in the Intensive Care Pharmacy satellite. I rounded with physicians every morning in acute care to all 17 ICU patients requiring critical medication care, and dosing. I had to respond to code alarms when patients were actively dying by preparing IV acute medications (examples dopamine,

epinephrine, ativan) and on the spot medication dosing for the nurses and physicians. This required alot of intense calculations and sterile technique preparation of medications.

I also worked in the central pharmacy primarily preparing oral medication cassettes for delivery to each patient's room in the hospital. I did a lot of technician checking, data entry and medication dispensing.

Supervisor: No longer there. Hospital closed (215-768-7400)

Okay to contact this Supervisor: Contact me first

Graduate Hospital
1800 Lombard Street
Philadelphia, PA 19146 United States

06/1992 - 05/1995

Salary: 50,000.00 USD Per Year

Hours per week: 40

Clinical Pharmacist

Duties, Accomplishments and Related Skills:

This was my first pharmacy job out of pharmacy school. I work in the central pharmacy in the narcotic vault, checking narcotic inventory. I also worked in the IV room checking technicians' sterile technique in preparation of all iv medications. I made intravenous parenteral nutrition, doing a lot of iv calculations of electrolytes and protein/glucose for the mixture.

There were decentralized rover carts, where I stayed primarily on assigned patient floors, assisting nurses in dispensing medication and chart checks. I rounded with physicians on certain assigned days, did chart checks and gave dosage consultations with the physicians.

It was an intense hospital rotation where I utilized alot of my pharmacy skills learned in school.

Supervisor: Thomas Egan (215-893-5000)

Okay to contact this Supervisor: Contact me first

EDUCATION

Bachelor's

Temple University Philadelphia - Philadelphia, PA

May 1992

Bachelor's in Biology

LaSalle University

May 1989

Bachelor of Science in Pharmacy

LaSalle University Philadelphia - Philadelphia, PA