

El Paso Community College

Syllabus

Part II

Official Course Description

SUBJECT AREA	<u>Pharmacy Technology</u>
COURSE RUBRIC AND NUMBER	<u>PHRA 1261</u>
COURSE TITLE	<u>Clinical-Pharmacy</u> <u>Technician/Assistant I</u>
COURSE CREDIT HOURS	<u>2 0 : 8</u> Credits Lec Lab

I. Catalog Description

Provides a health-related work-based learning experience that enables the student to apply specialized occupational theory, skills, and concepts. Direct supervision is provided by the clinical professional. A grade of "C" or better is required in this course to take the next course.

Prerequisite: PHRA 1301 and PHRA 1309. (0:8). Professional Practice Insurance required.

II. Course Objectives

A. Unit I. Policy and Procedures

1. Distinguish functions and parts of the policy and procedure manual.
2. Describe workflow and the benefits of effective workflow.
3. Define the components of proper communication and telephone etiquette.
4. Identify legal and ethical requirements of pharmacy care professionals.
5. Identify self as a Pharmacy Technician.
6. Work as a member of a team.
7. Demonstrate customer relation skills.
8. Display proper name tag identification.

B. Unit II. Purchasing /Inventory Management

1. Describe the procedures of inventory management.
2. List methods of cost containment.
3. List potential benefits and problems of automated systems inventory management.
4. List the pharmacy technicians' role in purchasing, stocking, and pricing medications.
5. Accurately record receipt of payment for pharmaceutical goods.
6. Order medication and pharmaceutical supplies
7. Receive and verify shipment.
8. Describe method for handling backordered medications
9. Check in and stock shelves with current shipment.
10. Identify procedures used to control expired and recalled medications.
11. Describe the management of recalled and discontinued items.
12. Locate "want book" and identify its use.
13. Categorize medications.
14. Recognize inventory contracts
15. Check generic availability.
16. Perform inventory periodic counts.
17. Fill or refill automated computer system.
18. Identify order cut off and after hour timelines.
19. Establish par levels.

20. Prepare Purchase orders
21. Bill for loaned drugs.
22. Adhere to purchase budget.
23. Run daily reports.
24. Separate and organize invoices by class of drug.
25. Identify proper disposal of drugs.

C. Unit III. Prescription Processing and Dispensing

1. List duties performed by Pharmacy Technicians related to prescription processing and distribution.
2. Enter prescription order correctly.
3. Perform appropriate check of medication strength and indication.
4. Package medication in appropriate size container
5. Describe various size containers available for dispensing
6. Define the modification of packaging and the use of safety caps.
7. Describe different methods of payment.
8. Input prescriptions correctly in the computerized system.
9. Identify new versus refill prescriptions.
10. Interpret medications orders correctly.
11. Select the appropriate medication as per laws and protocols.
12. Secure correct medication from storage and return back the remainder.
13. Affix appropriate labels on container or prescription
14. Maintain clean work area.
15. Retrieve medication from shelf.
16. Demonstrate customer service
17. Collect patient information.
18. Check information gathered.
19. Count medications.
20. Determine and use correct reference material.
21. Demonstrate register skills.
22. Demonstrate manual dexterity.
23. File prescriptions.
24. Compare label to drug.
25. Update /maintain patient profile.
26. Organize prescriptions for final verification.
27. Re-pack fast movers.

D. Unit IV. Third-Party Payment

1. Accurately gather and verify third-party coverage.
2. Enter third-party information.
3. Trouble shoot rejected third-party claims.
4. Successfully run third-party claims.
5. Distinguish between third-party plans.
6. Recognize common insurance forms.
7. Identify requirements for specific types of medication classes.
8. Check reimbursements.
9. Process workman's comp claims.
10. Identify assignment of benefits and information needed for acceptance.
11. Post checks from third party.
12. Recognize limitation and guidelines of third-party providers.
13. Identify appropriate day supply, head of household, and co-pay.
14. Check past due workman's comp.

E. Unit V. Pharmacy Computer Systems

1. Perform computer duties including keyboarding and peripheral use.
2. Apply computer security measures.
3. Utilize Windows operating system.
4. Demonstrate spreadsheet and word-processing skills.

5. Perform stock order entry
6. Perform modifications to existing orders
7. Utilize computerized systems to process third party claims
8. Identify drug interactions.
9. Identify inventory orders
10. Identify procedures performed by automated systems
11. Perform routine maintenance checks in a timely manner.
12. Locate operator manuals for equipment.

F. Unit VI. Controlled Substances

1. State the procedure for destroying controlled substances.
2. Define “perpetual inventory”
3. Identify location of scheduled substances.
4. Identify Federal Laws that govern controlled substances.
5. Identify controlled substances
6. Use proper day supply.
7. Define legal requirements.
8. Explain controlled substances involved in the following: Controlled substance log, DEA Form 222, DEA number, Controlled substance Storage, Controlled substance inventory, Refill Restrictions, Filing Scripts (CII- CV), Emergency Filling procedure(s), Prescription Requirements.

G. Unit VII. Pharmacology

1. Differentiate between brand and generic medications.
2. Identify available dosage forms and doses of medications.
3. Recognize appropriate dosage ranges.
4. Recognize drug indications.
5. Identify compatibility and interactions.
6. Identify storage requirements.
7. Calculate doses.
8. Convert systems of measure.

H. Unit VIII. Over-the-Counter Medications

1. Properly assist customers and locate the following OTC items.
2. Identify typical problems with OTC medications interacting with prescription medication.

I. Unit IX. Communication

1. Collect patient specific information.
2. Identify situations that require the attention of the pharmacist.
3. Positive communication to health care professionals
4. Perform effective and positive communication to co-workers and customers

J. Unit X. Miscellaneous Services

1. Order out of formulary items.
2. Maintain Professional appearance and demeanor.
3. Identify protocol for emergency situations.
4. Define one’s role in emergency situations.
5. Demonstrate proper lifting technique.

III. THECB Learning Outcomes (WECM)

As outlined in the learning plan, apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry and will demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry.

IV. Evaluation

- A. Pre-assessment : none at this time
- B. Clinical Packets
The student is responsible for his/her Clinical packet at all time. The individual student will perform a self-assessment in each concept area for each objective. Once the self-check has been completed, the preceptor will check the student off on each objective. Both individuals will use the scale provided on the objective packet.
- C. Time Sheets
Students are responsible to keep their time sheets and have them signed every week of rotation. The student should also have them to present to the clinical evaluator upon weekly visits.
- D. Preceptor Evaluation
The student will be evaluated on work skills, attitude, and overall quality of work. These forms are required to be completed at the end of the rotation by the preceptor.
- E. Final Evaluation :
Final Evaluation will be based on completed objectives in clinical packet, Progress report, preceptor's evaluation, completed assignments, Final Exam, and paperwork association.
- F. Grading Scale:

<u>Average Grade</u>	<u>Letter Grade</u>
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.

- F. 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.