EASTERN ARIZONA COLLEGE
Pharmacy Practice for Technician
Course Design
2014-2015

Course Information
Division: Allied Health
Course Number: HCE 176
Title: Pharmacy Practice for Technician
Credits: 2
Developed by: Dr. Mayuree Siripoon
Lecture/Lab Ratio: 0 Lecture/6 Lab
Transfer Status:

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Activity Course: No
CIP Code: 51.0800
Assessment Mode: Portfolio
Semester Taught: Spring
GE Category: None
Separate Lab: No
Awareness Course: No
Intensive Writing Course: No

Prerequisites
HCE 174 or concurrent enrollment in HCE 174

Educational Value
This is a practical course for pharmacy technician students. It provides knowledge and skills relating to competencies required in the pharmacy technician program.

Description
Designed to provide for student attainment of the entry-level competencies for Pharmacy Technician. Placement in various pharmacy settings is required. Students will practice a minimum of 40 hours in a pharmacy setting in addition to two hours per week in the lab setting. Students will perform professional pharmacy technician competencies, which may include assisting pharmacists in serving patients such as: reviewing prescriptions and medical orders, processing prescriptions, refilling prescriptions, compounding non sterile medications, adjudication and dealing with insurance, maintaining medication inventory control and participating in the management of pharmacy practice. Student must be at least 18 years of age, have a high school diploma or GED, and be a U.S. citizen to perform pharmacy technician duties in the actual pharmacy setting. A pharmacy technician trainee license is required prior to placement in pharmacies; instructor will assist student in applying for trainee license. The Arizona State Board of Pharmacy may deny a trainee application if an applicant has had any convictions involving a misdemeanor, felony, or drug-related offense.
Supplies
Scrub or lab coat

Competencies and Performance Standards
1. Assist the pharmacist in collecting information for direct patient/customer care.
   Learning objectives
   What you will learn as you master the competency:
   a. Interview customer/patients for pertinent information and maintain confidentiality.
   b. Demonstrate courtesy and provide full attention to the customer/patient and/or the physician’s office.
   c. Use wording customer/patients will understand.
   d. Collect accurate information when receiving a prescription.
   e. Highlight special requests on the prescription.
   f. Document and organize information in an electronic or manual format.
   g. Verify proper information for refill of prescriptions.
   h. Identify situations when the pharmacist is needed.
   i. Refer customers/patients to the pharmacist when necessary.

   Performance Standards
   Competence will be demonstrated:
   o in demonstration of the required procedures.
   o in completion of the practicum.
   Criteria - Performance will be satisfactory when:
   o learner practice in the pharmacy settings.
   o learner practices the required skills.

2. Screen prescription/medication orders for completeness & authenticity.
   Learning objectives
   a. Screen prescription/medication orders within scope of practice as documented in the Arizona State Board of Pharmacy laws and regulations.
   b. Refer all new prescriptions or changes in a prescription to the pharmacist.
   c. Use first-person and electronic systems to receive prescription/medication orders.
   d. Accurately assess and secure information for completeness of the prescription.
   e. Screen for authenticity of the prescription/medication order.
   f. Identify situations when refills and renewals need to be reviewed by pharmacist.

   Performance Standards
   Competence will be demonstrated:
   o in demonstration of the required procedures.
   o in completion of the practicum.
   Criteria - Performance will be satisfactory when:
   o learner practice in the pharmacy settings.
   o learner practices the required skills.
3. **Prepare medications for distribution.**

*Learning objectives*

a. Prepare medications within scope of practice as documented in the Arizona State Board of Pharmacy laws and regulations.

b. Follow safety protocols in the preparation of all medications.

c. Use infection control standards and aseptic technique in the admixture of sterile products.

d. Admix TPN’s, chemotherapy, intravenous solutions and blood products if within scope of responsibilities.

e. Prepare label and compound intravenous preparations.

f. Package the product appropriately using a manual or automated system.

g. Correctly calculate prescription quantities using a manual or automated system.

h. Select the correct containers and count the medication using the appropriate equipment.

i. Affix the appropriate labels to the containers.

j. Prioritize work to increase productivity and efficiency.

k. Follow protocol to assemble customer/patient materials related to specific disorders.

l. Prepare the prescription for a final check by the pharmacist.

*Performance Standards*

**Competence will be demonstrated:**

- in demonstration of the required procedures.
- in completion of the practicum.

**Criteria - Performance will be satisfactory when:**

- learner practice in the pharmacy settings.
- learner practices the required skills.

4. **Differentiate between the use and side effects of prescription and nonprescription medications to treat common diseases**

*Learning objectives*

a. Demonstrate the proper method of patient identification.

b. Demonstrate knowledge of basic physiology of the circulatory and urinary systems.

c. Describe procedures for testing urine, blood, occult blood, and capillary glucose.

d. Explain laboratory terms and normal test values for selected specimens.

e. Read physician orders/laboratory requisitions to determine specimen requirements.

f. Follow written and verbal instructions according to the testing procedure.

g. Choose the appropriate equipment and supplies for selected specimens.

h. Conduct selected specimens in a laboratory setting.

i. Using protocol, label, transport, and store selected specimens.

j. Accurately report results per protocol using appropriate documentation.

k. Identify results that are STAT.

l. Explain STAT report protocols.
Performance Standards

Competence will be demonstrated:
- in demonstration of the required procedures.
- in completion of the practicum.

Criteria - Performance will be satisfactory when:
- learner practice in the pharmacy settings.
- learner practices the required skills.

5. Distribute medications

Learning objectives
a. Follow established protocol to record the distribution of prescribed medications.
b. Deliver the correct medication.
c. Ensure that a pharmacist is present when a prescription is distributed.
d. Maintain privacy and confidentiality of all customer/patients.
e. Report all prescription and medication errors to the pharmacist.

Performance Standards

Competence will be demonstrated:
- in demonstration of the required procedures.
- in completion of the practicum.

Criteria - Performance will be satisfactory when:
- learner practice in the pharmacy settings.
- learner practices the required skills.

6. Use appropriate procedures for collection of payment and billing for pharmacy services or goods.

Learning objectives
a. Determine the patient’s method of payment.
b. Use electronic systems to input insurance coverage.
c. Follow protocols to deal with insurance coverage and possible denials of coverage.
d. Input into system credits for medication.
e. Demonstrate skill in operating a cash register.
f. Determine items that are taxable.
g. Make accurate change.

Performance Standards

Competence will be demonstrated:
- in demonstration of the required procedures.
- in completion of the practicum.

Criteria - Performance will be satisfactory when:
- learner practice in the pharmacy settings.
7. **Control the inventory of medications, equipment, and devices according to an established plan.**

   **Learning objectives**
   a. Follow established protocol for receiving medications and devices.
   b. Follow established protocol for placing medication and devices in inventory under proper storage conditions.
   c. Follow established protocol for removing medications and devices (e.g., outdated medications, recall, return of expired drugs, etc.) from inventory.
   d. Identify medications and devices that need to be ordered.
   e. Use the ordering process according to protocol.
   f. Maintain records according to protocol.
   g. Maintain emergency drug boxes and carts per protocol.
   h. Troubleshoot and problems with inventory according to protocol.

   **Performance Standards**
   *Competence will be demonstrated:*
   a. in demonstration of the required procedures.
   b. in completion of the practicum.
   *Criteria - Performance will be satisfactory when:*
   a. learner practice in the pharmacy settings.
   b. learner practices the required skills.

8. **Maintain pharmacy documentation, equipment, and facilities**

   **Learning objectives**
   a. File and retrieve paperwork per protocol.
   b. Follow protocols for sanitation management, waste handling, and infection control.
   c. Maintain a clean and neat work environment.

   **Performance Standards**
   *Competence will be demonstrated:*
   a. in demonstration of the required procedures.
   b. in completion of the practicum.
   *Criteria - Performance will be satisfactory when:*
   a. learner practice in the pharmacy settings.
   b. learner practices the required skills.

9. **Demonstrate activities that reflect currency in the practice of the technician role.**

   **Learning objectives**
   a. Use resources common in the field to stay current with advances in pharmacy practice.
   b. Assess the benefits of active involvement in local, state, and national technician and other pharmacy organizations.
Performance Standards

Competence will be demonstrated:
- in demonstration of the required procedures.
- in completion of the practicum.

Criteria - Performance will be satisfactory when:
- learner practices in the pharmacy settings.
- learner practices the required skills.

Types of Instruction

Skill lab and clinical practice

Grading Information

Grading Rationale

Skill performance for each competency will be assessed. Students must pass all critical criteria.

Grading Scale

A  90-100%
B  80-89.99%
C  70-79.99%
D  60-69.99%
F  0-59.99%