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Pharmacy Staff Training Program

Pharmacy & Chemist Retail

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Produces a staff training program — product/drug knowledge, dispensing support and compliance basics, service and selling, and register/software discipline — for a capable, compliant team. Use it to train staff. For patient counselling use the Patient Counselling tool (P7).

Purpose of this tool & output

Train staff on products, service and compliance

How the output is used

Use it to train staff on products, service and compliance — a staff training program that keeps the counter safe and effective.

Important cautions

Train counter staff to support the pharmacist (product knowledge, service, billing/register accuracy) and follow compliance basics — but dispensing decisions and clinical advice are strictly the pharmacist domain and staff must not overstep. Reinforce no-dispensing-without-prescription and MRP/cold-chain discipline. Adapt to your team.

Companion documents

- Pharmacy Hiring Plan
- Pharmacy Software Selection Guide
- Pharmacy Inventory Technology & Automation
- Pharmacy Staff Retention Plan
- Pharmacy Roles & Career Framework

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.