

PPS (Professional Pharmacy Services)



Pharmacy Technician Training 2012 Course Manual

Faculty & Staff

**PhaT 2012 Course Coordinator-Phyllis M Booker, PharmD, email-pmbooker37@sbcglobal.net
-Shunetta Lewis, CPHT, email- brayna1@yahoo.com**

Director/Owner: *PPS (Pharmacy Professional Services)-offering mentoring and tutoring for all students!*

Phyllis M Booker, Rph, PharmD

Pharmacist-in-Charge –CVS Pharmacy #7472- Beaumont, Texas

Pharmacist-in-Charge- Whole Woman's' Health Clinic D Pharmacy, Beaumont, Texas

Whom do you Contact?

Course Coordinator will address: eldon5965@yahoo.com

Course specific issues (e.g., course content, assignments, grades, and exams)

Any exceptions made for student emergencies affecting course participation or completion

Class Instructors will address:

Group meetings, calls, and chats

Homework assignments

Home Office will address:

Faculty and program evaluations

Instructors and student/instructor assignments and relationships

Student Records

Tuition

Registration

Course manual and materials

TABLE OF CONTENTS.....	1
COURSE DESCRIPTION.....	2
PRE-REQUISITES.....	2
COURSE CREDITS.....	2
COURSE GOAL.....	2
COURSE OBJECTIVES.....	3
IMPORTANT REMINDERS AND CHANGES.....	4
THIS SESSION.....	4
REQUIRED TEXTBOOKS.....	4
AVAILABILITY OF READINGS/LIBRARY SERVICE.....	4
OTHER REQUIREMENTS.....	4
ASSIGNMENTS AND ACTIVITIES DESCRIPTION.....	5
EXAM SCHEDULE.....	5
EVALUATION.....	5
GRADING SCALE.....	5
GRADING POLICY.....	5
CLASSROOM PROCEDURES AND POLICIES.....	6
ACADEMIC AND CONDUCT STANDARDS.....	7

Course Description

(2)

This course is divided into three function areas:

- I. *Assisting the pharmacist in serving patients*, including activities related to dispensing prescriptions, distributing medications and collecting and organizing information
- II. *Maintaining medication and inventory control systems* pertaining to activities related to purchasing medications and supplies, controlling inventory, and storing, preparing, and distributing medications according to policies and procedures
- III. *Participating in the administration and management of pharmacy practice*, including administrative activities that deal with such issues as operations, human resources, facilities and equipment, and information systems

Pre-Requisites

- The applicant must possess a high school equivalency certificate, or be a high school graduate.
- Final approval of the qualifications of the applicant for acceptance as a trainee shall be the responsibility of the Director of the technician training program, unless there is a conflict with local, state or federal regulations.
- The program graduate must be at least 18 years of age and be a high school graduate or possess a high school equivalency certificate.
- The program graduate must have achieved all educational goals and objectives and any other criteria designated by the program director and advisory committee for successful completion of the program.
- The program graduate must evidence commitment to a consistently high level of technician practice that will extend into the regular employment arena.

Course Goals

- To instill in the student the ability to perform the course objectives and to successfully pass the Pharmacy Technician Certification Exam (PTCE)

Course Objectives

(3)

Upon successful completion of this course the student shall be able to demonstrate the ability to perform the following with respect to:

- Assist the pharmacist in collecting, organizing, and evaluating information for direct patient care, medication use review, and departmental management.
- Receive and screen prescription/medication orders for completeness and authenticity.
- Prepare medications for distribution.
- Verify the measurements, preparation, and/or packaging of medications produced by other technicians.
- Distribute medications.
- Assist the pharmacist in the administration of immunizations.
- Assist the pharmacist in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.
- Initiate, verify, assist in the adjudication of, and collect payment and/or initiate billing for pharmacy services and goods.
- Purchase pharmaceuticals, devices, and supplies according to an established purchasing program.
- Control the inventory of medications, equipment, and devices according to an established plan.
- Assist the pharmacist in monitoring the practice site and/or service area for compliance with federal, state, and local laws; regulations; and professional standards.
- Maintain pharmacy equipment and facilities.
- Assist the pharmacist in preparing, storing, and distributing investigational medication products.
- Assist the pharmacist in the monitoring of medication therapy.
- Participate in the pharmacy department's process for preventing medication misadventures.
- Take personal responsibilities for assisting the pharmacist in improving direct patient care.
- Demonstrate ethical conduct in all job-related activities.
- Maintain an image appropriate for the profession of pharmacy.
- Resolve conflicts through negotiation.
- Understand the principles for managing change.
- Appreciate the need to adapt direct patient care to meet the needs of diversity.
- Appreciate the benefits of active involvement in local, state, and national technician and other pharmacy organizations.
- Appreciate the value of obtaining technician certification.
- Understand the importance of and resources for staying current with changes in pharmacy practice.
- Communicate clearly when speaking and or in writing.
- Maximize work efficiency through the use of technology.
- Efficiently solve problems commonly encountered in one's own work.
- Display a caring attitude toward patients in all aspects of job responsibilities.
- Maintain confidentiality of patient and proprietary business information.
- Understand direct patient care delivery systems in multiple practice settings.
- Efficiently manage one's work whether performed alone or as part of a team.
- Function effectively as a member of the health care team.
- Balance obligations to one's self, relationships, and work in a way that minimizes stress.
- Understand the use and side effects of prescription and nonprescription medications used to treat common disease states.
- Assist the pharmacist in assuring the quality of all pharmaceutical services.

Important Reminders and Changes (4)

1. "Homework" will include specific course topics posted to and reviewed during class sessions. Students will still use the workbook for additional practice and when studying for the exams. Students are required to complete these assignments prior to assign due date. The student's work will be checked by the instructor prior to beginning the class. Students who do not complete the material prior to the class will receive a score of zero (unacceptable).
2. **CLASS ATTENDANCE IS MANDATORY** ("Request to miss part or all of a session") must be completed by the student and approved by the student's instructor and the course coordinator.

This session there will be an exam after every 2 chapters covered homework assignments and participation points for attendance and involvement in class discussion

Required Textbooks

- 1) **The Pharmacy Technician 4th ed.:** APhA Basic Pharmacy & Pharmacology Series. Morton Publishing Co., 2010.
- 2) **Complete Math Review for the Pharmacy Technician 3rd ed.:** William A. Hopkins, Jr, APhA, 2010
- 3) **The Pharmacy Technician Workbook & Certification Review 4th ed.** Morton Publishing Co., 2010.

Availability of Readings/Library Service

Students are required to purchase the before mentioned textbooks. Please utilize public library in your city.

Other Requirements

1. Students are expected to utilize calculators, programmable calculators, laptop and/or desktop computers, video equipment, and other technology that they plan to utilize in their future practice. It is desired that students gain experience and confidence in utilizing all state-of-the-art resources that will facilitate cost-effective use of their time and improve patient care outcomes. A computer with e-mail capability, word-processing, and internet access is mandatory.

Assignments and Activities Description

Homework

Homework assignments will provide the opportunity for students to apply the knowledge they have learned in the lecture material.

Exam Schedule

Exam Details

- All exams are based on the PTCE exam experience.
- Students may use a calculator only, scrap paper and formulas for math problems will be provided.

Calculation of Course Grade

The competency evaluations are listed below. This will be the emphasis in the entire **PPS** Program.

Participation (5% per session) 15%

In-class discussion, e-mail communication, completion homework, professionalism

Exam 1 20%

Exam 2 20%

Exam 3 20%

Exam 4 25%

There will be 4 major exams. Students must obtain at least a 70% (combined) average on the EXAMS and a 70% overall in course work in order to pass the course. You do not have to score a 70% on each exam; only the average of the four exams needs to be at least 70%.

Grading Scale

Mastery A = 97 – 100

A- = 94 - 96

B+ = 91 - 93

Above Average Competence B = 87 – 90

B- = 84 - 86

C+ = 81 - 83

Competency for Practice C = 79 – 80

C- = 77 - 78

Minimal Competence D+ = 75 – 76

D = 72 - 74

D- = 70 - 71

Improvement Required F = <70

Grading Policy

There are two components to the Pharmacy Technician Training Course, the Basics of pharmacy practice and the math competency review. Competence in both areas is critical to being a successful Pharmacy Technician. Because these components are integrated within each course, a mechanism to document an acceptable level of understanding in each area is vital. As such, students must not only demonstrate competence in the course overall, but also in each component of the course in order to pass the course.

Examination Format & Examination Policy

FORMAT

All examinations will be mostly in multiple choice/problem solving format, so that an evaluation of the student is made not just on his/her ability to recall facts, but more importantly, the ability to apply information assist the pharmacist with assigned technical duties

APPEAL

Examinations may be changed from the scheduled dates. Examination date changes proposed by the students as a group require the unanimous approval of the students and instructor involved.

MAKE UP EXAMINATION POLICY

Make-up examinations will only be administered under the most EXTREME circumstances and only if the student has an excused absence. Contact your instructor for more information.

ACADEMIC HONESTY GUIDELINES

Professional practice of all types requires the highest attainable standards of ethics and personal conduct. Appropriate ethical standards will be expected throughout the student's course of study.

ACADEMIC PENALTY FOR DISHONESTY

Penalties for misrepresentation or academic dishonesty will follow the guidelines of the PPS (Pharmacy Professional Services), which include, but are not limited to, dismissal from the course.

PREPARATION FOR CLASS / QUESTIONS

Students are REQUIRED read ALL assignments. They should be prepared to ask any questions about the material that is unclear and questions involving practical applications of the information. Students are encouraged to ask questions to promote their own understanding of all materials presented by the instructors.

CLASS PARTICIPATION

The importance of a friendly attitude towards sharing and learning in a safe environment cannot be overemphasized. The experience will be vital to developing the student's sense of self-confidence when he/she is communicating with patients and other health care professionals.

Peer feedback and humor are an important part of the learning process and are to be encouraged if done in a professional, adult manner. However, any comments or jokes that restrict a student's feeling of safety to express himself/herself fully or made in an unprofessional manner will NOT be tolerated.

Faculty will encourage student participation and questions. It is of utmost importance to show respect when a faculty member or student is speaking to the group or asking a question. It is important to realize as well that examination questions will come from presentations and Q/A Sessions.

ABSENCES

EXCUSED ABSENCES must be approved by your instructor prior to class with advanced notice. The student's facilitator will need to determine an alternate fashion for completing the missed assignments.

UNEXCUSED ABSENCES will cause the student to be penalized. The student may receive a zero for that class period.

Faculty/Course/Program Evaluation

.....coming soon

Students are encouraged to contact the Course Coordinator or Dr. Booker, Program Director, at (409) 386-6148, at any time for suggestions, problems, or concerns.

A detailed description of the Academic and Conduct Standards for the PPS (Professional Pharmacy Services) is available for copies, updates and concerns at any time.

PPS (Professional Pharmacy Services) is committed to encouraging a sense of professionalism and a desire to adhere to the highest ethical standards and to any laws that pertain to the pharmacy profession. Students must adhere to the highest standards of professional conduct, avoiding not only impropriety, but also even the appearance of impropriety. PPS (Professional Pharmacy Services) has a responsibility to create an atmosphere in which professional attitudes can be cultivated; each student has a responsibility to adhere to the PPS (Professional Pharmacy Services) Academic and Conduct Standards.

CONDUCT STANDARDS

Academic Honesty Standards

The following violations of the academic honesty standards will be processed by the guidelines established by the PPS (Professional Pharmacy Services)

Taking information – Copying graded homework, including lab work, from another person; copying a computer program or any graded assignment written by someone else; working together on a take-home test or homework assignment when not specifically permitted by the instructor; looking at another student's paper during an examination; looking at text or lecture notes during an examination.

Plagiarism – Quoting text or other works on an exam, term paper, or homework without citation when requested by the instructor to present your own work; handing in a paper purchased from a term paper service; retyping another student's paper in your name and handing it in; copying homework answers from your text to hand in for a grade

Conspiracy – Planning with one or more fellow students to commit any form of academic dishonesty together; giving your paper to another student you know will plagiarize it.

Tendering information – Giving your work to another to be copied; giving someone answers to examination questions when the exam is being given; informing another person in a later section about the questions that appear on an exam you have taken; giving or selling a paper to another student.

Giving false information – Lying to an instructor to increase your grades or to attain special consideration in the grading process (e.g. lying about the reason for wanting to take a make-up examination in order to have more time to study or find out the answers to the questions on the exam from those who took it at the regularly scheduled time).

Bribery – Offering, giving, receiving, or soliciting money or any or any item or service to a teacher or any other person so as to gain academic advantage for yourself or another.

Affective Standards - Affective standards encompass ethical, behavioral, and emotional considerations that reflect the way the pharmacy technician students undergoing professional education and training should act. Specific behaviors expected of pharmacy technician students are described below.

Cooperate with the orderly conduct of classes. Students must respect their peers' right to learn. Students should be on time to class, remain quiet while the instructor speaks, ask questions when recognized, refrain from eating or drinking during class, and maintain attention to the instructor.

Treat faculty, staff, and students with respect. Respect for and understanding of individuals from diverse racial, ethnic, and cultural backgrounds is part of a college education.

Avoid actions that reflect poorly on the PPS (Professional Pharmacy Services) or the profession of pharmacy. Specific examples include theft, vandalism, inappropriate access to personal property (offices, desks, computers, etc.), acts of harassment or physical violence or aggression against students, faculty, or staff; and, involvement in drug diversion and illicit drug use.

Maintain professional confidentiality. Technician students are obligated to respect all confidences revealed to them such as patient conditions, medical and pharmaceutical records, economic information, fee payments, and any privileged information from committees on which a student is a member.

Adhere to appropriate dress. Attire and personal grooming are expected to be such that they do not distract from nor compromise the professional integrity of the PPS (Professional Pharmacy Services) or the technician training program. Students are expected to abide by course dress requirements.