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COURSE SYLLABUS
PC 101 - INTRODUCTION TO PHARMACY PRACTICE

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Location: HSC 2118 M,W 12:00-12:50

Instructor: Nancy V. Watts, Pharm.D.697-2568
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Credit Hours: 3	**Class Hours: 2**
Lab Instructor: Beverly Lawson, 697-2690	**Laboratory Hours: 3**

COURSE DESCRIPTION: An introduction to pharmacy practice and the health care system with emphasis on the role of pharmacy technicians and their relationship with pharmacists. Includes effective written and oral communication skills in dealing with patients and other health care professionals; use of computers, automation, and technology used in pharmacy practice; health care organizations and managed care medicine; and both brand and generic names of the top 200 drugs.

Prerequisites: EN 081, RE 081, MA080.

White short sleeved lab coats with program patch required during labs. Solid navy blue scrubs are required each day. Clean running shoes are acceptable.

Textbooks: Morton Publishing, *The Pharmacy Technician,* Englewood, CO., 2010.

REFERENCES:
ASHP Guidelines for Pharmacy Technician Programs
Tindall, Communication in Pharmacy Practice, Philadelphia: Leg & Febiger, 2008.
Adams, Interpersonal Skills and Health Professional Issues, Peoria: Macmillan,2006.

Required Student Learning Outcomes:

PSLO#1. To prepare students to assist the Pharmacist in collecting patient data and filling prescriptions.
> **CSLO#1.** Assist the Pharmacist in gathering patient information, medication review, and preparing medications for distribution.

PSLO#2. To prepare students to assist the Pharmacist in the distribution of medications within healthcare facilities.
> **CSLO#2.** Assist the Pharmacist in dispensing and distributing medications.
> **CSLO#3.** Prepare medications for distribution.
> **CSLO#4.** Distribute medications.
> **CSLO#7.** Maximize work efficiency through use of technology.

PSLO#3. To prepare graduates to pass the national Pharmacy Technician Certification Board Exam.
> **CSLO#1.** Assist the Pharmacist in gathering patient information, medication review, and preparing medications for distribution.

CSLO#2. Assist the Pharmacist in dispensing and distributing medications.

PSLO#4. To prepare students for a professional work environment within a healthcare setting.

CSLO#1. Assist the Pharmacist in gathering patient information, medication review, and preparing medications for distribution.

CSLO#2. Assist the Pharmacist in dispensing and distributing medications.

CSLO#5. Assist the Pharmacist in monitoring of medication therapy.

CSLO#6. Develop and maintain a professional standard including appearance, communication skills and the ability to function professionally as team member in healthcare.

Other Learning Indicators

1.0 Demonstrate understanding of structure and organization of Pharmacy Technician Program.

2.0 Demonstrate knowledge of how pharmacy practice plays a role in the health care delivery system.
- 2.1 Identify various health care providers and the qualifications for the professional positions.
- 2.2 Discuss the roles of pharmacy personnel.
- 2.3 List the types of functions performed in a pharmacy department and who is responsible for each.

3.0 Demonstrate a thorough understanding of the duties and responsibilities of a pharmacy technician in relation to the profession of pharmacy practice.
- 3.1 State the technician's primary job responsibilities, the duties falling under each, and how they differ from the responsibilities of the pharmacist.
- 3.2 Define what is meant by "a decision requiring a pharmacist's judgment", and cite at least 10 examples.
- 3.3 Discuss the proper manner for greeting a patient.
- 3.4 Discuss the importance of appropriate attire and grooming for pharmacy technicians.

4.0 Demonstrate familiarity with the top 200 drugs with both brand and generic names.
- 4.1 Differentiate between chemical, generic, and trade names and define each.
- 4.2 Give the definition of a drug.
- 4.3 Explain the origin of drugs and differentiate with examples between natural and synthetic drugs.

5.0 Demonstrate knowledge of the use of medical literature and drug information resources.
- 5.1 List the most common sources of drug information with regard

to the information provided by each.

6.0   Describe the different areas of pharmacy practice.
         6.1   Define hospital and community pharmacies.
         6.2   Interpret the institution's organizational chart in terms of the name and title of the administrative person to whom the director of pharmacy reports and the administrative and professional relationship of the pharmacy department to any other departments in the institution.
6.3   Explain functions of other pharmacy practice settings such as home health care, nursing homes, clinics, metabolic support, and mental health facilities.

7.0   Define and explain the parts of a prescription and physician medication orders.

8.0   Demonstrate knowledge of use of computer systems to process prescriptions and medication orders.
         8.1   Demonstrate basic keyboarding skills.
         8.2   Demonstrate knowledge of use of technology in pharmacy practice.

9.0   Explain the sections and purposes for patient profiles.

10.0   Explain different means of medication distribution systems.

11.0   List and explain the different medication dosage forms, and describe the types of containers for each.
         11.1   Discuss the possible routes of administration for medications.

12.0   Demonstrate competencies in both written and oral communication skills in pharmacy practice.
         12.1   State at least 3 reasons why information about patients must be kept confidential.
         12.2   Discuss means of coping with stress.

13.0   Explain processes for certification and recertification of technicians and regulations of continuing education.

LABORATORY: **PC 101 Introduction to Pharmacy Practice**

LAB 1:   Lab orientation; introduction of Student Training Plan; familiarization with top 200 prescription drugs and the prescription fill process including common abbreviations, brand/generic/indications; begin portfolio

LAB 2:   HIPAA, patient profiles and introduction to Pharmacy Management Software, web research, professional organizations

LAB 3:   Parts of a Prescription, interpreting prescriptions, auxiliary labels, responsibilities of the pharmacy technician, reference books

LAB 4:   Tour Community Pharmacies: Chain and Independent

LAB 5:   Tour Hospital Pharmacy; Prepare for midterm assessment

LAB 6:   Midterm Assessment; Review Student Training Plan

LAB 7:   Perform extemporaneous compounding, Class A balance, reconstitutions, liquid measurements, conversions

LAB 8:   Preventing dispensing errors, look alike/sound alike drugs, scheduled drugs, fraudulent prescriptions, DEA number verification, storage requirements

LAB 9:   Customer service, technology in pharmacy, work ethic and professionalism, tech check tech

LAB 10:   Pharmacy for a Day

LAB 11:   Computer and keyboarding skills, oral prescription orders

LAB 12:   Prepare for Lab Final, Review Student Training Plan

LAB 13:   Prescription Processing Lab Final; Errors and Omissions Lab Final

Required Assessments:
Assessment Names and Descriptions:
Testing Procedures: An examination directly related to the instructional objectives will follow completion of:
1. Orientation into Pharmacy Technician Program
2. Orientation into Pharmacy Practice
3. History of Medicine
4. FDA drug approval process
5. Prescription processing
6. Measurement systems used in pharmacy
7. Antihistamines/Decongestants
8. Medical literature and drug information
9. Dosage forms and routes of administration

CSLO/Assessment Alignment:

Course:	CSLO #1	CSLO #2	CSLO #3	CSLO #4	CSLO #5	CSLO#6	CSLO#7
PC101	Lab 1-5; Midterm & Final Practicum; Tests # 1 & Final Exam	Lab1-8; Midterm & Final Practicum; Tests# 1, 2, 3 & Final Exam	Lab 1-10; Midterm & Final Practicum; Tests # 3 & Final Exam	Lab 1-10, Midterm & Final Practicum; Tests # 1, 2, 3 & Final Exam	Lab1-2, Midterm & Final Practicum; Tests # 1, 2, 3 & Final Exam	Test #2; WEBC-Test #4, Final Exam	Lab1-10, Midterm & Final Practicum; Tests # 1, 2, 3 & Final Exam

WEEK	TOPIC
1	Orientation to Pharmacy Technician Program
	Orientation to Pharmacy Practice
	Role of Pharmacy Technician
2	History of Medicine
	Medical Literature and Drug Information
3,4	Areas of Pharmacy Practice
5	Parts of a Prescription
6	Computer Systems and Technology
7	Patient Profiles
8	Medication Distribution Systems
9,10,11	Dosage Forms
	Routes of Administration
12	OTC Medications
13	Communication Skills
14	Final Exam

The internet will be used in each topic whenever applicable.

ANY ABSENCES FROM SCHEDULED LABS MUST BE MADE UP AND COORDINATED WITH THE LAB INSTRUCTOR. A FAILING LAB FINAL GRADE DUE TO ABSENCES OR NOT MEETING COMPETENCIES WILL RESULT IN FAILURE IN THE COURSE AND DISMISSAL FROM THE PROGRAM.

EVALUATION: Grades will be determined in the following manner:

4 tests (12.5% each)	=50%	(includes W.E.B.C. as 1 test grade)
Laboratory	=30%	
Comprehensive final exam	=20%	
	100%	

Letter grades by Academic Regulations in CSTCC catalog

If a student misses a scheduled test, the test CANNOT be made up - in such case the

grade of the final exam will count as that missed test grade. In order to replace a missed test grade with the final exam, the student must have an excused absence by the program director. An unexcused absence of scheduled test results in grade of zero for that test. A student may **NOT** have more than one replaced missed test grade in each class per semester. However; extenuating circumstances may be evaluated by program director.

Each student will be required to participate in two hours of community service as a learning experience. The activity must be approved and documented by the director. Pharmacy Club serves as a good means to participate in community Service.

A student must pass each course in the program with a grade of "C" or higher to progress in program.

A student may NOT use extra credit to raise a grade to a "C". The purpose of extra credit is to enhance a good grade.

Cell phones and pagers MUST be silent and NOT disrupt class.

Student code of conduct shall be upheld as per the student handbooks including computer usage policies.

Breach of Academic Integrity may result in dismissal from program.

It is the student's responsibility to make up any missed work and gather information that was presented during such absence.

SPECIAL GRADE RELATED POLICIES:
Chattanooga State has adopted a Professionalism/Work Ethics policy (W.E. Succeed). By means of observation and experience, students will be assessed in four major areas: **Professionalism, Integrity, Productivity, and Teamwork**. This assessment (**Work Ethics Behavioral Checklist**) will count as one major test grade at the end of the semester. All students begin with 111 points. As infractions occur, points will be deducted throughout the semester which could negatively impact your final W.E. grade. Using the **W.E.B.C.**, students will self-evaluate at mid-term and will be given the instructor's evaluation soon after in order that the student may learn from the process and make needed corrections before the semester ends.

The **W.E.B.C.** rating scale: 3   Exceeds Expectations
                                      2   Meets Expectations
                                      1   Needs Improvement

For each 2 (meets expectations), the student will lose 2 points and for each 1 (needs improvement), the student will lose 5 points off the 111 possible points on the test grade for work ethics.

Additionally, **5 points** will be deducted from the **FINAL course grade average** after TWO unexcused absences in any class each semester for **EACH absence** thus lowering

the course grade. **Students MUST pass each course with a grade of 70 or higher to progress in the program.**

Other infractions resulting in deductions of two points per incident from the W.E. test grade are as follows:

1. Tardiness: more than 5 minutes late or leaving class prior to dismissal by instructor.
2. Cell phone usage including TEXTING during class unless EMERGENCY situation. Please inform instructor of possibility before class.
3. Uniform violation: program navy scrubs are required for class and white lab coats during lab.

Disruptive behavior:
Excessive talking, chewing gum (popping), rudeness, monopolizing class, cell phone disturbances, food wrappers, etc., is inconsiderate and can result in W.E. deductions. Serious behavior is reported to the Judicial Affairs office and handled accordingly.

Note: Any student exhibiting excessive disruptive behavior such as arguing or fighting with other students or the instructor, displaying threatening or bullying behavior, intimidation, hazing, or creating any environment which could potentially threaten the life or safety of a student or instructor shall be immediately removed from the classroom environment, either voluntarily or per the Campus Police, and shall then be referred to Judicial Affairs as per Chattanooga State policy.

Disruptive Students:
The term "classroom disruption" means behavior a reasonable person would view as substantially or repeatedly interfering with the conduct of the class. A student who persists in disrupting a class will be directed by the faculty member to leave the classroom for the remainder of the class period. The student will be told the reason(s) for such action and given an opportunity to discuss the matter with the faculty member as soon as practicable. Prompt consultation will be taken by the faculty member with the Department Dean and the College Judicial Officer. If a disruption is serious and other reasonable measures have failed, the class may be adjourned and the campus police summoned.

Disabilities:
Students who have educational, psychological, and/or physical disabilities may be eligible for accommodations that provide equal access to educational programs and activities at Chattanooga State. These students should notify the instructor immediately, and should contact Disabilities Support Services (S-226, phone 697-4452) within the first two weeks of the semester in order to discuss individual needs. The student must provide documentation of the disability so that reasonable accommodations can be requested in a timely manner. All students are expected to fulfill essential course requirements in order to receive a passing grade in a class, with or without reasonable accommodations.

Affirmative Action:

      If you have any complaints or feel you have not received equal access to educational programming, please contact Jerome Gober, Affirmative Action Officer, at 697 – 4457.

All official communication will be provided through Tigermail.

Program Director reserves the right to modify policies and/or content of this syllabus as needed and revisions will be provided to students as an addendum.

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