

Walgreens Intercom Plus Information Practice Exam (Sample)

Study Guide



Everything you need from our exam experts!

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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.

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!

Questions

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- 1. Denied status**
 - A. The patient's doctor did not approve additional refills**
 - B. The prescription is ready for pickup without issue**
 - C. The patient must pay out of pocket**
 - D. The prescription was never entered**

- 2. If a patient has a penicillin allergy, which statement is most accurate regarding medication choices?**
 - A. The patient is allergic to all antibiotics.**
 - B. Penicillin allergy means no antibiotics can be used.**
 - C. All penicillin-containing medications must be avoided.**
 - D. Alternatives to penicillin are available and safe for the patient.**

- 3. 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.**

- 4. What should be done to ensure privacy when discussing patient details with a coworker via Intercom Plus?**
 - A. Discuss only necessary information and obtain appropriate authorization**
 - B. Share full medical history**
 - C. Discuss in public areas**
 - D. Discuss with anyone who has a request**

- 5. What should you do if you notice a data input error in a patient's profile?**
 - A. Notify the patient but not update the record**
 - B. Correct the error, add an audit note, and notify the pharmacist if necessary**
 - C. Delete the incorrect field and leave a blank profile**
 - D. Refill the prescription automatically**

- 6. What is required if you need to discuss a patient's information with someone not authorized by the patient via Intercom Plus?**
- A. Verbal consent is sufficient.**
 - B. Written or documented consent is required.**
 - C. No consent is necessary.**
 - D. Only a note in the patient's file is enough.**
- 7. Which statement describes the MULT exception?**
- A. More than one exception is attached to a prescription**
 - B. Single exception**
 - C. No exceptions**
 - D. A required prior authorization**
- 8. Which option describes the MULT exception?**
- A. More than one exception is attached to a prescription**
 - B. Single exception**
 - C. Multiple: more than one exception is attached to a prescription**
 - D. Dual exceptions only**
- 9. What should you do if you leave your Intercom Plus workstation unattended?**
- A. Lock the screen or log out to prevent unauthorized access.**
 - B. Leave it unlocked for a quick return.**
 - C. Close the lid of the laptop.**
 - D. Post a sign 'be back soon' and leave.**
- 10. What does Third Party Reject indicate?**
- A. Insurance coverage problem found**
 - B. Prescription can be filled without authorization**
 - C. Pharmacy ran out of stock**
 - D. The patient has no insurance**

Answers

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

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Explanations

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1. Denied status

- A. The patient's doctor did not approve additional refills**
- B. The prescription is ready for pickup without issue**
- C. The patient must pay out of pocket**
- D. The prescription was never entered**

Denied status means the prescription can't be filled as is because the prescriber hasn't approved something needed to move forward. In practice, this often means additional refills haven't been authorized yet—the doctor needs to review and approve more refills before the pharmacy can dispense. If the prescription were ready for pickup, we'd see a completion notice rather than a block, so that wouldn't fit with a denial. A billing issue or a prescription that was never entered would show different indicators in the system (not an active denial). So the denial here points to a missing or unapproved extension of refills from the prescriber. To resolve, the pharmacist would contact the prescriber or wait for updated authorization to proceed.

2. If a patient has a penicillin allergy, which statement is most accurate regarding medication choices?

- A. The patient is allergic to all antibiotics.**
- B. Penicillin allergy means no antibiotics can be used.**
- C. All penicillin-containing medications must be avoided.**
- D. Alternatives to penicillin are available and safe for the patient.**

Penicillin allergy means you should avoid penicillin, not all antibiotics. The most accurate idea is that there are safe alternatives to penicillin that can be used to treat infections. This reflects that a patient labeled penicillin-allergic can still be given other antibiotic classes that cover the same infection, chosen based on the bug, severity, and patient factors. It's also true that in some cases, with proper evaluation (history, possible skin testing), penicillin or related beta-lactams might be reconsidered, but the general safe approach is to select non-penicillin options when penicillin allergy is documented.

3. 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.

4. What should be done to ensure privacy when discussing patient details with a coworker via Intercom Plus?

- A. Discuss only necessary information and obtain appropriate authorization**
- B. Share full medical history**
- C. Discuss in public areas**
- D. Discuss with anyone who has a request**

Protecting patient privacy hinges on sharing only what is necessary for the task and making sure the person you're talking to is authorized to know it. In Intercom Plus, limit discussions about patient details to information that is essential for the coworker to do their job, and confirm they have appropriate authorization to access the data. This keeps protected health information confidential and reduces the risk of exposure. Sharing a full medical history goes well beyond what's needed and increases privacy risk. Discussing in public areas can be overheard, compromising privacy. Speaking with anyone who requests information without checking their need-to-know and authorization bypasses safeguards and can violate privacy policies. So the best practice is to discuss only what's necessary and ensure proper authorization.

5. What should you do if you notice a data input error in a patient's profile?

- A. Notify the patient but not update the record**
- B. Correct the error, add an audit note, and notify the pharmacist if necessary**
- C. Delete the incorrect field and leave a blank profile**
- D. Refill the prescription automatically**

When handling a data input error in a patient's profile, the focus is on accuracy, traceability, and safety. The best practice is to fix the record, add an audit note that records what was wrong, what was changed, when, and by whom, and notify the pharmacist if the correction could affect dispensing or patient safety. This creates a reliable history of changes and ensures anyone reviewing the profile understands why the correction was made. Telling the patient alone doesn't correct the data in the system. Deleting the incorrect field and leaving the profile blank destroys the record of what happened and can cause gaps or confusion later. Refill actions are unrelated to correcting data entry and could lead to unsafe dispensing.

6. What is required if you need to discuss a patient's information with someone not authorized by the patient via Intercom Plus?

- A. Verbal consent is sufficient.
- B. Written or documented consent is required.**
- C. No consent is necessary.
- D. Only a note in the patient's file is enough.

Protecting patient privacy means you only share information with people who have explicit permission. When you need to discuss a patient's information with someone not authorized by the patient, you must have a written or documented authorization. This creates a clear, verifiable record of who can receive the information and what can be disclosed. Verbal consent isn't reliable enough to meet privacy standards, and a simple note in the file doesn't establish a proper authorization. In Intercom Plus, you should confirm there is a current, written authorization for the specific information and recipient before sharing anything. If there isn't, you should refrain from disclosing and guide the patient on how to obtain the appropriate authorization.

7. Which statement describes the MULT exception?

- A. More than one exception is attached to a prescription**
- B. Single exception
- C. No exceptions
- D. A required prior authorization

The MULT exception means there are multiple override reasons attached to the same prescription. In Intercom Plus, exceptions explain why a prescription doesn't meet the usual coverage or dispensing rules and may require special handling. When you see MULT, you know more than one exception is active, so you should review all of them together to determine the required action—whether that's seeking approval, contacting the prescriber, or considering alternative therapy. A single exception would indicate only one override reason, while no exceptions means the prescription fits standard rules. A prior authorization is one type of exception, but MULT specifically flags that there are several exceptions at once.

8. Which option describes the MULT exception?

- A. More than one exception is attached to a prescription
- B. Single exception
- C. Multiple: more than one exception is attached to a prescription**
- D. Dual exceptions only

The MULT exception indicates there are multiple exceptions attached to a prescription. In Intercom Plus, exceptions are flags that require pharmacist review for issues like prior authorization, formulary restrictions, or dosage problems. When more than one issue is present on a single prescription, the MULT code signals that you must address several exceptions at once. The description "Multiple: more than one exception is attached to a prescription" matches this meaning exactly, which is why it's the best answer. The other phrasings describe a single exception or use wording that doesn't convey the presence of multiple issues.

9. What should you do if you leave your Intercom Plus workstation unattended?

- A. Lock the screen or log out to prevent unauthorized access.**
- B. Leave it unlocked for a quick return.**
- C. Close the lid of the laptop.**
- D. Post a sign 'be back soon' and leave.**

Protecting sensitive information by securing your workstation when you step away is the key idea. Intercom Plus workstations can display patient and store data, so leaving them unlocked creates a real risk that others could view or alter information, or perform actions under your account. Locking the screen or logging out immediately prevents unauthorized access and helps maintain privacy and data integrity. Leaving it unlocked invites potential privacy breaches and mistakes, and simply closing the lid isn't reliably secure in all cases because the session could resume or remain accessible when the device wakes. A sign won't stop someone from looking at the screen, which is why it isn't sufficient. If you must step away briefly, use the lock screen or log out to protect the information.

10. What does Third Party Reject indicate?

- A. Insurance coverage problem found**
- B. Prescription can be filled without authorization**
- C. Pharmacy ran out of stock**
- D. The patient has no insurance**

Third Party Reject means the claim was denied by the insurer due to an issue with coverage. It signals a problem with the patient's insurance benefits for the medication—things like the drug not being covered, benefits not active, a required prior authorization not obtained, or an invalid member/plan information. When you see this, the next steps are to verify the patient's insurance details, check whether the prescribed drug is covered under their plan and whether any prior authorization is needed, and then resubmit or coordinate alternatives. It's not about stock on hand, and it doesn't specifically mean the patient has no insurance—the rejection is about coverage problems detected by the payer.

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:

<https://walgreenintercomplusinformation.examzify.com>

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

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