

Certification Examination

CROVP

Certified Remote Order
Verification Pharmacist



CANDIDATE
HANDBOOK

Recognition, Value, Expertise...

It is what certification is all about!

ABOUT CERTIFICATION

Competency-based certification allows pharmacists to demonstrate validated, practice-relevant knowledge in a defined specialty. Through CPS certification, candidates attest to professional accountability, lifelong learning, and safe, effective practice.

The Certification Commission for the Council on Pharmacy Standards (CC-CPS) is the independent body that designs, governs, and maintains CPS certification and recertification programs. CC-CPS operates at arm's length from CPS education and operations, with formal conflict-of-interest controls, documented firewalls, and term limits to preserve independence.

CC-CPS follows recognized best-practice frameworks, including ISO/IEC 17024, the Standards for Educational and Psychological Testing (AERA/APA/NCME), and guidance from ICE and NCCA.

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CANDIDATE
HANDBOOK ELIGIBILITY
CRITERIA

All eligibility criteria must be met at the time of application

CURRENT LICENSURE

Candidates must hold a Doctor of Pharmacy (Pharm.D.) or Bachelor of Science in Pharmacy (B.S. Pharm.) degree from a program accredited by the Accreditation Council for Pharmacy Education (ACPE). Graduates of programs outside of the U.S. must hold a degree deemed equivalent and/or possess a Foreign Pharmacy Graduate Examination Committee® (FPGEC) Certificate.

PRACTICE EXPERIENCE

Current/active unrestricted licensure as a pharmacist is required. An "unrestricted" license is not currently subject to any limitations, probation, or disciplinary action.

- **U.S. Licensed Pharmacists:** Must possess an active, unrestricted license to practice pharmacy in at least one U.S. state or territory.
- **International Pharmacists:** Must hold an active and unrestricted license in their country of practice. A certified English translation must be provided if the original license is not in English.

Candidates will need to upload their license or a printout of the verification that includes their name, license number, licensing state or country, and the date the license expires.

SPECIALTY QUALIFICATION

To ensure candidates have foundational knowledge in the specialty, one of the following two pathways must be met:

1. **Standard Pathway:** Completion of one year (12 months) of experience comprised of at least 2000 hours of practice time as a licensed pharmacist in one of the above exam specialties must be documented. **This is not an either/or requirement – both time and hours must be met.**
2. **Certificate Pathway:** The specialty experience requirement is met for candidates who hold an active certificate of completion from a nationally recognized provider in a related subject matter. This includes, but is not limited to, the completion of a relevant PGY residency, fellowship, certificate/training program, or a relevant graduate degree. Recognized providers include:
 - American Society of Health-System Pharmacists (ASHP)
 - American Pharmacists Association (APhA)
 - American College of Clinical Pharmacy (ACCP)
 - American Society of Consultant Pharmacists (ASCP)

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RESOURCES

CPS Exam Candidates

Use the [Study Guides & Preview Tests](#) page as the official and most current source for all exam materials.

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How to find your materials

1. Visit pharmacystandards.org/study-guides.
2. Search by certification name or acronym (e.g., CPOM).
3. Open the items under your credential:
 - **Outline** – Exam content outline & competencies
 - **Guide** – Candidate Guide with policies, sample items, and study tips
 - **Case Study** – Scenario-based practice
 - **Preview** – Short preview quiz
 - **Practice Exam** – Practice test with scoring



Before you register

- Read your Candidate Guide and Testing Guide (remote proctoring rules, ID requirements, system check, reschedule/cancel windows).
- Confirm your name on the account **matches your government ID**.
- Run the **system check** on the device and network you will use on test day.

Need help?

See FAQs or Contact Us from the Study Guides page.

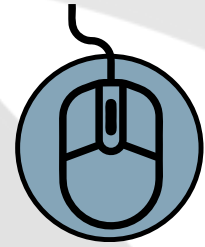
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Group Fee Payments

CPS will accept group payments for certification exams from institutions. Details are on the CPS website.

FEES

All fees are
non-refundable



\$395
TOTAL EXAM FEE

Application + Examination
Includes a **non-refundable**
\$50 application fee.

Examination Fees

- The total exam fee is \$395 (= \$50 Application + \$345 Examination).
- The \$50 application fee is non-refundable.
- If you are found ineligible, CPS refunds the \$345 examination portion automatically.
- After you schedule an appointment, reschedule/cancel windows and fees apply (see Administrative Policies, pp. 9–11).
- Payments are online only by Visa, Mastercard, or American Express (U.S. dollars).
- If paid by a third party (e.g., employer), any permitted refund is issued to that payer.
- Applications are not accepted by mail, phone, or fax.

Note: If an applicant is determined ineligible, CPS refunds the \$345 examination portion. The \$50 application fee is non-refundable.

Other Non-refundable Payment Related Fees

Incomplete Application Fee



All incomplete applications are subject to a non-refundable \$30 reprocessing fee upon the submission of proper documentation. See page 9 for more information.

License Verification



If licensure information is requested requiring an additional submission, the candidate will have two weeks to provide the license with all the correct information and pay the non-refundable \$30 reprocessing fee. If this is not provided within the two weeks, the application will be marked ineligible. Ineligible applicants will receive a refund minus the \$50.00 non-refundable application fee. There are no refunds or withdrawals for applications using a bulk code.

Credit Card Chargeback



Assessed only if a credit-card dispute is resolved in CPS's favor. Future registrations may be blocked until balances are cleared.

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Computer exam candidates can change their scheduled testing date to a **\$50 non-refundable fee**.

Candidates may do this from within their CPS account.

Refer to CPS Testing Guide for details.

FEES

All fees are
non-refundable

Other Exam Related Fees

**Reschedule
(date/time) — \$50**



Allowed **≥ 48 hours** before your appointment via your CPS account. Changes inside 48 hours are not permitted; the **no-show** policy applies.

**Exam Change —
\$125**



Administrative change to switch to a different exam (before an appointment is scheduled). May require re-review of eligibility.

Withdrawal — \$165



Cancel your exam before scheduling or **≥ 7** days before your appointment to withdraw. CPS refunds the examination portion (\$345) minus \$165. Within 7 days, or after a no-show, the examination portion is forfeited. See Administrative Policies (pp. 9–11) for full timelines.

Retest — \$395



Retest candidates must pay the full application (\$50) and examination (\$345) fees and must observe a 45-day wait before reapplying.
See Retest Policy (p. 9).

Refunds

Ineligible Computer Testing Applicants will receive a refund of the \$345 examination portion (the **\$50 application fee is non-refundable**) minus any outstanding charges.

No refunds

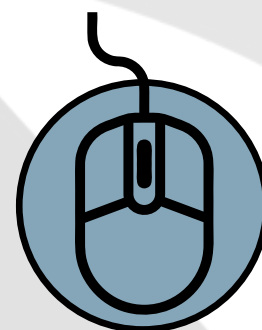
will be issued for the following circumstances:

- Candidates who are not successful in achieving certification.
- No-shows or candidates who fail to test.
- Candidates who are unable to schedule within the eligibility period and do not withdraw per policy.
- Once an exam session has started.

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STEPS TO REGISTER

HOW TO REGISTER FOR A CPS EXAM (REMOTE, COMPUTER-BASED)

STEP
1**Confirm eligibility**

Review the **Eligibility Criteria** for your credential (link to section).

STEP
2**Submit your application**

Submit your application online at the CPS website **PharmacyStandards.org**. Applications can only be submitted online. You cannot submit an application by mail, telephone or fax. Payment must be made online by credit card. Individual or group payments can be made.

STEP
3**Prepare your documents**

To get prepared to complete the application - *see the application checklist on the next page*. It is a handy listing of all the information you will need to supply.

STEP
4**Email confirmation of your registration**

After completing and submitting the application, you will receive an email confirmation within 30 minutes. **This will be the ONLY confirmation notice you will receive for your application. If you do not receive it, please make sure the email in your profile is accurate and check your email folders.**

STEP
5**Application approval procedure**

The application will be reviewed to determine qualification to take the examination. This process can take up to two weeks, depending on the volume of applications received at the time of submission. If the application is incomplete, *see page 10* to learn how to resubmit the application and what fees will need to be paid.

STEP
6**Notification of eligibility to take the exam**

If approved, an Eligibility Letter will be emailed and posted in your CPS account with instructions to schedule your exam.

Before scheduling:

- Run the system check on the device/network you will use.
- If you need accommodations, submit your request before booking.
- Ensure your account name matches your government ID.

Eligibility period: You must schedule and test within your 365-day eligibility period (see your letter).

CPS is not responsible for lost or misdirected email. **Please make sure the email in your profile is accurate and check your account 5-7 days after you have registered** to ensure your application was complete and additional information is not needed. If you do not receive your examination eligibility letter within 2 weeks of your examination application submission confirmation, use the "Contact Us" link on **PharmacyStandards.org** and select "Application I already submitted" from the drop down menu, to inform CPS.

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APPLICATION CHECK LIST

Before filing your application look over the below checklist and gather the information needed to complete it.

☐**PERSONAL INFORMATION:**

You have complete contact details (name as it appears on your government ID, address, phone, email). Your CPS profile email is current and monitored.

☐**ELIGIBILITY:**

You reviewed the eligibility requirements and meet one pathway (Standard or Certificate/Training)

☐**LICENSURE:**

You have your pharmacist license or primary-source verification showing name, license number, jurisdiction, type, and expiration date ready to upload. If not in English, include a certified English translation. Non-US grads include FPGEC® Certification (as applicable). Your license name matches your government ID or you have legal name-change proof.

☐**EMPLOYMENT:**

You know your current employer contact info (address, phone, email) and have 5-year work history (titles, dates, specialty area, supervisor/contact). Include gaps/unemployment where applicable.

☐**SPECIALTY QUALIFICATION DOCUMENTS:**

You have documentation for your pathway:

- Standard: summary of qualifying duties and estimated 2,000 hours/12 months within the stated window (verifiable).
- Certificate/Training: certificate of completion (or PGY/residency/fellowship/degree) plus syllabus/competency summary.

☐**APPLICATION AGREEMENT:**

You will check the agreement box to e-sign the statements below. Applications cannot be submitted without consent.

I have read and agree to abide by CPS policies in the Candidate Guide and Testing Guide, including fees, reschedule/withdrawal timelines, and conduct rules. I understand and consent to remote proctoring, including room scan, screen share, and audio/video recording for security and audit. I certify the information provided is true and complete; I understand that false or misleading statements may result in denial, invalidation, or revocation. I understand my application is subject to audit and authorize CPS to contact employers, licensing boards, and education providers to verify information. I acknowledge the \$50 application fee is non-refundable and that other refunds are governed by the published policy.

ADMINISTRATIVE POLICIES

Incomplete Application Processing

An application is **incomplete** if any of the following apply:

- Missing or incorrect information.
- Licensure proof missing required data (name, license number, jurisdiction, type, expiration date) or is not in English without a certified translation.
- Payment not authorized or reversed (declined card, return, or chargeback).
- Any issue that prevents CPS from determining eligibility.

Process:

Incomplete applications are returned with instructions to upload the missing items and pay a **non-refundable \$30 reprocessing fee**. All filing deadlines continue to apply. If the resubmission does not fully resolve deficiencies, the application is declared ineligible (the **\$50 application fee is not refundable**).

Retest Policy

Candidates who wish to retake a CPS exam must submit a **new application**, meet the then-current eligibility criteria, and pay the **full application (\$50) and examination (\$345) fees**. CPS does not limit lifetime attempts, but the maximum number of attempts in a calendar year is **three (3)**. Each retest uses a different form of the exam.

Mandatory waiting period

- A **45-day wait is required from the date/time of the last attempt before submitting a retest application or scheduling a new appointment**.
- The wait applies to all delivery modes of testing and all exam forms.
- Applications submitted before the 45-day mark are **not accepted**. If submitted in error, the **application fee remains non-refundable**.

Interruption / invalid attempt rules

- If an exam session experiences **candidate-side** failure (device, internet, environment, refusal of proctoring/ID), the attempt is **invalid** and a retest after 45 days is required; fees follow the **No-Refunds** policy.
- If CPS or the test vendor causes the outage, CPS will provide a no-cost reschedule of the same attempt (no 45-day wait) or, if the attempt cannot be restored, a retest after 45 days without additional fees beyond the original exam fee.

Result notice

- The 45-day date is shown on the candidate's **results/attempt notice** and in the CPS account.

All timelines and fees are governed by the most current online policy at pharmacystandards.org; online versions supersede print.

All policies and procedures are subject to change without notice

CANDIDATE HANDBOOK

ADMINISTRATIVE POLICIES

Changes & Withdrawals

Reschedule (date/time) — \$50 non-refundable

For the same exam, you may change your appointment ≥ 48 hours before the start time via your CPS account.

- Must remain within your 365-day eligibility period.
- Limit: 1 reschedule per registration (additional changes require a withdrawal + new registration).
- No changes allowed < 48 hours before the appointment or on exam day.
- See Fees for no-show rules.

Exam or Eligibility-Window Change — \$125 non-refundable

Use this to switch to a different CPS exam or to adjust your eligibility period (no appointment scheduled yet).

- Re-establish eligibility for the new exam; CPS may request additional documentation.
- Any approved change uses the original 365-day period (no reset).
- Request must be submitted ≥ 30 days before the end of your eligibility period.
- Limit: 1 exam/window change per registration.
- No refunds of original fees or the change fee.

Rescheduling (same exam): \$50 | Exam change: \$125

All candidates requesting a change

MUST:

- Submit the change request within one calendar year from the first date of their original assigned eligibility period.
- Cancel their exam date (if they have one scheduled), before submitting a change. Scheduled exams may also be canceled using the "Schedule" link in your account.
- Use the CPS website online Change Request Form.
- Submit a non-refundable fee of \$125 with the Change Request Form.

Not permitted

- Changes on exam day or after the appointment start time.
- Switching exams after check-in begins.
- Only CPS pharmacy credentials may be selected.

To change examination category:

- Eligibility must be re-established for the new exam category, and additional documentation and fees may be required.
- The time to consider eligibility for the new category will count toward the original assigned computer testing window.
- ***Examinees must take the exam for which they have been determined eligible. No changes will be permitted on examination day.*** If a candidate knowingly or unknowingly takes an examination other than they were found eligible to take, the examination will not be scored. No refunds will be allowed, and all fee policies will apply if the candidate reapplies for an examination.
- Candidates must submit their request at least 30 days prior to the end of their 365-day eligibility period.

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ADMINISTRATIVE POLICIES

Withdrawal Policy - Computer Testing

- Only the applicant/candidate may request a withdrawal.
- When you may withdraw:
 - Before scheduling an appointment, or
 - ≥ 7 days before your scheduled appointment time (withdrawal cancels the appointment).
- Refund: CPS refunds the examination portion (\$345) minus a \$165 withdrawal fee $\rightarrow$ \$180. The \$50 application fee is not refundable. Any outstanding charges are deducted from the refund.
- Requests < 7 days before the appointment or after a no-show are not eligible for any refund.

Withdrawal Policy - Bulk Purchase Voucher

Withdrawals are not allowed after eligibility is determined. Refunds are governed by the bulk purchase agreement; CPS does not issue refunds for redeemed codes. (Institutions manage reassignment within their terms.)

Substitution Policy

Candidate substitutions are not allowed. The name on the registration must match the government ID presented on test day. Name changes require legal documentation before scheduling.

Score Cancellation

CPS may cancel scores and/or invalidate an attempt for irregularities (e.g., identity mismatch, prohibited items, coaching, tampering, exam content disclosure, policy violations) with or without proof of intent. Fees are not refunded. CPS may impose waiting periods or bar future testing per policy.

Auditing Applications

Applications are subject to audit. Candidates must provide requested documentation (e.g., licensure, employment verification, training certificates) within 14 days. Failure to respond or verify may result in denial or revocation. By submitting an application, you authorize CPS to contact employers, licensing boards, and education providers for verification.

All policies and procedures are subject to change without notice

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HANDBOOK**Test Disclosure**

CPS does not release live test questions, answer keys, or full forms. Using, sharing, soliciting, or possessing exam content—before or after testing—is a security violation and may result in score invalidation, revocation, and suspension of testing privileges.

GENERAL POLICIES

How Exams are Scored

CPS exams are **criterion-referenced**: your outcome is compared to a predefined performance standard, **not** to other candidates. The passing standard is set through periodic **standard-setting studies** (e.g., Angoff/Bookmark) conducted with subject-matter experts and approved by the CPS Board.

CPS uses **item response theory (IRT)** and **test equating** to place different forms of the exam on a common scale. Because some forms may be slightly harder or easier, equating ensures fairness—candidates meeting the standard on any form receive the **same pass/fail decision**.

Score reports provide:

- Your **overall result** (Pass/Fail).
- **Content-area diagnostics** to guide study. These diagnostics are **not percent correct** and are **not comparable** across candidates or attempts. Labels indicate performance **relative to the standard** (e.g., **Below Target / Near Target / At Target / Above Target**).

The passing standard may be reviewed periodically to reflect current practice and blueprint updates.

Retention of Computer Answer Strings

CPS retains computer answer strings and operational testing data for a minimum of 3 years and may retain longer for quality assurance and legal/regulatory purposes. Identity verification media (e.g., audio/video from remote proctoring) are retained per the CPS Privacy & Data Retention Policy.

All policies and procedures are subject to change without notice

CANDIDATE
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Authorization**

Certification is a non-transferable, revocable, limited, non-exclusive license to use the certification designation, subject to compliance with the policies and procedures, as may be revised from time to time.

Any use or display of CPS certification marks and/or logos without the prior written permission of the CPS is prohibited. Any candidate or certificant who manufacturers, modifies, reproduces, distributes or uses a fraudulent or otherwise unauthorized CPS certificate, CPS designation or other credential may be subject to disciplinary action, including denial or revocation of eligibility or certification. Any individual who engages in such behavior also may be subject to legal action.

GENERAL POLICIES

ADA and Nondiscrimination Policies

CPS does not discriminate on the basis of **age, sex, pregnancy, race, color, religion, national origin, ethnicity, disability, marital status, sexual orientation, gender identity or expression, military/veteran status, or genetic information.**

Testing accommodations. CPS provides **reasonable accommodations** consistent with the Americans with Disabilities Act (ADA) for qualified candidates. Requests must be **submitted with the application and before scheduling** an appointment, using the CPS Accommodation Request Form (see **pharmacystandards.org/accommodations**). Documentation must be **current** and signed by a qualified clinician describing the functional limitations and recommended accommodations. CPS will acknowledge requests within **5 business days** and issue a determination within **15 business days** of receiving complete documentation. Information is **confidential** and used only for accommodation determinations. Denials may be **appealed** per the Appeals Procedure below.

Appeals Procedure

Candidates may appeal eligibility determinations, accommodation decisions, exam administration irregularities, or policy applications. Appeals must be **submitted in writing within 60 days** of the decision or event and should include relevant facts and supporting documents. CPS will acknowledge receipt within **5 business days** and render a written decision within **30 days** (or notify if additional time is required). Appeals are reviewed by the **CPS Policy Review Committee**, independent of the original decision maker, and may be escalated to the **Board of Directors**. CPS does **not** release exam content or answer keys; score verification involves **administrative/technical re-scoring only**.

Revocation

Certification may be denied, suspended, or revoked for: falsification or misrepresentation; **exam security violations** (cheating, proxy testing, item disclosure); misuse of CPS names, logos, or marks; failure to meet or maintain eligibility/recertification requirements; **loss or restriction of the license to practice pharmacy**; nonpayment of required fees; or other material policy violations.

Prior to action, CPS will provide **written notice** of the allegations and an opportunity to **respond**. A written decision (which may include sanctions and eligibility to reapply after a specified period) will be issued and may be **appealed** under this policy.

All policies and procedures are subject to change without notice

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For further details, visit the CPS website PharmacyStandards.org and download the recertification catalog for a full description of the recertification process. Click on **Renew your Certification** on the home page.

GENERAL POLICIES

Renew Your Certification

CPS requires **recertification every three (3) years** to verify ongoing competence in each credential's core knowledge areas.

Recertification Steps

Earn the required credit using either:

1. Continuing Education (CE) that fits your topics, or
2. Approved professional activities (e.g., teaching, publications, precepting, quality-improvement/projects, committee work).
3. Finish within 3 years, upload documentation, and keep records for audit.

Lapse & Reinstatement

If requirements are **not met by the deadline**, the credential **expires**. Expired credentials may be regained only through **re-examination**, subject to the then-current eligibility criteria. CE completed **after** expiration cannot be applied retroactively.

Audits & Recordkeeping

CPS randomly audits recertification applications. If selected, you must provide CE certificates and short activity descriptions within the requested timeframe. Maintain CE documentation **throughout the cycle and until approval**.

Verification of Your Credential

CPS provides **third-party verification** of active credentials on request.

- **When available:** After official results post to your CPS account and your digital certificate is issued.
- **What is verified:** Credential name and ID (if applicable), **status** (active/expired), **original certification date**, and **current expiration date**.
- **How to request:** From the CPS website (see pharmacystandards.org/verification), select **Request a Verification**, enter the recipient's email, and submit payment.
- **Fee & delivery:** **\$30 per request**. Verifications are sent by email to the designated party.
- **Notes:** CPS cannot verify until certification is achieved. Ensure your name and profile information are accurate before submitting a request.

All policies and procedures are subject to change without notice

**CANDIDATE
HANDBOOK****How to Study**

CPS does not provide review courses or study materials for the examination. CPS views the examinations as an evaluative process. Eligibility criteria have been established to identify minimum levels of preparation for the examinations. CPS believes your practice experience is your best preparation. Candidates can review detailed test outlines and suggested resources in the Candidate Guides.

EXAM CONTENT OUTLINE

Domain 1: Regulatory Compliance and Telepharmacy Law (20%)

Task 1: Manage multi-state licensure and credentialing requirements.

Maintain active pharmacist licensure in all required states where patient care is provided.

Navigate varying state-specific licensure requirements for telepharmacy practice.

Manage the credentialing and privileging process for obtaining practice privileges at remote facilities.

Stay current with changes to licensure laws, including interstate compacts.

Differentiate between the location of the pharmacist and the location of the patient when determining applicable laws.

Task 2: Apply state-specific and federal telepharmacy regulations.

Interpret and apply the statutes and rules governing telepharmacy and remote order processing for each state.

Adhere to state-specific requirements for technology, security, and record-keeping.

Manage state-specific requirements for verifying controlled substance prescriptions.

Compare and contrast U.S. telepharmacy laws with international regulatory models.

Resolve conflicts between different state regulations by adhering to the most stringent requirements.

Task 3: Ensure compliance with accreditation and quality standards.

Apply all relevant Joint Commission (TJC) Medication Management standards to the remote verification process.

Ensure the remote pharmacy service is compliant with CMS Conditions of Participation.

Adhere to national patient safety goals related to medication use (e.g., high-alert medications).

Participate in accreditation surveys for client facilities, providing documentation and interviews as needed.

Ensure that the quality and safety of the remote service are equivalent to on-site services.

Task 4: Apply HIPAA privacy and security rules in a remote setting.

Implement robust administrative, physical, and technical safeguards for the remote workstation and network.

Maintain patient confidentiality at all times in the remote work environment.

Adhere to all policies regarding the use and disclosure of Protected Health Information (PHI).

Report any potential privacy incidents or security breaches according to established protocols.

Understand and operate within the framework of the Business Associate Agreement (BAA).

Task 5: Navigate the legal and liability aspects of telepharmacy.

Maintain professional liability insurance that provides coverage for multi-state telepharmacy practice.

Adhere to the policies and procedures of the client facility to align with their standard of care.

Maintain meticulous documentation of all clinical interventions and communications to mitigate risk.

Recognize that the standard of care is the same for a remote pharmacist as for an on-site pharmacist.

Understand the legal implications of technology failures or system downtime on patient care.

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EXAM CONTENT OUTLINE

Task 6: Manage cross-border practice challenges.

Identify the legal and regulatory requirements for verifying orders for patients in different states.

Apply the correct state-specific rules when the pharmacist, patient, and facility are in different jurisdictions.

Navigate challenges related to prescribing authority and scope of practice across state lines.

Ensure compliance with controlled substance regulations (e.g., PDMP access) for multiple states.

Develop workflows that account for variations in state laws regarding pharmacist and technician duties.

Domain 2: Clinical Order Review and Verification (30%)**Task 1: Verify medication orders using a systematic clinical review process.**

Apply a consistent process to screen and verify medication orders within the EHR.

Ensure the accuracy of the drug, dose, route, frequency, and duration for each order.

Prioritize order verification based on clinical urgency (e.g., STAT, ASAP, routine).

Evaluate the appropriateness of the order based on the patient's available clinical information.

Identify and resolve ambiguous, incomplete, or erroneous orders by contacting on-site staff.

Task 2: Assess orders for clinical appropriateness.

Evaluate medication doses based on patient-specific factors (e.g., age, weight, organ function).

Screen for therapeutic duplications and assess for contraindications.

Confirm that the prescribed medication is appropriate for the given indication.

Review relevant laboratory data to ensure the safety and efficacy of the ordered therapy.

Question orders that deviate from evidence-based guidelines or institutional protocols.

Task 3: Manage drug interactions and allergies.

Utilize clinical decision support systems to screen for potential drug-drug interactions.

Differentiate between clinically significant and minor interactions to reduce alert fatigue.

Develop and communicate management plans for significant interactions.

Review the patient's documented allergies and assess for potential cross-sensitivities.

Screen for drug-laboratory and drug-disease interactions based on the patient's profile.

Task 4: Apply verification safeguards for high-risk populations and restricted medications.

Verify complex orders for pediatric and neonatal patients, including all weight-based calculations and concentrations.

Perform independent double-checks for oncology, investigational drug, and complex sterile compounding orders.

Manage orders for medications governed by REMS programs, ensuring all requirements are met.

Assess the appropriateness of orders for critically ill patients in ICU and ED settings.

Adhere to strict protocols for high-alert medications (e.g., insulin, heparin, chemotherapy).

Task 5: Evaluate and act on advanced clinical decision support alerts.

Differentiate between standard rule-based alerts and those generated by AI or machine learning.

Assess the clinical relevance of predictive analytics alerts (e.g., patient risk scores).

Investigate complex alerts by synthesizing data from multiple sources within the EHR.

Override alerts with appropriate justification when clinically warranted.

Provide feedback to informatics teams on the performance and utility of decision support tools.

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EXAM CONTENT OUTLINE

Task 6: Adapt the verification process based on available patient data.

Develop a systematic approach for verifying orders when complete patient information is not readily available.

Recognize when there is insufficient information to safely verify an order and place it on hold.

Formulate targeted questions for on-site staff to gather necessary clinical information efficiently.

Prioritize direct communication with the prescriber for high-risk medications or ambiguous situations.

Clearly document any clinical assumptions made or information that was unavailable during verification.

Domain 3: Technology, Systems, and Workflow Management (25%)**Task 1: Manage remote order queues and workflows.**

Develop and use a systematic process for triaging and prioritizing orders in a remote queue.

Manage multiple order queues simultaneously if covering more than one facility.

Maintain service level agreements (SLAs) for order verification turnaround times.

Develop strategies to manage high-volume periods while ensuring safety and accuracy.

Coordinate seamless handoffs with other remote pharmacists at shift changes.

Task 2: Optimize the use of telepharmacy technology and information systems.

Navigate multiple different EHR and pharmacy information systems efficiently.

Manage challenges related to EHR interoperability and data exchange between disparate systems.

Utilize advanced features of the EHR, such as filters and reporting tools, to manage work.

Troubleshoot basic issues with remote workstations, network connectivity, and software.

Follow established downtime procedures to ensure patient safety during system failures.

Task 3: Evaluate the impact of AI and automation on order verification.

Assess the role of AI-assisted verification in identifying potential errors.

Differentiate between tasks that can be automated and those requiring professional judgment.

Utilize systems with predictive analytics for automated error detection.

Understand how remote verification integrates with on-site automation (e.g., ADCs, robotics).

Maintain vigilance to avoid automation complacency and confirmation bias.

Task 4: Manage cybersecurity risks and recovery protocols.

Adhere to all security policies, including multi-factor authentication and secure network protocols.

Identify and respond to potential phishing attempts and other social engineering threats.

Implement recovery protocols in response to cybersecurity events like ransomware or data breaches.

Assess the security of emerging technologies, such as advanced audit trail systems (e.g., blockchain).

Report any potential security vulnerabilities or incidents immediately.

Task 5: Apply principles of human factors engineering to the remote workspace.

Design the remote work environment to optimize focus and minimize distractions.

Utilize ergonomic best practices to reduce physical fatigue and repetitive strain injuries.

Develop strategies to manage cognitive load and prevent burnout during high-volume shifts.

Provide feedback on system usability to reduce clicks and improve workflow efficiency.

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EXAM CONTENT OUTLINE

Implement work-break strategies to maintain high levels of vigilance and performance.

Task 6: Manage remote supervision of pharmacy technicians.

Understand and apply state-specific regulations governing remote supervision.

Utilize technology (e.g., audio/video links, image capture) to conduct effective remote supervision.

Ensure that technicians are performing tasks within their legally defined scope of practice.

Perform and document the final verification of technician-prepared products as required.

Provide real-time feedback and guidance to on-site technicians to ensure accuracy.

Domain 4: Communication and Interprofessional Collaboration (15%)**Task 1: Collaborate with on-site prescribers to resolve clinical issues.**

Contact prescribers to clarify orders and recommend evidence-based therapeutic changes.

Present the clinical rationale for recommendations in a clear and convincing manner.

Build trust and credibility with the medical staff through professional and competent interactions.

Prioritize calls to prescribers to respect their time and focus on the most critical issues.

Document all recommendations and the prescriber's response in the medical record.

Task 2: Apply assertive communication and conflict resolution skills.

Employ assertive yet professional communication techniques to resolve clinical disagreements and ensure patient safety.

Utilize de-escalation techniques when faced with challenging or stressful interactions.

Mediate disagreements regarding clinical or operational issues in a professional manner.

Foster a culture of mutual respect between remote and on-site teams.

Escalate unresolved conflicts to leadership when appropriate.

Task 3: Lead and participate in remote team communication.

Participate effectively in remote shift handoffs and team huddles to ensure continuity of care.

Lead remote case discussions or clinical presentations.

Contribute to multidisciplinary rounds via teleconference when required.

Build strong working relationships with colleagues in a virtual environment.

Use communication tools to foster a sense of presence and teamwork despite physical distance.

Task 4: Adapt communication for cultural competence and health literacy.

Recognize and address potential communication barriers in a digital environment.

Adapt communication strategies to account for the health literacy of patients when involved in remote counseling.

Utilize interpreter services and other tools to communicate with patients with limited English proficiency.

Demonstrate cultural humility in all interactions with a diverse patient population and workforce.

Ensure that remote communication methods do not create barriers for patients with disabilities.

Task 5: Communicate effectively with on-site nursing and pharmacy staff.

Establish a positive and collaborative relationship with on-site teams.

Provide clear and concise answers to medication-related questions.

Communicate proactively about any potential delays or issues with medication orders.

Use closed-loop communication to ensure that critical messages are received and understood.

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EXAM CONTENT OUTLINE

Serve as a reliable and accessible clinical resource for the on-site care team.

Task 6: Document communications and interventions clearly and professionally.

Adhere to a high standard of documentation for all clinical activities and communications.

Document interventions using a standardized format (e.g., problem, recommendation, outcome).

Ensure that documentation is visible and accessible to the entire care team.

Recognize that clear documentation is the primary tool for communication and accountability in a remote setting.

Use documentation to demonstrate the value and impact of the remote pharmacy service.

Domain 5: Quality Improvement, Ethics, and Leadership (10%)

Task 1: Apply ethical principles to telepharmacy practice.

Analyze and resolve ethical dilemmas unique to remote practice (e.g., managing errors from a distance).

Balance efficiency and productivity demands with the primary duty of ensuring patient safety.

Demonstrate full accountability for clinical decisions made in a multi-state or cross-border practice.

Ensure patient autonomy is respected in a technology-mediated environment.

Manage potential conflicts of interest and maintain professional boundaries.

Task 2: Participate in medication safety and quality improvement initiatives.

Monitor and identify medication error trends from the remote verification process.

Report medication safety events, near misses, and adverse drug reactions into safety event reporting systems.

Analyze safety data to identify opportunities for system-level improvements.

Participate in root cause analyses of medication errors originating from or identified by remote staff.

Develop and implement corrective action plans to prevent future errors.

Task 3: Contribute to clinical governance and P&T processes.

Participate remotely in facility-specific P&T committee meetings.

Provide data and analysis on medication use trends observed during remote verification.

Contribute to the development and review of institutional medication use policies and protocols.

Conduct medication use evaluations (MUEs) from a remote setting.

Serve as a subject matter expert for the on-site teams.

Task 4: Demonstrate professional leadership and accountability.

Take ownership of the entire medication use process, from order to administration.

Mentor and train new remote verification pharmacists.

Model professional behavior and a commitment to lifelong learning.

Contribute to the development of best practices for telepharmacy.

Participate in the peer review process to ensure high standards of care across the remote team.

Task 5: Develop and monitor quality dashboards for telepharmacy.

Identify key performance indicators (KPIs) for a remote verification service (e.g., turnaround time, intervention rate).

Collect and analyze data on personal and team performance.

Utilize quality dashboards to identify areas for improvement in efficiency and safety.

Present performance data to leadership and client facilities.

Use data to benchmark performance against industry standards.

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EXAM CONTENT OUTLINE

Task 6: Promote equity in digital access and care.

Analyze how telepharmacy models can be used to reduce health disparities in underserved communities.

Advocate for technology and workflows that are accessible to patients and facilities with varying levels of digital literacy or resources.

Evaluate whether telepharmacy implementation creates or exacerbates inequities in care.

Ensure that communication strategies are effective for diverse patient populations.

Promote the role of telepharmacy in providing expert clinical pharmacy services to rural and critical access hospitals.

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ABOUT CPS

The Council on Pharmacy Standards (CPS) develops and administers professional certification programs for pharmacists. CPS awards credentials to qualified candidates who meet eligibility requirements and successfully pass the appropriate examination. Our programs validate advanced competence in contemporary practice areas, helping candidates demonstrate specialized expertise and employers verify it.

CPS certifications span pharmacy law and compliance, sterile and non-sterile compounding, immunization and public health, point-of-care testing, medication safety and quality, controlled substances stewardship, pharmacogenomics, telepharmacy, veterinary compounding, specialty pharmacy, and pharmacy informatics.

CPS PHILOSOPHY OF CERTIFICATION

Certification is a voluntary, rigorous evaluation that allows pharmacists to demonstrate advanced knowledge and be recognized for the expertise they possess. CPS certification and subspecialty examinations are designed to assess specialty knowledge and its application in contemporary pharmacy practice.

CPS credentials do not confer licensing authority or independent practice rights. Licensure and the ability to practice are governed by state boards of pharmacy and other applicable regulators. While some employers or jurisdictions may reference certification within their qualifications, CPS does not set licensure policy and cannot require recognition of its credentials. Practice and educational standards inform CPS examinations; however, the development of such standards rests with professional organizations, regulators, and the education community.

CPS encourages candidates to verify how certification relates to state licensure requirements, institutional policies, the standards of relevant professional organizations, and local employer expectations. For specific guidance, candidates should consult state boards of pharmacy, colleges and schools of pharmacy, professional associations, and prospective or current employers.