

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.

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. DUR is the Drug Utilization Review. What does it signify?**
 - A. Daily Use Record.
 - B. Drug Use Report.
 - C. Documented Unnecessary Repeat.
 - D. Drug Utilization Review: A patient drug usage problem is found.
- 2. Which statements are true about Schedule II controlled substance prescriptions?**
 - A. They can be dispensed without checking central profile.
 - B. They can be handwritten or computer generated but must be signed in ink; no allowable refills; BD, FL name and address must be on the script before scanning; check central profile for last fill and brand/generic; if too early for a refill, inform patient and do not dispense; double count pills and initials on the bottle and label the back of the script after filling.
 - C. They can have multiple refills and do not require signature in ink.
 - D. They do not require name and address.
- 3. When a patient picks up, which card should you ask for to apply Walgreens loyalty discounts?**
 - A. Driver's license
 - B. Rewards card
 - C. Insurance card
 - D. Credit card
- 4. What is the purpose of offering a callback in wait-time discussions?**
 - A. To escalate the call to a different department.
 - B. To reduce caller frustration and provide alternative contact times.
 - C. To avoid handling the issue.
 - D. To delay the process without reason.
- 5. 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

- 6. Which action updates a prescription in the system using the F2 function?**
- A. F2- Update Rx
 - B. Put it back on insurance to get a TPR
 - C. Go to TPR Exceptions, Options, View
 - D. Exception Detail
- 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. What does data minimization mean in the context of Intercom Plus?**
- A. Collect all PHI and share with third parties.
 - B. Collect only the minimum PHI needed to fulfill the purpose, and store securely.
 - C. Delete PHI after every transaction.
 - D. Ignore PHI and only store non-PHI data.
- 9. Which of the following is a required component when reporting a privacy breach per policy?**
- A. The incident date.
 - B. The incident details and documentation per policy.
 - C. The time, the parties involved, actions taken, and policy reference.
 - D. No documentation is required.
- 10. What does CMD stand for in the context of prescription processing?**
- A. Complete Medication Data
 - B. Call Medical Doctor
 - C. Confirm Medicare Details
 - D. Chronic Medical Diagnosis

Answers

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

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Explanations

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1. DUR is the Drug Utilization Review. What does it signify?

- A. Daily Use Record.
- B. Drug Use Report.
- C. Documented Unnecessary Repeat.
- D. Drug Utilization Review: A patient drug usage problem is found.**

Drug Utilization Review is a process that examines how a patient is taking medications to catch safety and appropriateness issues. When a DUR alert appears during dispensing, it signals that a potential problem with the patient's drug usage has been identified—things like possible drug interactions, duplications, inappropriate dosing, allergies, or contraindications. This prompts the pharmacist to review the case and intervene if needed to keep the patient safe. That's why the statement is best: it specifically describes DUR as indicating a patient drug usage problem found through the review process. The other options describe different ideas (such as simply logging usage, a generic report, or a nonstandard term) and don't capture the core purpose of Drug Utilization Review.

2. Which statements are true about Schedule II controlled substance prescriptions?

- A. They can be dispensed without checking central profile.
- B. They can be handwritten or computer generated but must be signed in ink; no allowable refills; BD, FL name and address must be on the script before scanning; check central profile for last fill and brand/generic; if too early for a refill, inform patient and do not dispense; double count pills and initials on the bottle and label the back of the script after filling.**
- C. They can have multiple refills and do not require signature in ink.
- D. They do not require name and address.

Schedule II prescriptions are tightly regulated because these substances have a high potential for abuse. They must be written or computer-generated but require a signature in ink, and they have no allowable refills. The script must include the patient's name and address and the prescriber's information, and it should be scanned only after confirming these details. Before dispensing, you must check the central profile to verify the last fill and whether the medication should be given as brand or generic, and if it's too early for a refill, you inform the patient and do not dispense. After filling, you double-count the pills, place your initials on the bottle, and label the back of the script. These steps collectively ensure proper authorization, tracking, and safety.

3. When a patient picks up, which card should you ask for to apply Walgreens loyalty discounts?

- A. Driver's license
- B. Rewards card**
- C. Insurance card
- D. Credit card

Loyalty savings come from the Walgreens Rewards program, so the card that links a patient's rewards account is what should be scanned to apply those discounts. The Rewards card ties the purchase to the customer's saved benefits, letting the system automatically apply the loyalty discounts at checkout. An ID like a driver's license is used to verify identity or age in certain situations, not to trigger savings. An insurance card is for third-party prescription coverage, not for store-wide discounts. A credit card is just for payment and doesn't activate loyalty benefits. If the patient can't find the physical card, you can try the linked phone number or a digital version, but scanning the Rewards card is the most reliable way to apply discounts.

4. What is the purpose of offering a callback in wait-time discussions?

- A. To escalate the call to a different department.
- B. To reduce caller frustration and provide alternative contact times.**
- C. To avoid handling the issue.
- D. To delay the process without reason.

Offering a callback during wait-time discussions centers on giving the caller control over when they're served and reducing their frustration by not forcing them to stay on hold. When you propose a callback, you acknowledge their time, set a clear expectation for when they'll be contacted, and ensure the issue can be addressed without making them wait on the line. This approach improves the customer experience by turning a long wait into a manageable option they can choose. The other ideas don't fit because simply escalating to another department doesn't fix the wait experience, avoiding the issue isn't helpful, and delaying without reason undermines service goals.

5. 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.

6. Which action updates a prescription in the system using the F2 function?

- A. F2- Update Rx**
- B. Put it back on insurance to get a TPR
- C. Go to TPR Exceptions, Options, View
- D. Exception Detail

The action being tested is how to modify an existing prescription directly in the system. Pressing the F2 key invokes the function labeled Update Rx, which saves any edits to the prescription—such as changes to dosage, quantity, or status—into the patient's record. This is the direct way to update the Rx itself. The other options relate to different parts of the workflow: routing the prescription back to insurance to obtain a TPR, navigating TPR-related screens, or viewing exception details. None of these perform the actual update to the prescription in the system.

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. What does data minimization mean in the context of Intercom Plus?

- A. Collect all PHI and share with third parties.
- B. Collect only the minimum PHI needed to fulfill the purpose, and store securely.**
- C. Delete PHI after every transaction.
- D. Ignore PHI and only store non-PHI data.

Data minimization means you collect only the PHI that is truly necessary to accomplish the specific task and you protect that information. In Intercom Plus this means asking for just the smallest amount of health information needed for the interaction and storing it securely with proper controls. This approach reduces the amount of data at risk, lowers exposure if something goes wrong, and supports privacy rules that require using data only for its stated purpose and keeping it protected. Collecting all PHI and sharing it with third parties goes beyond what's needed and increases risk. Deleting PHI after every transaction isn't the same idea as minimization, since retention decisions depend on legitimate needs and rules. Ignoring PHI and only storing non-PHI would prevent you from completing many real tasks that require PHI.

9. Which of the following is a required component when reporting a privacy breach per policy?

- A. The incident date.
- B. The incident details and documentation per policy.
- C. The time, the parties involved, actions taken, and policy reference.**
- D. No documentation is required.

When reporting a privacy breach, you need enough detail to create a clear, auditable record that supports containment, investigation, and compliance. The required elements are the exact time of the incident, who was involved or affected, the actions taken to address or contain the breach, and a reference to the relevant policy. This combination gives a precise timeline, identifies responsible parties, shows what steps were taken to mitigate harm, and points to the official guidance that governs the response. Incident date alone doesn't capture who was involved or what was done, and a claim that no documentation is required contradicts standard breach-response practices that rely on documented evidence for accountability and review.

10. What does CMD stand for in the context of prescription processing?

- A. Complete Medication Data
- B. Call Medical Doctor**
- C. Confirm Medicare Details
- D. Chronic Medical Diagnosis

In prescription processing, when information from the prescriber is missing or unclear, the workflow includes contacting the doctor to confirm details. CMD stands for Call Medical Doctor, which means the staff should reach out to the prescriber to verify instructions, obtain missing information, or get authorization before dispensing. This step is essential for patient safety, ensuring the correct medication, dose, form, and directions are used, and it helps resolve issues like ambiguous dosing, allergies, interactions, or required prior authorization. The other interpretations don't describe an action in the dispensing workflow (they're not about contacting the prescriber), so they don't fit the context as well.

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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:

<https://walgreenintercomplusinformation.examzify.com>

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

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