El Paso Community College
Syllabus
Part II
Official Course Description

SUBJECT AREA	**Pharmacy Technology**
COURSE RUBRIC AND NUMBER	**PHRA 1206**
COURSE TITLE	**Computerized Drug Delivery Systems**

COURSE CREDIT HOURS	2	1	:	3
	Credits	**Lec**		**Lab**

I.   Catalog Description

Fundamentals of computer information systems and technology within the health care system. Includes specialized skills in the production of pharmaceutical documentation using selected pharmacy software packages and an overview of equipment and devices for drug distribution, preparation, and manufacturing. Also covers mechanical, automatic, and robotic drug delivery systems. A grade of "C" or better is required in this course to take the next course. **(1:3). Lab fee.**

II.   Course Objectives

A. Unit I. Understanding the Importance of Computers in the Pharmacy
1.   Trace the history of past methods of operation used in the pharmacy.
2.   Give an overview of pharmacy operations without computers.
3.   Explain the benefits of computers in the pharmacy setting.
4.   Identify computers and software used in the pharmacy.

B. Unit II. Becoming Familiar with Medical Terminology
1.   Define various medical terms
2.   Define medical terms focused on pharmacy practice
3.   Translate medical terminology accurately and in a timely manner
4.   Describe how medical terminology is used in the pharmacy setting

C. Unit III. Incorporating Medical Terminology and Doctor's Orders
1.   Translate doctor's orders
2.   Translate doctor's prescriptions
3.   Enter doctor's orders and prescriptions on the computer in a timely and accurate manner.

D. Unit IV. Computerized Patient Prescription Processing and the Use of Reference Materials
1.   Utilize common reference sources available to the pharmacy personnel in relation to problem solving.
2.   Create a computer patient profile from a doctor's order and a prescription.
3.   List the information required to complete a patient profile.
4.   Describe ways to maintain the integrity of the patient profile.
5.   Distinguish between pharmacy related and other information seen on a doctor's order.

E. Unit V. Third-Party Payment
1. Explain insurance procedures, rejections, and adjudications
2. Identify and use insurance card information
3. Resolve rejections, drug utilization review, third-party reimbursement, and PA's
4. Identify patient's co-pays if applicable

F. Unit VI. Answering the Phone
1. Answer the phone while entering prescriptions.
2. Greet customers appropriately over the phone.
3. Identify do's and don'ts when answering the phone.
4. Resolve different patient scenarios over the phone.

G. Unit VII. Resolving Different Scenarios
1. Acknowledge the patient and recognize his/her needs.
2. Receive new prescriptions and review them for errors.
3. Identify different patient identifiers, medical and non-medical.

H. Unit VIII. Contract Theory and a New Prescription
1. Explain contract theory.
2. Identify what is expected when entering into a contract.
3. Enter into a contract as a representative of his/her employer.
4. Identify the ways a contract may be broken.

I. Unit IX. Fulfilling a Contract/Prescription Accurately
1. Follow the path of a prescription.
2. Use patient identifiers.
3. Obtain third-party information.
4. Resolve third-party issues.

III.   THECB Learning Outcomes (WECM)

1. Transcribe and enter prescription orders into various pharmacy software packages.
2. Create patient profiles.
3. Prepare appropriate labels.
4. Explain how to perform functions related to various drug delivery systems.
5. Compare the advantages and disadvantages of various technologies.

IV.   Evaluation

A. Pre-assessment: none at this time

B. Assignments
   1. Unit Assignments are designed to supplement lecture. Activities will be graded on a scale determined by the Instructor's Syllabus. Please refer to the calendar for specific due dates.
   2. Assignments are due at the beginning of class unless otherwise instructed. It is the student's responsibility to complete assignments as outlined in this syllabus.

Written unit exams will consist of the following question types: multiple-choice, completion, essay, matching, spelling, analysis, drawing, and definition or any combination of these. The number and types of exams will be at the discretion of the instructor.

Written projects will be devised and assigned throughout the semester at the instructor's discretion.

C. Grading Scale:

Average Grade	Letter Grade
90-100%	A
80-89%	B
70-79%	C
<70%	F
Incomplete	I
Withdrawn	W

Note: All health occupations programs require a grade of "C" or better in a course for it to be counted toward the degree plan. For this reason, no D's will be awarded in PHRA1206.

D. Remediation

At the instructor's discretion, students may be allowed to rewrite papers or retest for higher grades. Students requiring additional help may be referred to tutoring services.

V.   Disability Statement (Americans with Disabilities Act [ADA])

EPCC offers a variety of services to persons with documented sensory, mental, physical, or temporary disabling conditions to promote success in classes. If you have a disability and believe you may need services, you are encouraged to contact the Center for Students with Disabilities to discuss your needs with a counselor. All discussions and documentation are kept confidential. Offices located: VV Rm C-112 (831-2426); TM Rm 1400 (831-5808); RG Rm B-201 (831-4198); NWC Rm M-54 (831-8815); and MDP Rm A-125 (831-7024).

VI.   6 Drop Rule

Students who began attending Texas public institutions of higher education for the first time during the Fall 2007 semester or later are subject to a 6-Drop limit for all undergraduate classes. Developmental, ESL, Dual Credit and Early College High School classes are exempt from this rule. All students should consult with their instructor before dropping a class. Academic assistance is available. Students are encouraged to see Counseling Services if dropping because exemptions may apply. Refer to the EPCC catalog and website for additional information.