Orientation Package

Introduction to Patient Support Programs

June 2020

Orientation Package

Welcome to the "Introduction to Patient Support Programs"

The Council for Continuing Pharmaceutical Education (CCPE) was founded in 1969 to develop and support a positive reputation for the Pharmaceutical Sales Representatives employed by Innovative Medicines Canada member organizations by establishing knowledge standards and holding representatives to those standards through education and accreditation. CCPE now offers over 40 courses developed by SMEs for many job functions. CCPE courses can help you perform better in your current position or prepare you for a position that you aspire to.

The evaluation of the learning from this program is entirely geared towards knowledge, comprehension and the application of the concepts of adult learning.

Special Note:

If you are employed by an organization selling into the Health Care Industry, please read the relevant sections of your industry's Code of Ethical Practices or like titled codes of conduct. To access the most recent code, do an Internet search. For example: ***Innovative Medicines Canada*** member employees should search keywords (IMC Code of Ethical Practices). Medtech Canada member employees should search keywords (Medtech Canada, Code, Conduct). If you are a member of, or have an audience composed of a professional association, you should consult those codes of Practice related to Patient Support Programs.

Contents

Information you will find in this orientation package:

- General Information
- Study guide and suggested study schedule
- Learning Tips
- Instructions on how to proceed with the Exams (Preparatory and Final)

Fact Sheet

Contents	• **Paper-Based Material: 1 binder, 12 modules 133 Pages** • **A <u>writeable</u>* PDF file of the course content to use on a laptop computer or personal electronic device available on the CCPE Website. The course was designed for Tablets and laptops, not for phones, so use your technology optimally.** *** You will be able to save your in-course exercises.**
Study Hours	13 hours
Timeline	Exam must be completed within **6 months** of registration date
Exam Dates	You have the possibility to do your online exam on the "*MyCCPE*" portal at any time (24 hours a day, 7 days a week) from registration until your end date. Technical support is **available Monday to Friday from 8:30 a.m. to 4:30 p.m. (Eastern Time)**. Your end date is posted on the "*MyCCPE*" portal.
CEU Credits	1.3
Type of exam	**Note: Exams are given to allow paying organization proof of completion. Mastering the content for implementation in real life is your true evaluation.** 2 Exams: • A 5-question multiple choice Preparatory exam to allow you to determine question types and how the LMS-based exam works on the "*MyCCPE*" portal. • A 30 minute online **Final exam** containing 20 multiple choice questions.
Passing Grade	60%

General Information

What's in it for me?

- You will experience a complete learning journey based on adult learning.
- You will improve your self-confidence and ability to conduct ethical, credible educational activities with health care professionals.
- The expertise you acquire will permit you to have even greater credibility with your audience in discussing the development and implementation of Patient Support Programs.
- Each continuing education course you take will widen your knowledge, expand your medical horizons and increase your employability.
- You will earn 1.3 CEU credits (Continuous Education Credits) recognized internationally by the International Association for Continuing Education & Training (IACET) and the *Société de formation et d'éducation continue* (SOFEDUC).

What is a PIN for?

You may wonder why you have a CCPE **PIN** (personal identification number). You can use it for identification and to secure confidential information about yourself in our database. For example, to access your exam on our website, you must enter your 6 digit PIN.

If you have forgotten your **PIN**, also called "student number" (which can be found on the bookmark sent with your course material), please call CCPE customer service at **514 333-8362** (toll-free **1 888 333-8362**) Monday to Friday from 8:30 a.m. to 4:30 p.m. (Eastern) or send an email at info@ccpe-cfpc.org and we will contact you the next business day.

Study Guide

- This course was developed with your success in mind.
- There are 12 modules
- There is a non-graded prepratory exam to help you understand the question types and the exam delivery system
- There is a Final 30 minute 20 question multiple choice exam.
- The pass mark is 60%.

At this point, you probably want to access how much time you will need to dedicate to your learning and plan your study time for the next few weeks or months. For this program, 13 hours is probably sufficient to complete the self-study component. Study time will vary from one individual to another depending on educational background, previous experience and ability to apply the educational concepts.

Study Guide

To take full advantage of this updated CCPE course, we suggest you follow a learning path:

1. Read the learning tips in this document, to optimize your learning effort.

2. Proceed with a first reading of the paper material. Answer any quiz questions

3. Proceed with the Preparatory exam and/or your Final exam on the *"MyCCPE"*portal after reading the paper material.

4. Should you have a question while studying, you can contact CCPE customer service at **514 333-8362** (toll-free **1 888 333-8362**) Monday to Friday from 8:30 a.m. to 4:30 p.m. (Eastern) or send an email at info@ccpe-cfpc.org and we will contact you the next business day. If we don't have an answer to your question, we will ask the subject matter expert and get back to you with an answer.

NOTE:

Although it may be tempting to leave all the studying to the final week before sitting the exam, cramming will only result in sub-optimal application of the material. Even though this may result in the desired outcome (i.e. obtaining a passing mark), the course content will not supply the benefits desired. By cramming, you will be doing yourself a disservice in the long run.

Should you choose to start learning right away, you will likely notice a distinct improvement in your project preparation and your ability to generate value while discussing the various implications of education contained in this course. You will undoubtedly be more successful sooner and possibly generate greater impact.

Suggested Study Schedule

NOTE: The schedule below was prepared as a guideline only for participants. To receive certification, you must successfully complete the exam with a mark of 60%.

From reception date of course material	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Preparatory Exam and First Reading of Modules 1-12 including post module quizzes	X	X				
Modules second reading			X			
Review areas of difficulty				X		
Study notes, quizzes and areas of difficulty					X	
Final Exam						X

Learning Tips

Your learning and development plan may include reading books, consulting web pages or attending a seminar. We recommend that you consider the following suggestions to optimize your learning and apply the knowledge you acquired into practical skills:

- Rather than reading an entire course, explore the table of contents to assess which sections are most relevant to you. Read these sections first.

- Search for one insight or application in everything you read. Draw conclusions and search for meanings relevant to your development.

- While reading, highlight or bookmark sections that you deem interesting or applicable to you. Consider creating a summary to help you convert knowledge into action the next day.

- Be open to new ideas and innovations. Assess how you can implement them in your own area. Refine your ideas by discussing them with colleagues.

- Build time into your schedule to reflect on your learning and apply to your job what you have learned. Your behaviour will not change simply because you have learned something from a book or training program. You have to consider what you will do and make time to implement it.

- Keep your reading source handy for quick reference as a means to improve your competencies.

- Always determine what you will do with your new information or insight. Set a new goal and act!

- After course completion, you may benefit from discussing your ideas and your action plan with a peer, a coach, a mentor, or your supervisor.

- Choose learning experiences that are relevant to your objectives and provide you with the best chance to practice and apply new information and skills.

SPECIAL NOTE:

The Ethics of PSPs as it relates to the Pharmaceutical Industry in Canada

The current reality allows the pharmaceutical industry in Canada to play a role in providing Patient Support Programs. This is a privilege for industry that must be sustained on trust. ***The ethics guidelines protecting this trust must be followed without exception. Please consult all relevant ethical guidelines.***

Action Planner

Ideas I can implement:

	Idea	Action to be taken	Result expected
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2			
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20			

Instructions to access the Preparatory and Final Exams. (Online Exam)

Now, to access your CCPE Online Exams, please follow these easy steps.

1. You will need your 6 digit CCPE Personal Identification Number (**PIN**) to log on to the portal. If you do not know your **PIN** number, also called "student number," you can contact CCPE customer service at **514 333-8362** (toll-free **1 888 333-8362**) Monday to Friday from 8:30 a.m. to 4:30 p.m. (Eastern) or send an email at info@ccpe-cfpc.org and we will contact you the next business day.

2. Go to CCPE's homepage at www.ccpe-cfpc.org

3. Select "English"

4. At the top right of our homepage, click on "*MyCCPE*" and select "**Login**" from the drop down menu.

5. You will be asked for your "username" and "password". Enter your 6 digit CCPE Personal Identification Number **(PIN)** as your Username and then, your Password.

    Example: **Username:** 0 0 0 0 0 0 (enter your 6 digit personal identification number).
    Example: **Password:** Smith (which is case sensitive)

6. The Prep-Exam is 5 questions and the Final exam consists of 20 questions (all multiple choice) You will have a time limit of 30 minutes to complete the Final exam. A timing device is visible for you to monitor the time limit.

7. When you open the exams, you will receive specific instructions. If you have a technical problem while taking the online exam, call the technical support at **514 333-8362** (toll-free **1 888 333-8362**) Monday to Friday from 8:30 a.m. to 4:30 p.m. (Eastern) or send an email at support@ccpe-cfpc.org and we will contact you the next business day.

8. Remember that **once you open the Final exam on the portal, YOU MUST COMPLETE IT or you will be considered to have failed by absence.**

9. You have the possibility to navigate within your exam, but you are allowed only one (1) validation opportunity per question. Remember, selecting an answer and clicking "next" automatically validates an answer. So be sure of your answer before clicking on "next" or "back".

10. The system permits you to skip a question. To skip a question, leave all answer boxes empty and click on "next".

11. The Progress Bar located at the bottom of the screen displays three distinct colours: white (unanswered questions), grey (answered questions) and orange (current question). Clicking a question number displayed in white will allow you to answer the question. Please ensure that ALL questions are answered by scrolling the Progress Bar back and forth using the arrows at the extremities of the Progress Bar. Click on "VALIDATE AND EXIT" to complete the entire exam process.

12. You will be able to view your mark. You will also be able to view the feedback for your Final exam by clicking "solution" immediately following the exam.

13. Log out after you have completed your exams!

We wish you success!