

We can't wait to introduce you to the incredible technology and people who make Amazon possible. Use this facilitation guide to provide an excellent tour experience for students at home or in the classroom!

## 1. Prepare for the tour

- Review the key learnings and facilitation guide documents. Click through the tour (independent play link below) on your own.
- Distribute graphic organizers (PDF, Word, Google Doc) to students if desired.

## 2. Select your tour style and length

### Host a tour with student devices

A host projects the tour to a group and students join to compete against each other from separate devices.

- [Full Tour \(~40 minutes\)](#)

### Project the tour without student devices

The host projects tour to group without students joining on separate devices.

- [Full Tour \(~40 minutes\)](#)

### Share the tour for independent student play

Students complete the tour by themselves on their own devices. Teacher cannot see student responses.

- [Full Tour \(~40 minutes\)](#)

For additional support in setting up Kahoot, including creating a FREE teacher account, visit: <https://support.kahoot.com/hc/en-us>

## 3. Facilitate the tour

- Use the guide below to walk students through the tour. Ask students to share their thoughts or respond to questions to build more interaction.
- To advance slides, click "Got It" in the top right corner.
- Use our [Teacher Toolkit](#) for optional follow up activities and print completion certificates.


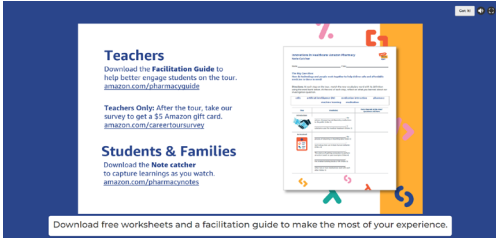
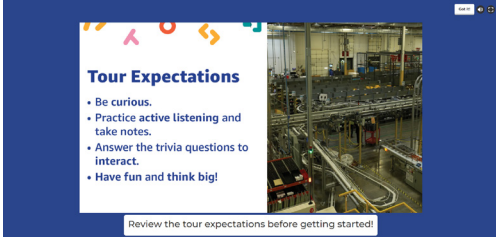
## Kahoot! Tips

- If the video clips are playing too softly, check that the volume bar on the Kahoot! platform is at maximum volume - it should also make the YouTube video full volume!
- There is no go back feature. If you need to go back to a video, the links to the segments on YouTube are provided in the facilitation guide below.
- Click the [ ] in the bottom right of the YouTube video to make full screen. Press esc to get out of full screen mode and return to the tour.


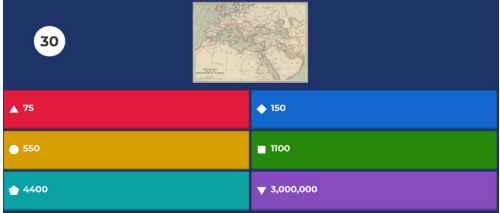

**Warning:** Hitting space bar auto-advances the slide with no go-back feature.

## 4. Get a Amazon Gift Card when you submit your feedback. [Complete this survey](#) to help us improve future tours and receive a \$5 Amazon Gift Card. (US Only)

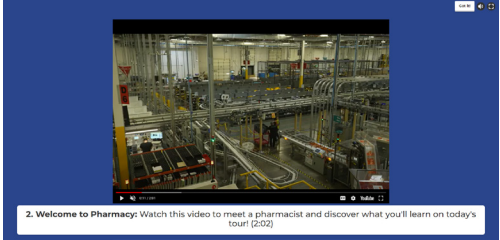
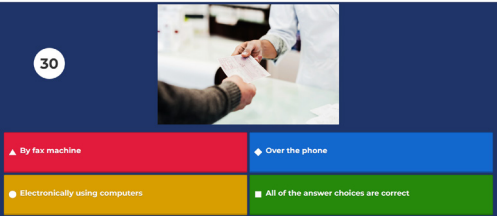
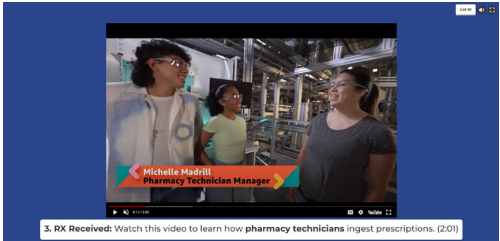
# Innovations in Healthcare: Amazon Pharmacy Tour

Slide # (suggested time)	Slide Image	Facilitation Tips	Notes
1 30 sec		<p><b>Say:</b> “Today we’re going to take you behind the scenes at Amazon Pharmacy to learn how computer science, robots, and people work together to help get customers their prescriptions.</p> <p><b>Optional:</b> Ask a few students about what they know about healthcare careers or what a pharmacist does.</p>	
2 0 sec		<p><b>Optional:</b> If you’d like your students to access digital notes, have them access the doc at the short url provided. Students should make a copy of the document. They’ll have to switch between the Google Docs and Kahoot tabs to answer questions and take notes.</p> <p>If using paper note catchers, this would be the best time to distribute.</p> <p>Tour Stop Organizer: <a href="#">PDF</a> <a href="#">Word</a></p>	
3 30 sec		<p><b>Set tour expectations with your class.</b></p> <p>Read the expectations to students.</p> <p><b>Say:</b> “As we go through the tour, you may find some careers that you are interested in - be sure to take notes on your notecatcher! There will be a mix of polls and quiz questions. Polls won’t count towards your points. Some quiz questions are worth 0 points, but all review quiz questions will be worth points - the fastest CORRECT answers get the most points. Let’s see who will win today!”</p>	

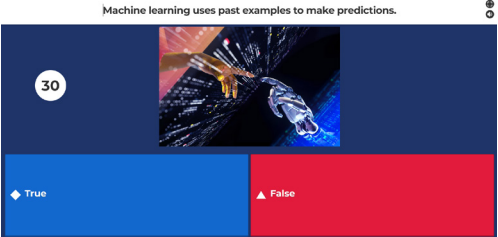
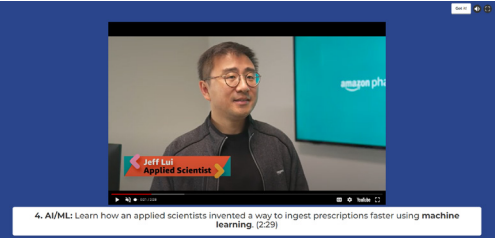
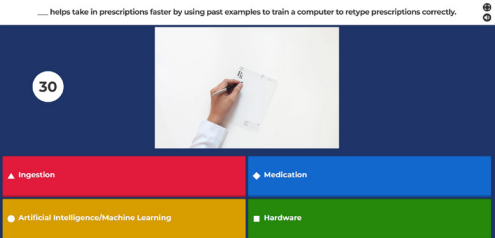
# Innovations in Healthcare: Amazon Pharmacy Tour

Slide # (suggested time)	Slide Image	Facilitation Tips	Notes
4 2 min	 A video player thumbnail for an Amazon Career Tours intro. The text on the screen reads "amazon future >> engineer career tours" and "CETA". Below the video, it says "1. Introduction: Let's start the tour! Watch this video to begin. (1:54)".	<p><b>Play Video 1: Intro (1:42)</b></p> <p><b>Say:</b> "On the next slide, is a poll question. When do you think the first known pharmacies were established?" It is worth 0 points since we haven't learned it yet, but let's see what you think!</p>	
5 30 sec	 A quiz question slide with a 30-second timer. The question is "The first known pharmacies were established in the Middle East around ____ years ago!". There are five answer choices: 75, 150, 550, 1100, and 4400. The correct answer, 4400, is highlighted in green.	<p><b>Read the quiz question and answer choices to students: "The first known pharmacies were established in the Middle East around ____ years ago?" Students answer the question. Acknowledge the answers.</b></p> <p><b>Correct Answer:</b> 4400 years ago</p>	
6 30 sec	 A slide with a blue background. It features a text box that says "Around 4600 years ago" and "The world's oldest known prescriptions were recorded on a clay tablet in Mesopotamia around the year 2400 B.C." with a URL: "https://www.ttuhs.edu/pharmacy/museum/pharmacy/history.aspx". To the right is an image of a clay tablet.	<p><b>Quickly read the slide.</b></p> <p><b>Then Say:</b> "Let's now head to our first stop where we'll meet one of the head pharmacists!"</p>	

# Innovations in Healthcare: Amazon Pharmacy Tour

Slide # (suggested time)	Slide Image	Facilitation Tips	Notes
7 2 min	 <p>2. Welcome to Pharmacy: Watch this video to meet a pharmacist and discover what you'll learn on today's tour! (2:02)</p>	<p><b>Play Video 2: Stop 0 Part B (1:56)</b></p> <p><b>Then Say:</b> "Time for a quick poll. Think about what you already know about getting a prescription after visiting the doctor as you answer this question. This is also worth 0 points as we haven't learned it yet."</p>	
8 30 sec	 <p>How do healthcare providers send their prescriptions to a pharmacy?</p> <p>30</p> <p>By fax machine Over the phone</p> <p>Electronically using computers All of the answer choices are correct</p>	<p><b>Read the poll question and answer choices to students. "How do healthcare providers send their prescriptions to a pharmacy?" Students answer quiz question. Acknowledge the answers.</b></p> <p><b>Correct Answer:</b> all of the answers are correct</p> <p><b>Say:</b> "That's how doctors tell the pharmacy what patients need, but in the next stop we'll learn how the pharmacy takes in, or ingests, those prescriptions."</p>	
9 2 min 15 sec	 <p>3. RX Received: Watch this video to learn how pharmacy technicians ingest prescriptions. (2:01)</p>	<p><b>Play Video 3: Stop 1 Part A (1:56)</b></p> <p><b>Say:</b> "The pharmacy technician mentioned they use AI and Machine Learning. Let's see what you already know about AI and ML."</p>	

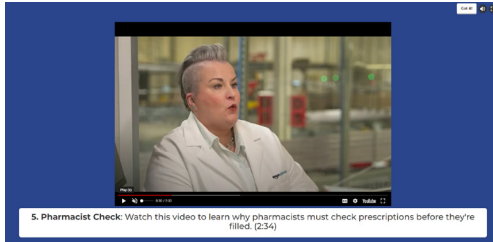
# Innovations in Healthcare: Amazon Pharmacy Tour

Slide # (suggested time)	Slide Image	Facilitation Tips	Notes
10 30 sec	 <p>Machine learning uses past examples to make predictions.</p> <p>30</p> <p>True False</p>	<p><b>Read the question to students. “Machine learning uses past examples to make predictions.”</b></p> <p><b>Answer:</b> True</p> <p>Acknowledge student answers.</p> <p><b>Say:</b> “In the next video, we’ll learn how Amazon uses AI and ML to take in prescriptions.”</p>	
11 2 min 30 sec	 <p>4. AI/ML: Learn how an applied scientist invented a way to ingest prescriptions faster using machine learning. (2:29)</p>	<p><b>Play Video 4: Stop 1 Part B (2:24)</b></p> <p><b>Say:</b> “What do you think it means to export a song? This question is worth 0 points, but I’m wondering what you think!”</p>	
12 30 sec	 <p>___ helps take in prescriptions faster by using past examples to train a computer to retype prescriptions correctly.</p> <p>30</p> <p>Ingestion Medication Artificial Intelligence/Machine Learning Hardware</p>	<p><b>Read the quiz question and answer choices to students: “__ helps take in prescriptions faster by using past examples to train a computer to retype prescriptions correctly.” Students answer the question. Acknowledge answers.</b></p> <p><b>Correct Answer:</b> Artificial Intelligence/Machine Learning</p> <p><b>Say:</b> “Let’s learn from a pharmacist what happens after a prescription is ingested into the system.”</p>	

# Innovations in Healthcare: Amazon Pharmacy Tour

Slide # (suggested time)	Slide Image	Facilitation Tips	Notes
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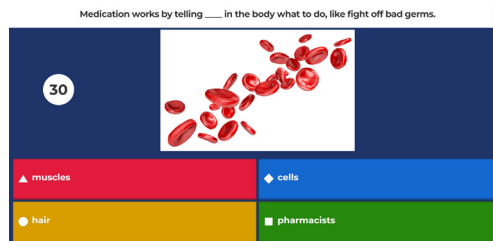
13  
2 min 45 sec



### Play Video 5: Stop 1 Part C (2:30)

**Say:** "We have a quick review question to see if you've been paying attention to how medicine works. This counts for points!"

14  
30 sec

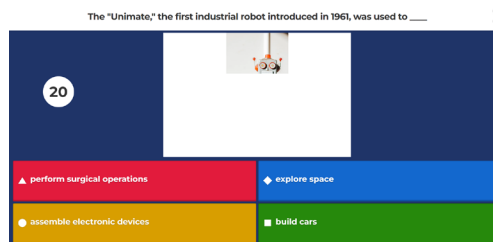


**Read the question and on-screen answer choices to students. "Medication works by telling \_\_\_ in the body what to do, like fight off bad germs."**

**Answer:** cells

**Say:** "In the process, doctors send in prescriptions, humans AND computer help get the prescriptions into the system, and pharmacists check for medication interaction. We're going to learn how the prescription is filled. But before we begin, we have a question worth 0 points - I wonder what you think."

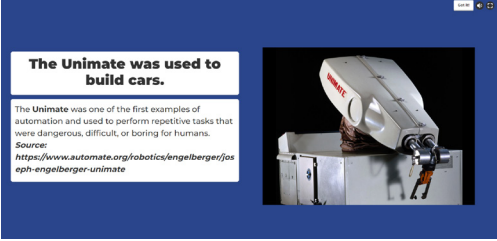
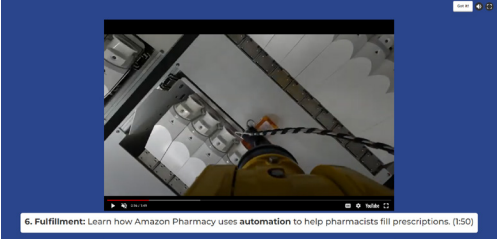
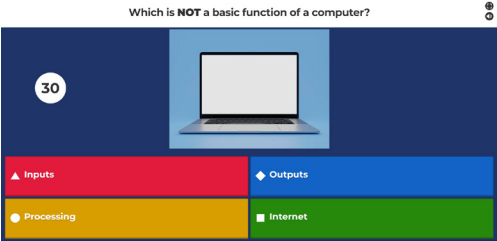
15  
30 sec



**Read the 0 point quiz question and answer choices to students: "The Unimate, the first industrial robot introduced in 1961, was used to \_\_\_\_." Students answer the question. Acknowledge the answers.**

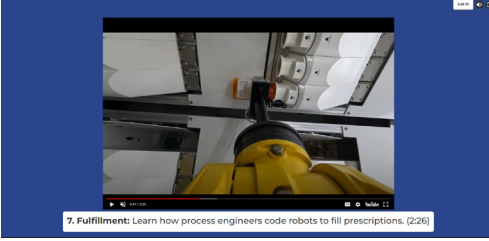
**Correct Answer:** build cars


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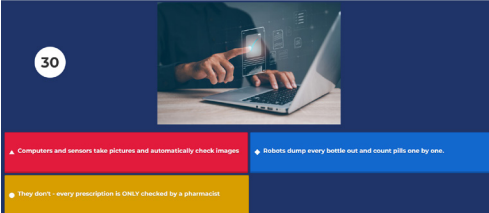
Slide # (suggested time)	Slide Image	Facilitation Tips	Notes
16 20 sec		<p><b>Quickly read the slide.</b></p> <p><b>Then Say:</b> "Companies have been using robots to help workers for over 50 years! Let's learn how robots are changing the game in healthcare."</p>	
17 2 min		<p><b>Play Video 6: Stop 2A (1:46)</b></p> <p><b>Say:</b> "What do you think? What is NOT a basic function of a computer?"</p>	
18 30 sec		<p><b>Read the question and on-screen answer choices to students. "Which is NOT a basic function of a computer?"</b></p> <p><b>Answer:</b> Internet</p> <p><b>Say:</b> "Let's learn and see HOW the robot fills prescriptions."</p>	

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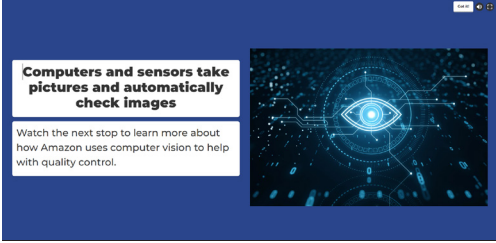
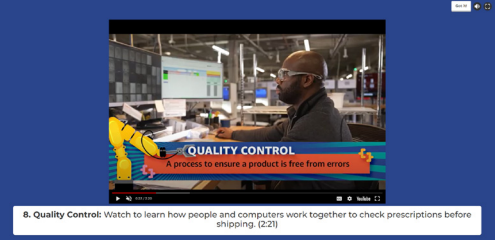

Slide # (suggested time)	Slide Image	Facilitation Tips	Notes
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<p><b>19</b> 2 min 30 sec</p>	 <p>7. Fulfillment: Learn how process engineers code robots to fill prescriptions. (2:26)</p>	<p><b>Play Video 7: Stop 2B (2:21)</b></p> <p><b>Say:</b> "Let's answer a quick review question to see what you've learned in this stop."</p>	
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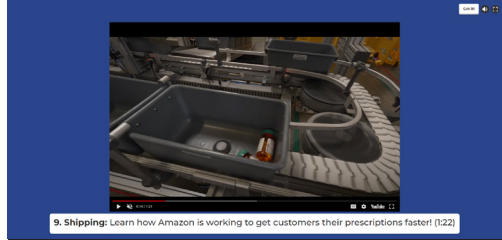
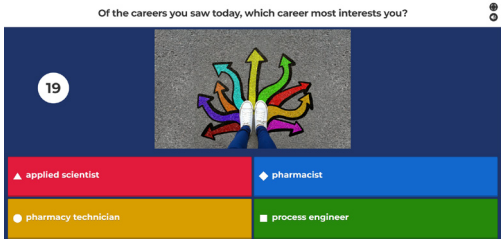
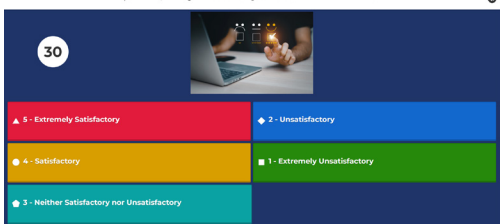
<p><b>20</b> 30 sec</p>	<p>__ allows robots to perform tasks that don't require pharmacists, like filling bottles with medication.</p> 	<p><b>Read the quiz question and answer choices to students: " __ allows robots to perform tasks that don't require pharmacists like filling bottles with medication." Students answer the review question. Acknowledge the answers.</b></p> <p><b>Correct Answer:</b> Automation</p> <p><b>Say:</b> "Our next question is worth 0 points, but let's get your brain thinking - how do you think Amazon uses computer science to check prescriptions?"</p>	
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<p><b>21</b> 30 sec</p>	<p>How do you think Amazon uses computer science to check the accuracy of prescriptions before sending them out?</p> 	<p><b>Read the 0 point quiz question and answer choices to students: "How do you think Amazon uses computer science to check the accuracy of prescriptions before sending them out?" Students answer the question. Acknowledge the answers.</b></p> <p><b>Correct Answer:</b> Computers and sensors take pictures and automatically check images</p>	
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# Innovations in Healthcare: Amazon Pharmacy Tour

Slide # (suggested time)	Slide Image	Facilitation Tips	Notes
22 15 sec		<p><b>Quickly read the slide.</b></p> <p><b>Then Say:</b> “In this next stop, we’ll meet a pharmacist who will explain how computers help check prescriptions to make sure customers receive the correct medication to stay or get healthy.”</p>	
23 2 min 30 sec		<p><b>Play Video 8: Stop 3A (2:16)</b></p> <p><b>Say:</b> “Let’s do a quick review questions before finishing up this stop!”</p> <p><b>Optional discussion:</b> What areas of your life do you perform quality control in? Why is quality control very important when sending packages, especially at pharmacy? What might be the implications (both positive and negative) of using computer vision in the quality control process?</p>	
24 30 sec		<p><b>Read the question and on-screen answer choices to students. “What is the main goal of quality control at Amazon Pharmacy?”</b></p> <p><b>Answer:</b> ensure accuracy and safety of filled prescriptions</p> <p><b>Say:</b> “In the next video, we’ll learn how Amazon safely and sustainably ships packages.”</p>	


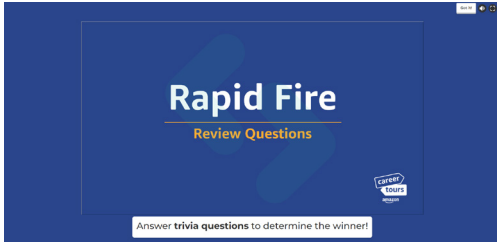
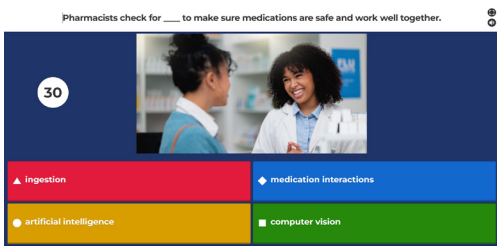
# Innovations in Healthcare: Amazon Pharmacy Tour

Slide # (suggested time)	Slide Image	Facilitation Tips	Notes
<p><b>25</b> 1 min 30 sec</p>		<p><b>Play Video 9: Stop 3B (1:19)</b></p> <p><b>Say:</b> "The next few slides are going to be polls. They are worth 0 points, but they're a chance for you to reflect on the tour and how you're thinking about careers in technology."</p>	
<p><b>26</b> 30 sec</p>		<p><b>Read the poll question and answer choices to students.</b></p> <p><b>Optional:</b> Hold a discussion now or after the tour about which career most interests students and why.</p> <p><b>Say:</b> "The next poll asks what you thought of the tour on a scale of 1 - 5, with the highest score meaning you liked it a lot."</p>	
<p><b>27</b> 30 sec</p>		<p><b>Read the poll question and answer choices to students.</b></p> <p><b>Say:</b> "The next question wonders about your interest in having a career in technology, like the ones you saw today."</p>	

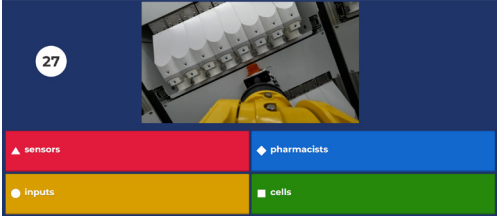
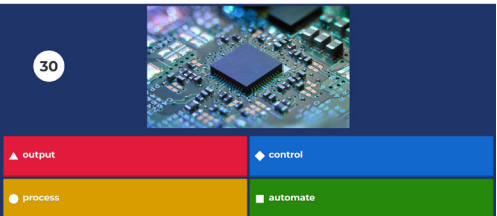
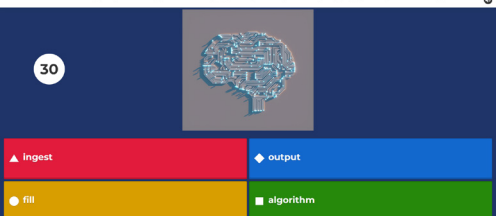
# Innovations in Healthcare: Amazon Pharmacy Tour

Slide # (suggested time)	Slide Image	Facilitation Tips	Notes
<b>28</b> 30 sec	A poll slide with a dark blue background. At the top, it asks "How interested are you in pursuing careers in technology?". A timer shows 30 seconds. The poll options are: 5 - Very Interested (red), 4 - Interested (yellow), 3 - Neither Uninterested nor Interested (teal), 2 - Uninterested (blue), and 1 - Very Uninterested (green). The background image shows a person in a lab coat looking at a screen with data.	<p><b>Read the poll and on-screen answer choices to students.</b></p> <p><b>Say:</b> "Next, how did this tour affect your interest in pursuing careers in tech? After watching this tour, did it increase, decrease, or have no change on your desire to have a career in technology and healthcare."</p>	
<b>29</b> 30 sec	A poll slide with a dark blue background. At the top, it asks "How did this tour affect your interest in pursuing careers in technology?". A timer shows 30 seconds. The poll options are: Increased (red), No Change (yellow), and Decreased (blue). The background image shows a glowing blue circuit board.	<p><b>Read the poll and on-screen answer choices to students.</b></p> <p><b>Say:</b> "The last poll wonders if you agree or disagree that you belong in a career in technology."</p>	
<b>30</b> 30 sec	A poll slide with a dark blue background. At the top, it asks "Do you agree or disagree with the following statement: I feel like I belong in careers in technology.". A timer shows 30 seconds. The poll options are: 5 - Strongly Agree (red), 4 - Agree (yellow), 3 - Neither Agree nor Disagree (teal), 2 - Disagree (blue), and 1 - Strongly Disagree (green). The background image shows a perspective view of a hallway with lights on the ceiling.	<p><b>Read the poll and on-screen answer choices to students.</b></p> <p><b>Say:</b> "We have 1 more video to close out the tour, then some rapid fire trivia questions to see who won!"</p>	



# Innovations in Healthcare: Amazon Pharmacy Tour

Slide # (suggested time)	Slide Image	Facilitation Tips	Notes
31 1 min 30 sec		<p><b><u>Play Video 10: Stop 4 (1:16)</u></b></p>	
32 10 sec		<p><b>Say:</b> "The last few questions are review vocabulary questions. Then we'll see who's the winner!"</p>	
33 20 sec		<p><b>Read the question and on-screen answer choices to students. "Pharmacists check for __ to make sure medications are safe and work well together."</b></p> <p><b>Answer:</b> medication interactions</p>	

# Innovations in Healthcare: Amazon Pharmacy Tour

Slide # (suggested time)	Slide Image	Facilitation Tips	Notes
34 20 sec	<p>Hardware called ___ count each pill and let the robot know when the right amount is filled in the bottle.</p> 	<p><b>Read the question and on-screen answer choices to students. "Hardware called __ count each pill and let the robot know when the right amount is filled in the bottle."</b></p> <p><b>Answer:</b> sensors</p>	
35 20 sec	<p>After a computer receives an input, it must ___ the data to know what to do next.</p> 	<p><b>Read the question and on-screen answer choices to students. "After a computer receives an input, it must __ the data to know what to do next."</b></p> <p><b>Answer:</b> process</p>	
36 20 sec	<p>Machine learning helps Pharmacy Technicians ___ prescriptions by correctly retyping prescriptions in the system.</p> 	<p><b>Read the question and on-screen answer choices to students. "Machine learning helps Pharmacy Technicians __ prescriptions by correctly retyping prescriptions in the system."</b></p> <p><b>Answer:</b> ingest</p>	

# Innovations in Healthcare: Amazon Pharmacy Tour

Slide # (suggested time)	Slide Image	Facilitation Tips	Notes
37 20 sec		<p><b>Read the question and on-screen answer choices to students. "Software engineers write instructions called ___ that tell robots what to do, like fill bottles correctly."</b></p> <p><b>Answer:</b> algorithms</p>	
38 30 sec		<p><b>Say:</b> "I hope you learned a lot about innovations in pharmacy at Amazon. Maybe one day you'll be helping others get and receive the healthcare they need!"</p>	