WALGREENS INTERCOM PLUS INFORMATION PRACTICE EXAM (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

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How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

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Questions

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1. Which of the following is an appropriate way to handle a sensitive symptom discussion over the phone?

A. Discuss symptoms openly on a public line.

B. Provide medical advice beyond scope to show confidence.

C. Use non-judgmental language, verify identity, and provide information within scope of practice; offer to arrange a callback if needed.

D. Ask for personal data off-record, share all possible diagnoses, and rush.

2. What is the recommended sequence when another store calls asking if we have a certain medication?

A. Put caller on hold

B. Look up the medication on F10, details to see location, then check the store

C. Ask the patient on the line

D. Tell them you don't know and hang up

3. Which action is NOT a best practice for privacy when using a shared workstation?

A. Log out when finished

B. Use privacy screens

C. Leave PHI visible to others

D. Avoid leaving PHI visible

4. Which method should you use to view a patient's insurance when they do not have their card?

A. Use the pharmacy locator

B. Call customer service

C. Use the patient's ID card

D. Information, then Third Party tab; plan unassigned; FINDINS; birthdate in recipient ID

5. When is it permissible to discuss a patient's prescription with someone who is not listed as an authorized contact?

A. Only with the patient directly or with a legally authorized representative and per policy; do not share without consent.

B. With any caregiver who asks politely.

C. If you know the person socially.

D. If the prescription is about refills.

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6. Where is a prescription considered 'filled' in the handling workflow?

A. On a printed slip.

B. In a blue tote.

C. In the waiting queue.

D. In a green tote.

7. What is the correct process to handle a prescription refill request from a patient?

A. Verify identity, confirm the medication name, dosage, and quantity, check for ongoing refills, and submit the refill request per policy

B. Approve without verification to save time

C. Only verify medication name and dosage

D. Delay processing until a doctor signs off

8. How can you place someone on auto-refill or remove auto-refill?

A. Through their central profile; this takes you to Storenet for the changes.

B. Through the cash register system.

C. By editing the patient's address.

D. By contacting the patient by phone.

9. What should you do if a caller attempts to use an expired or invalid ID to access PHI?

A. Grant access if the caller provides a photo ID

B. Deny access and verify identity through policy, potentially escalate

C. Access PHI if the caller has a family member with them

D. End the call without action

10. Which status corresponds to a completed medication that has been placed in the blue tote for pickup?

A. Filled

B. Reviewed

C. Entered

D. Verified

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Answers

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1. C
2. B
3. C
4. D
5. A
6. B
7. A
8. A
9. B
10. A

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Explanations

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1. Which of the following is an appropriate way to handle a sensitive symptom discussion over the phone?

A. Discuss symptoms openly on a public line.

B. Provide medical advice beyond scope to show confidence.

C. Use non-judgmental language, verify identity, and provide information within scope of practice; offer to arrange a callback if needed.

D. Ask for personal data off-record, share all possible diagnoses, and rush.

Handling sensitive symptom discussions over the phone hinges on privacy, verification, and staying within professional bounds. Using non-judgmental language helps the caller feel heard and reduce anxiety, which leads to clearer, more honest communication. Verifying the caller's identity before sharing medical information protects confidentiality and prevents mix-ups in care. Providing guidance that stays within your scope of practice ensures the information is accurate and appropriate for your role, including general advice, red flags, and clear next steps. Offering to arrange a callback or follow-up gives a chance to review details carefully and maintain safety. The other approaches miss key protections: discussing on a public line can expose private health information; giving medical advice beyond what you're authorized to provide can be unsafe and violate policy; asking for personal data off-record and rushing to share all possible diagnoses can invade privacy and lead to confusion or mistakes.

2. What is the recommended sequence when another store calls asking if we have a certain medication?

A. Put caller on hold

B. Look up the medication on F10, details to see location, then check the store

C. Ask the patient on the line

D. Tell them you don't know and hang up

Verifying medication availability starts with pulling the item up in the system to see if the medication exists in our network and which locations carry it. Using the F10 lookup provides current data for that drug, including strength and form, and shows which stores have it. Checking the details to see the location then confirms the exact store that stocks the item, so you can give accurate information about stock there. Only after confirming the precise store should you relay availability to the caller and discuss next steps (like holding or transferring). This sequence keeps information accurate, up-to-date, and helps coordinate across stores efficiently.

3. Which action is NOT a best practice for privacy when using a shared workstation?

A. Log out when finished

B. Use privacy screens

C. Leave PHI visible to others

D. Avoid leaving PHI visible

Protecting privacy on a shared workstation means keeping PHI out of view of anyone who isn't directly authorized to see it. Leaving PHI visible to others breaches confidentiality and can lead to HIPAA violations, even if it's just for a moment. That's why this action is not a best practice. In contrast, logging out when you're finished prevents others from accessing your session, and using privacy screens helps shield the display from people passing by. Avoiding PHI visibility reinforces safe handling of information.

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4. Which method should you use to view a patient's insurance when they do not have their card?

A. Use the pharmacy locator

B. Call customer service

C. Use the patient's ID card

D. Information, then Third Party tab; plan unassigned; FINDINS; birthdate in recipient ID

When a patient doesn't have their insurance card, you can still pull up their coverage by using the internal lookup in the system. Go to Information, open the Third Party tab, select plan unassigned, use FINDINS, and enter the patient's birthdate in the recipient ID field. This initiates a targeted search of the insurer databases for that patient's active plan, so you can verify coverage without the physical card. This is the right method because it uses the built-in lookup workflow designed for non-card scenarios and relies on patient demographics to retrieve the correct information. The other options don't provide access to the insurance details: the pharmacy locator helps find stores, not insurance, calling customer service isn't the in-store lookup workflow, and using the card itself isn't possible when it isn't present.

5. When is it permissible to discuss a patient's prescription with someone who is not listed as an authorized contact?

A. Only with the patient directly or with a legally authorized representative and per policy; do not share without consent.

B. With any caregiver who asks politely.

C. If you know the person socially.

D. If the prescription is about refills.

Protecting patient confidentiality is the guiding rule. Prescription information is PHI, so it can be discussed only with the patient themselves or with someone who is legally authorized to receive that information, and only with proper consent and in line with store policy. This ensures sensitive health details aren't shared with people who don't have a right to know. A legally authorized representative includes someone the patient has empowered to handle their health information or make healthcare decisions, such as a guardian, a healthcare power of attorney, or another person the patient designates in writing. Before sharing any details, you verify the individual's identity and confirm that their authorization covers the specific information and purpose. If there's no authorized contact or consent, discussions should not occur. Casual requests from caregivers or friends, or discussions based on social acquaintance, don't meet the authorization requirement. If the patient consents or an authorized representative is on file, you can discuss the prescription within the scope of that authorization; otherwise, you must refrain and guide the person to obtain proper consent. If unsure, prioritize protecting privacy and follow policy.

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6. Where is a prescription considered 'filled' in the handling workflow?

A. On a printed slip.

B. In a blue tote.

C. In the waiting queue.

D. In a green tote.

The main idea here is that the status of a prescription being filled is shown by its location in the workflow. Once the pharmacist completes dispensing and verification, the item is placed in the blue tote, signaling that it has been filled and is now ready for pickup. A printed slip is just documentation and doesn't indicate completion by itself. The waiting queue holds prescriptions that haven't been filled yet, and the green tote is used for a different step in the process, not for marking a fill as complete. So, placing the prescription in the blue tote is the clear indicator that it's considered filled.

7. What is the correct process to handle a prescription refill request from a patient?

A. Verify identity, confirm the medication name, dosage, and quantity, check for ongoing refills, and submit the refill request per policy

B. Approve without verification to save time

C. Only verify medication name and dosage

D. Delay processing until a doctor signs off

Handling a prescription refill request safely begins with verifying the patient's identity to confirm you are dispensing to the correct person. Then you confirm the medication name, dosage, and quantity to ensure you're filling the exact drug and amount prescribed. Checking for ongoing refills helps verify that the refill is authorized under the current prescription and prevents dispensing beyond what's allowed. Finally, submitting the refill request per policy ensures proper documentation and the correct workflow so the refill is tracked and processed consistently. This approach protects patient safety, reduces the chance of errors or fraud, and keeps the pharmacy compliant with procedures. Skipping verification, only partially checking details, or delaying action for a doctor's sign-off would create safety risks, delays, or policy violations.

8. How can you place someone on auto-refill or remove auto-refill?

A. Through their central profile; this takes you to Storenet for the changes.

B. Through the cash register system.

C. By editing the patient's address.

D. By contacting the patient by phone.

Auto-refill is a patient-specific setting managed in the central profile. To place someone on auto-refill or remove it, you open the patient's central profile and go to the Storenet area where the auto-refill option is available, then enable or disable it and save. This location is the correct one because it stores preferences for each patient across the system. Other options don't adjust the auto-refill status: the cash register system handles sales and dispensing, editing the patient's address only updates contact details, and calling the patient by phone is just communication, not a system change.

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9. What should you do if a caller attempts to use an expired or invalid ID to access PHI?

A. Grant access if the caller provides a photo ID

B. Deny access and verify identity through policy, potentially escalate

C. Access PHI if the caller has a family member with them

D. End the call without action

Verifying identity before granting access to PHI is essential to protect patient privacy. If a caller presents an ID that is expired or invalid, you should deny access and follow your organization's identity verification policy, which may include escalating to a supervisor or privacy officer for confirmation and next steps. This ensures only properly verified, authorized individuals can view PHI and aligns with the need-to-know principle. Merely accepting a photo ID isn't sufficient when it's expired or invalid, and having a family member present does not automatically authorize PHI disclosure. Ending the call without action leaves the information at risk. If identity can't be confirmed, document and escalate per policy to complete the verification process.

10. Which status corresponds to a completed medication that has been placed in the blue tote for pickup?

A. Filled

B. Reviewed

C. Entered

D. Verified

Understanding when a prescription is truly ready for the patient helps you read the workflow correctly. When a medication has been completed—meaning the dispensing, labeling, and packaging are finished—and is placed in the blue tote for pickup, it signifies the item is ready for the patient to collect. That ready-for-pickup stage is what the term Filled conveys. Other statuses mark earlier steps: entered means the prescription data is in the system; reviewed and verified are checks performed before completion. Those steps occur before the medication is physically ready for pickup, so they don't indicate the item is completed.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

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We wish you the very best on your exam journey. You've got this!

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