El Paso Community College
Syllabus
Part II
Official Course Description

SUBJECT AREA   **Pharmacy Technology**

COURSE RUBRIC AND NUMBER   **PHRA 1301**

COURSE TITLE   **Introduction to Pharmacy**

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

I.   Catalog Description

Provides an overview of the qualifications, operational guidelines, and job duties of a pharmacy technician. A grade of "C" or better is required in this course to take the next course. **(3:1). Lab fee.**

II.   Course Objectives

A.   Unit I. Organization of Hospital and Community Pharmacy with Emphasis on the Roles of the Technician

1.   Identify and discuss the organization of the hospital and community pharmacy with emphasis on the roles of pharmacy technician.
2.   Discuss proper communication techniques effective in collecting information and explaining processing delay issues.
3.   Collect and check all pertinent information to be used by the pharmacist.
4.   Explain the importance of the 5 Patient's Rights.
5.   Communicate clearly with different individuals and various situations
6.   Address all individuals in a respectful and patient manner.
7.   Adapt to different personalities.
8.   Demonstrate interpersonal skills.
9.   Define the various roles and duties of a Pharmacy Technician.
10. Explain the adaptations on pharmacy care plans made include diverse cultural backgrounds.
11. Demonstrate telephone etiquette.
12. Prepare various forms of correspondences.
13. Demonstrate customer relation skills.
14. Demonstrate bilingual communication skills.
15. Perform basic keyboarding skills.
16. Perform Internet functions.
17. Develop time management.

B.   Unit II. Laws and Governmental Standards That Govern the Practice of Pharmacy and Pharmaceutical Ethics

1.   Evaluate the process of implementing legal responsibilities in both hospital and community settings.
2.   Evaluate the impact of federal and state laws governing the practice of pharmacy.
3.   Outline the standards set by the Joint Commission of Accreditation of Hospitals.
4.   Define the current code of ethics that govern Pharmacy Technology.
5.   Describe the need for ethics in health care institutions.
6.   Explain Federal and State laws governing substitution of drug products.
7.   Describe obligations that OBRA 90 created for the pharmacy.
8.   List specific Policies and Procedures of controlled substance logs, distribution, and purchase.
9.   Identify national, state, and local pharmacy organizations.
10. State the Texas Board of Pharmacy Regulations in regards to Pharmacy Technicians.
11. Compare the terms certification, licensure, and registration.

Revised by Discipline: Fall 2015 (next revision in 3 years)

12. Perform appropriately in all aspects of patient confidentiality.
13. Identify self as a pharmacy technician.
14. Comply with OSHA standards.
15. Prepare for National Certification.
16. Once certified, retain certification documentation at all times.
17. Maintain proper personal immunizations.
18. Display proper name tag identification.
19. Define legal requirements in regards to day supply, refills, etc.
20. Report all illegal activity to appropriate authority figures.
21. Follow protocol regarding attempted theft and robberies.

C. **Unit III. Pharmaceutical Terminology, Abbreviations, and Drug Nomenclature**
1. Write accepted medical terminology or correlated abbreviation of commonly used medical terms.
2. Define the characteristics of brand, generic, and chemical names.
3. Identify legend versus OTC medications.
4. Explain the purpose of the formulary system.

D. **Unit IV. Drug Dosage Forms, Routes of Administration, and Drug Delivery Systems**
1. List the various forms of medication; such as tablets, capsules, etc.
2. Compare the varied dosage forms and their duration times.
3. Distinguish correct dosing schedules.
4. Trace the routes of administration of drugs.
5. Discuss the reasons for the various routes of administration.
6. Order the onset time of drug action from the quickest to the slowest.
7. Recognize advantages and disadvantages of certain drug dosage systems.
8. Determine correct reference type and utilize reference book.
9. Recognize drug indications.
10. Utilize color and size to assist with medication recognition.
11. Demonstrate basic compounding skills.

E. **Unit V. Computerized Patient Prescription Processing and the Use of Reference Materials**
1. Translate doctor's orders and retail prescriptions.
2. Utilize common reference sources available to the pharmacy personnel in relation to problem solving.
3. Create a computer patient profile from a doctor's order and a prescription.
4. List the information required to complete a patient profile.
5. Describe ways to maintain the patient profile integrity.
6. Assess a Doctor's Order or prescription for completeness with accuracy and efficiency.
7. Distinguish between pharmacy related and other information seen on a doctor's order.
8. Compare the use of computers today with that of 20 years ago.
9. Distinguish between the internal and external components of a traditional computer system.
10. Create a fictitious computerized hospital pharmacy database.
11. Perform counting of medications.
12. Demonstrate manual dexterity in the prescription preparation process.
13. File prescriptions.
14. Retrieve medication from the shelf.
15. Compare label to drug.
16. Maintain safekeeping of all medications.
17. Recognize altered or fraudulent prescriptions.
18. Distinguish between a new prescription and a refill.
19. Dispense and document use of safety caps.
20. Organize prescriptions to be checked for final verification.

F. **Unit VI. Drug Distribution Procedures and Inventory Control**
1. Perform correct procedure in filling a retail prescription and doctor's order.
2. Perform proper filing technique of prescriptions.
3. Separate and organize invoices by class of drug.
4. List procedures essential in inventory control and explain the use of computers in maintaining the pharmacies inventory.
5. Define the terms - *dispensing fee, co-pay, AWP, and percent markup.*

Revised by Discipline: Fall 2015 (next revision in 3 years)

6. Distinguish the current role of computers in inventory control.
7. List the procedure for drug recall.
8. Interpret manufacturing requirements for returning expired medication.
9. Identify proper methods of receiving, marking, and storing medications.
10. Define the following terms- *par levels, shortages, and expired medications*
11. Identifies the issues that influence the selection of products (i.e. TPA).
12. Describe pharmacy guideline for storage of medication.
13. Describe various methods of inventory control.
14. Define the terms outdated, expired, and discontinued
15. Pull and retain all expired or recalled medications.
16. Check in stock.
17. Rotate stock.
18. Categorize medications.
19. Identify additional inventory resources.
20. Recognize inventory contracts.
21. Consolidate invoice with stock.

G. Unit VII. Third-Party Payment
1. Distinguish the differences between the cash paying patient and those that utilize a third- party provider.
2. Describe methods of payment and terms such as PBM
3. Complete a HCFA 1500.
4. Distinguish between insurance plans and forms.
5. Gather information needed for third-party claims.
6. Identify any third-party limitations.
7. Correct third party rejections.
8. Recognize the requirements for special exceptions or requirement of Medicaid.
9. Check reimbursements from third party.
10. Identify and process workman's comp claims
11. Recognize requirements from various third-party guidelines.
12. Post checks form third party.
13. Check past due on workman's comp.

III. THECB Learning Outcomes (WECM)

1. Outline the history of the pharmacy profession.
2. Describe the role of the pharmacy technician in a variety of settings.
3. List the qualifications required for obtaining certification and registration.
4. Identify standards of law and ethics governing pharmacy practice.
5. Define key medical terms and abbreviations related to pharmacy practice.
6. Explain the importance of utilizing pharmacy resource materials.
7. Summarize safety standards.

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 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 type 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.
A comprehensive final exam will be administered at the end of the course

Revised by Discipline: Fall 2015 (next revision in 3 years)

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.

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.