To date, the UF MTM call center has conducted over 1,500 CMRs and 600 quarterly reviews. We have trained 42 Pharm.D. candidates.

Outside expertise in listening/note taking and crisis training were incorporated to provide student instruction as certain needs were recognized.

This unique advanced pharmacy rotation experience bridges the gap for MTM services over the telephone.

This rotation provides students with confidence to speak to patients about their medications, knowing faculty and residents are watching, listening, and available at all times.

Special training in note taking, listening, and crisis awareness extend these Pharm.D. candidates’ education.

**BACKGROUND**

- The University of Florida College of Pharmacy MTM Call Center began in March 2010. To date, this is the largest rotation experience available to pharmacy students. There are a total of 12 Pharm.D. candidates who collectively provide MTM services.
- Pharm.D. candidates have constant guidance and support from the personnel at the call center. This includes a director, training coordinator, 3 Pharm.D. faculty members, 2 residents, and 1 research fellow.
- The MTM services provided by telephone require a special set of skills that are not emphasized in most pharmacy curricula.

**PURPOSE**

- To train and mentor pharmacy students in the provision of telephony MTM services.

**METHODS**

Student training, mentoring, and monitoring

- **Phase I (~3 ½ days):**
  - Interactive educational presentations
    - MTM call center practice model
    - Communication skills
    - MTM electronic chart use
    - Simulated cases & crisis management
    - Listening & note taking techniques
    - ASiST Training
    - Practice calls

- **Phase II (~7 weeks):**
  - Mentoring and monitoring student performance
    - Second month students mentor the first month students.
    - Daily feedback is provided by faculty and residents on each completed CMR, MAP, and Physician Fax.
    - A commercial monitoring program allows MTM staff to monitor students’ computer desktop and telephonic interview in real time.
    - Faculty can instantly message the students and/or take control of the call when special circumstances arise.
    - All calls are recorded for review and quality improvement analyses.

**RESULTS**

- To date, the UF MTM call center has conducted over 1,500 CMRs and 600 quarterly reviews. We have trained 42 Pharm.D. candidates.
- Outside expertise in listening/note taking and crisis training were incorporated to provide student instruction as certain needs were recognized.

**CONCLUSION**

- This unique advanced pharmacy rotation experience bridges the gap for MTM services over the telephone.
- This rotation provides students with confidence to speak to patients about their medications, knowing faculty and residents are watching, listening, and available at all times.
- Special training in note taking, listening, and crisis awareness extend these Pharm.D. candidates’ education.

**Disclosure**

Authors of this presentation have the following to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation:

- The University of Florida College of Pharmacy MTM Call Center has a partnership with WellCare and Gold Standard, Elsevier.
- S Stevens:
- R. Mistry:
- M Lawson:

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