

RICHA PATEL, PHARM. D.

Dallas, TX

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MEDICATION THERAPY MANAGEMENT | PATIENT ADVOCATE | COMPASSIONATE CARE

A quality-focused, detail-oriented multilingual Pharmacist with experience supporting the management, oversight, and operation of all aspects within a pharmacy. Exemplary academic achievements include Doctor of Pharmacy from Nova Southeastern University and an advanced certification in Pharmacist Immunization Delivery. Utilize industry expertise to provide pharmacological education, mentoring, and training to pharmacy staff to develop professional, collaborative teams. Cultivate positive relationships with customers, medical professionals, and insurance providers—leveraging communication skills in English, Hindi, and Gujarati to converse with clarity and diplomacy to individuals from diverse backgrounds and expertise. Currently licensed in Michigan and Texas.

CORE COMPETENCIES

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| ▪ HIPAA Trained | ▪ Medication Therapy Mgmt. | ▪ Technical Skills |
| ▪ Inventory Management | ▪ Communication | ▪ Customer Service |
| ▪ Medication Compounding | ▪ Abbreviation Comprehension | ▪ Prescription Assessments |
| ▪ Patient Care Interaction | ▪ Phone Etiquette | ▪ Patient Safety |
| ▪ Regulatory Requirements | ▪ Quality Assurance | ▪ Personnel Management |
| ▪ Loss Prevention | ▪ Workflow Management | ▪ Financial Profitability |

PROFESSIONAL EXPERIENCE

PRIMERX | REMOTE, LOCATION | 2023 TO PRESENT

Clinical Pharmacist

- Conducted comprehensive clinical reviews of medical data to support prior authorization determinations for specialty and high-cost medications.
- Reviewed, interpreted, and processed medication orders for appropriateness, drug interactions, duplications, and potential adverse effects.
- Applied clinical knowledge to evaluate prospective and concurrent cases against approved criteria, step therapy, and formulary guidelines.
- Performed 40–50 prior authorization reviews per day, reducing turnaround times by 20% while ensuring accuracy and compliance.
- Provided pharmacotherapy consultations to physicians and care teams on dosing, side effects, drug alternatives, and patient-specific factors.
- Monitored and managed patient profiles to ensure accuracy, adherence, and safe medication administration.
- Participated in interdisciplinary rounds and committee meetings to enhance patient care standards and shape medication-use policies.
- Supervised and trained pharmacy students, residents, and technicians, fostering clinical development and workflow efficiency.
- Documented 100% of interventions, consultations, and outcomes in PrimeRx EHR, ensuring compliance, audit readiness, and continuity of care.

OPTUM UNITED HEALTH CARE | REMOTE, LOCATION | 2022 TO 2023

Prior Authorization Pharmacist

- Conducting comprehensive reviews of medication prior authorization requests to ensure compliance with clinical guidelines, formulary requirements, and utilization management policies.

- Analyzing patient medical records and medication histories to identify potential safety concerns or drug interactions.
- Communicating with healthcare providers to gather additional clinical information or clarify concerns related to medication requests.
- Collaborating with clinical pharmacists, nurses, and medical directors to resolve complex clinical issues and develop effective treatment plans for patients.
- Providing guidance and support to pharmacy technicians and other staff members to ensure high-quality service and compliance with regulatory standards.
- Maintaining accurate and up-to-date records of medication prior authorization requests, decisions, and outcomes.
- Participating in quality improvement initiatives and contributing to the development of new policies and procedures related to medication utilization management.
- Consistently achieved high levels of accuracy and productivity in reviewing and approving medication prior authorization requests.

MESQUITE PHARMACY | MESQUITE, TX | 2020 TO 2023

Pharmacist in charge (PIC)

- Prepare and dispense medications.
- Advise customers about how to use medications and warn them about drug interactions.
- Consult with customers about over-the-counter medicines and general healthcare issues.
- Overseen and completed everyday drug store administrative work, including day-by-day and week-by-week reports, recalls, and returns to vendors.
- Advise customers on the safe use of medicines and their side effects.
- Supervise, manage, and train pharmacy support staff.
- Arrange the delivery of prescribed medicines to patients.
- Managed up to 250-300 critical tasks daily to prepare medications, including verifying prescriptions for accuracy before dispensing; checking each patient's medication record for every new or refill prescription; reviewing and interpreting physician orders and detecting therapeutic incompatibilities; dispensing medications by compounding, packaging, and labeling pharmaceuticals; monitoring drug therapies and advising interventions; maintaining records for controlled substances, and removing outdated and damaged drugs from the pharmacy inventory.
- Ensuring and maintaining patient and doctor relationships.

JUSTIN FAMILY PHARMACY | JUSTIN, TX | 2020

Pharmacist in charge (PIC)

- Control prescriptions by checking drug treatments and prompting mediations.
- Utilized clinical knowledge to evaluate the appropriateness of medications prescribed based on indication, dosing, and patient allergies to ensure optimal therapy.
- Communicate with health care professionals to recommend therapy and dosing changes.
- Manage technicians and workflow to ensure accurate, efficient, and timely service.
- Effectively handled up to 100 patients daily, ensuring each is provided with high-quality service, attention, and consideration.
- Managed up to 300 critical tasks daily to prepare medications, including verifying prescriptions for accuracy before dispensing; checking each patient's medication record for every new or refill prescription; reviewing and interpreting physician orders and detecting therapeutic incompatibilities; dispensing medications by compounding, packaging, and labeling pharmaceuticals; monitoring drug therapies and advising interventions; maintaining records for controlled substances, and removing outdated and damaged drugs from the pharmacy inventory.
- Overseen and completed everyday drug store administrative work, including day-by-day and week-by-week reports, recalls, and returns to vendors.
- Manage inventory carefully to control the financial operations of the pharmacy.

- Ensure adherence to and compliance with all state and federal pharmacy regulations.
- Provide professional counseling to patients on the use of their prescriptions and over-the-counter medications.
- Built strong customer relationships and delivered exceptional service.
- Maintained a heavy influx of email/phone correspondence, responding to more than 40 messages per day from both customers and colleagues.
- Display empathy and compassion for patients, customers, caregivers, and colleagues.

HEALTH AMERICA PHARMACY | LEWISVILLE, TX | 2020**Pharmacist**

- Organize the newly opened pharmacy.
- Training technicians, providing the knowledge of pharmacy workflow-typing scripts, filling prescriptions, filing hard copy prescriptions, medication uses, packaging, and delivery services.
- Requesting prescriptions and overseeing stock from different sellers.
- Reviewed and interpreted physician orders and detected therapeutic incompatibilities.
- Communicate with doctors and nurses for prescription clarification and discuss patients' incompatibilities.

FIESTA MLK PHARMACY | DALLAS, TX | 2019**Pharmacist**

- Display empathy and compassion for patients, customers, caregivers, and colleagues.
- Communicated with 3 cross-functional team members regularly, building relationships throughout the pharmacy to ensure goal achievement.
- Effectively handled up to 150 patients daily, ensuring each is provided with high-quality service, attention, and consideration.
- Managed up to 200 critical tasks daily to prepare medications, including verifying prescriptions for accuracy before dispensing; checking each patient's medication record for every new or refill prescription; reviewing and interpreting physician orders and detecting therapeutic incompatibilities; dispensing medications by compounding, packaging, and labeling pharmaceuticals; monitoring drug therapies and advising interventions; maintaining records for controlled substances; removing outdated and damaged drugs from the pharmacy inventory.
- Supervise, inspire, and develop pharmacy support staff by balancing assignments that maximize colleagues' strengths, address growth opportunities, and decrease knowledge gaps.
- Maintained a heavy influx of email/phone correspondence, responding to more than 20 messages per day from both customers and colleagues.
- Identify critical business opportunities and contribute to the development of meaningful solutions to drive growth and improve performance in the pharmacy.

RITE AID | FRANKENMUTH, MI | 2017 TO 2019**Pharmacist**

- Provided excellent customer service at drop-off and pick-up counters.
- Effectively handled up to 200 patients daily, ensuring each is provided with high-quality service, attention, and consideration.
- Managed up to 350 critical tasks daily to prepare medications, including verifying prescriptions for accuracy before dispensing; checking each patient's medication record for every new or refill prescription; reviewing and interpreting physician orders and detecting therapeutic incompatibilities; dispensing medications by compounding, packaging, and labeling pharmaceuticals; monitoring drug therapies and advising interventions; maintaining records for controlled substances; removing outdated and damaged drugs from the pharmacy inventory.
- Advanced workflow procedures to maximize productivity and reduce errors.
- Trained, coached, and motivated pharmacy technicians.
- Accurately recorded and verified compounded products.
- Maintained drug inventory levels by ordering the necessary medications and supplies.
- Recommended over-the-counter medications to the patients.

- Adapt to change and adjust plans to thrive in a dynamic community healthcare setting.

ASSURED RX PHARMACY | CLEARWATER, FL | 2015

Pharmacy Intern

- Transferred prescriptions in and out of the pharmacy.
- Coordinated and transcribed prescription transfers.
- Communicated with the healthcare providers and patients via fax or telephone.
- Checked for outdated medications.

ASSURED RX PHARMACY | CLEARWATER, FL | 2013 TO 2014

Pharmacy Technician

- Prepared labels and filled prescriptions accordingly.
- Oversaw inventory levels, received and stored incoming inventories, verify quantities against invoices, and checked for outdated medications.
- Read and correctly entered information for prescriptions, new patients, and insurance.

EDUCATION

Nova Southeastern University, Fort Lauderdale, FL: 2017

Doctor of Pharmacy

- Relevant Coursework:** Pharmacy Management and Economics, Pharmacy Law, Calculations and Compounding, Pharmaceutics, Pharmacology
- Clubs/Activities:** Class Treasurer (2014-2015), International Professional Student Association

Dharmsinh Desai University, Gujarat, India: 2012

Bachelor of Pharmacy

- Relevant Coursework:** Pharmaceutical Engineering, Pharmacognosy, Pharmacology, Biostatistics, Organic/Inorganic Chemistry
- Clubs/Activities:** Volleyball, Cricket
- Relevant Projects:** Pharmacosomes

Certifications

- Michigan Pharmacist and Controlled Substance License
- Texas Pharmacist and Controlled Substance License
- Immunization Certification
- CPR Certification

ADDITIONAL CREDENTIALS

TECHNICAL SKILLS	Rx30 / PioneerRx / PrimeRx / ComputerRx / Microsoft Office (Word, Excel, PowerPoint, Outlook) / Google Docs / Google Drive / Dropbox
LANGUAGES	English, Hindi, Gujarati
PROFESSIONAL DEVELOPMENT	Clinical Rotations (2014-2016) – Kindred Hospital Infectious Disease, CVS Advance Community, Walgreen's Ambulatory Care, Morton Plant Hospital Cardiology, NSU College of Pharmacy, Florida Hospital Tampa Medication Safety, Walgreen's Customer Operations (Miami Lakes), Florida Hospital Tampa Internal Medicine, Cleveland Clinic Hospital, and Publix Pharmacy.
VOLUNTEERISM	Immunization Clinic

INTERESTS

| Travelling, Video Games, Photography, Boardgames, Baking, Gardening