West Los Angeles College
Pharmacy Technician Program

I. COMMUNITY PHARMACY EXTERNSHIP

II. PREPARED BY: Pharmacy Technician Adjunct Faculty

III. REVISED FOR: Spring 2016

IV. PREREQUISITES: Enrolled Pharmacy Technicians Students Only

V. COURSE INSTRUCTOR: Christine Tannious, MHA, ADS, R.PhT

VI. OFFICE PHONE NUMBER: (310) 287-7289, e-mail: tannioc@wlac.edu

VI. OFFICE HOURS: By appointment only

VIII. COURSE DESCRIPTION

In this course students practice skills developed in other courses in a community or outpatient pharmacy

IX. Student Learning Outcomes (SLOs) Addressed in this course

A. Critical Thinking: Analyze problems by differentiating fact from opinions, using evidence, and using sound reasoning to specify multiple solutions and their consequences. Assessment: Students will be evaluated on correctly performing all duties in their externships settings.

B. Communication: Effectively communicate thought in a clear, well-organized manner to persuade, inform, and convey ideas in academic, work, family and community settings. Assessment: Students will be evaluated on the reports from their supervisors in their externships settings.

X. COURSE OBJECTIVES:

At the completion of this course, the student will be able to:

OBJ 1.2 When presented with a specific patient case, collect pertinent patient information for use by the pharmacist from the medical chart, patient profile or medical record with efficiency and accuracy.
OBJ 1.3 Effectively interview patients, their representatives, or their care givers to collect pertinent patient information for use by the pharmacist.
OBJ 1.4 Effectively query other healthcare professionals to collect pertinent patient information for use by the pharmacist.
OBJ 1.5 Follow an established system for organizing collected patient-specific information in a useful electronic or manual format.
OBJ 1.6 When collecting patient-specific information for use by the pharmacist, identify situations where the patient requires the attention of the pharmacist.
    Follow an established program to efficiently and accurately collect data for use by the pharmacist in managing pharmacy services.
OBJ 2.2 Exercise skill in the use of first-person and electronic systems to receive prescription/medication orders.
OBJ 2.3 When presented with a prescription/medication order, accurately and efficiently assess for completeness.
OBJ 2.4 Efficiently secure information to complete a prescription/medication order.
OBJ 2.5 When presented with a prescription/medication order, accurately and efficiently screen for authenticity.
OBJ 3.2 Accurately create a new patient profile or enter data into an existing profile according to an established manual procedure or electronic procedure.
OBJ 3.3 Follow established laws and protocols to select the appropriate product.
OBJ 3.4 Use knowledge or a site’s storage system to efficiently secure the prescribed medications or devices from inventory.
OBJ 3.5 Accurately count or measure finished dosage forms as specified by the prescription/medication order.
OBJ 3.6 Collect the correct ingredients for sterile or non-sterile products that require compounding.
OBJ 3.9 Compound non-sterile products using appropriate technique.
OBJ 3.10 Compound cytotoxic and other hazardous medication products using appropriate technique.
OBJ 3.11 Follow safety policies and procedures in the preparation of all medications.
OBJ 3.12 Follow safety policies and procedures in the disposal of all hazardous and non-hazardous wastes generated during medication preparation.
OBJ 3.14 Follow an established manual procedure or electronic procedure to generate accurate and complete product labels.
OBJ 3.15 Affix the appropriate primary and auxiliary labels to containers.
OBJ 3.16 Follow protocol to assemble appropriate patient information materials.
OBJ 3.17 Follow established policies and procedures for recording the preparation for bulk, unit dose, and special doses of medications prepared for immediate or in anticipation of future use.
OBJ 3.18 Follow established policies and procedures for recording the preparation of controlled substances.
OBJ 3.19 Follow the manufacturer’s recommendations and/or the pharmacy’s guidelines for storage of all medications prior to distribution.
OBJ 4.2 Accurately assess the correctness of medications produced by other technicians including measurements, preparation technique, and packaging.
OBJ 5.1 Efficiently deliver the correct medication, equipment, device, or supplies to the correct patient or patient's representative.
OBJ 5.2 Follow established policies and procedures to record the distribution of prescription medications.
OBJ 5.3 Follow established policies and procedures to record the distribution of controlled substances.
OBJ 5.4 Monitor utilization of medications to assure that use is congruent with the prescription/medication order for the patient.
OBJ 6.2 Exercise skill in the administration of selected immunizations.
OBJ 7.2 Use effective communication skills to elicit from the patient or caregiver the desire for the pharmacist to provide counseling on the use of medications.
OBJ 8.1 Accurately identify the customer’s/patient’s method of payment for a prescription/medication order.
OBJ 8.2 When presented with a new customer/patient for whom all required patient-specific information has not been obtained, use an appropriate interview strategy to secure the information.
OBJ 8.3 Exercise skill in the use of electronic systems to input third party information and to verify third party coverage for a prescription/medication order.
OBJ 8.4 When needed, accurately verify third party coverage for a prescription/medication order by phone.
OBJ 8.5 When appropriate, use knowledge of third party insurance billing procedures to identify the reason for a rejected claim and to convey that information accurately to the pharmacist.
OBJ 8.6 Formulate an effective strategy that is sensitive to the concerns of the customer/patient for conveying third party payment coverage information and further action to be taken.
OBJ 8.7 Accurately complete third party claims forms.
OBJ 8.8 Accurately record the receipt of payment for pharmaceutical goods and services.
OBJ 8.9 Demonstrate skill in the operation of a cash register.
OBJ 8.10 Accurately make change.
OBJ 8.11 Accurately determine those items which are taxable.
OBJ 8.12 Determine payment due the health system for medication orders.
OBJ 9.1 Follow an established procedure for purchasing pharmaceuticals, devices and supplies.
OBJ 10.2 Follow established policies and procedures for receiving goods and verifying specifications on the original order.
OBJ 10.3 Follow established policies and procedures for placing pharmaceuticals, durable medical equipment, devices and supplies in inventory under proper storage conditions.
OBJ 10.4 Follow established policies and procedures for removing from inventory expired/discontinued pharmaceuticals, durable medical equipment, devices, supplies or recalled items in these same categories.
OBJ 10.5 Follow established policies and procedures for documenting repackaging or removal from inventory of expired/discontinued pharmaceuticals, durable medical equipment, devices, supplies, or recalled items in these same categories.
OBJ 10.6 Identify pharmaceuticals, durable medical equipment, devices and supplies to be ordered (e.g., “want book”).
OBJ 10.9 Follow established policies and procedures to deter theft and/or medication diversion.
OBJ 10.10 Follow established policies and procedures to maintain a record of controlled substances received, stored, and removed from inventory.
OBJ 11.1 Follow established policies and procedures for monitor the practice site and/or service area for
compliance with federal, state, and local laws; regulations; and professional standards.

OBJ 12.1 Follow polices and procedures for sanitation management, hazardous waste handling (e.g., needles), and infection control (e.g., protective clothing).
OBJ 12.3 Maintain a clean and neat work environment.
OBJ 12.4 Given a weighing or counting device, fluid compounder, or syringe pump used at specific site, accurately calibrate the device, compounder or pump.
OBJ 12.5 Follow manufacturers’ guidelines in trouble-shooting, maintaining, and repairing electronic devices used by pharmacy in the preparation and dispensing of medications.
OBJ 13.2 Follow the established protocol for recording the preparation of an investigational drug product.
OBJ 13.3 Follow the established protocol for storage of investigational drug products.
OBJ 13.4 Follow the established protocol to record the distribution of investigational medication products.
OBJ 14.3 Demonstrate skill in monitoring procedures selected by the program for training (e.g., finger-stick blood draw for glucose monitoring and cholesterol screening, blood pressure, pulse).
OBJ 15.3 When a clinically significant adverse medication event (ADE) is identified, participate in determining the presence of any similar potential ADEs.
OBJ 15.4 When a clinical significant ADE is identified participate in formulating a strategy for preventing its reoccurrence.
OBJ 16.1 Take the initiative in identifying changes within one’s own work processes which would improve the delivery of direct patient care.
OBJ 17.1 Act ethically in the conduct of all job-related activities.
OBJ 18.1 Dress in attire that follows the site’s dress code.
OBJ 18.2 Maintain personal hygiene.
OBJ 18.3 Consistently maintain personal self-control and professional decorum.
OBJ 19.1 Use effective negotiation skills to resolve conflicts.
OBJ 25.1 Organize all written or oral communication in a logical manner.
OBJ 25.2 Address all communication on the level appropriate for the audience.
OBJ 25.3 Use correct grammar, punctuation, spelling, style, and formatting conventions in preparing all written communications.
OBJ 25.4 Pronounce technical terms correctly.
OBJ 25.5 Use listening skills effectively in performing job functions.
OBJ 25.6 Use effective strategies for communicating with patients who are non-English speakers or who are impaired (e.g., blind, deaf, cognitively impaired, illiterate).
OBJ 26.1 Effectively combine a knowledge of medical information systems to increase efficiency in performing practice responsibilities.
OBJ 26.2 Demonstrate proficiency with word processing, spreadsheet and database software.
OBJ 26.3 Demonstrate skill in the use of the internet, email services, and computerized mediation information data bases.
OBJ 27.1 Demonstrate consistent use of a systematic approach to solving problems encountered in one’s work as a technician.
OBJ 28.1 Combine compassion with the delivery of pharmacy services.
OBJ 28.3 Display acceptance of an attitude of “caring” by conveying this attitude in all professional transactions with patients and their caregivers.
OBJ 29.1 Observe legal and ethical guidelines for safeguarding the confidentiality of patient information.
OBJ 29.2 Observe organizational policy for the safeguarding of proprietary business information.
OBJ 31.1 Use a knowledge of workflow management to effectively schedule the performance of one’s job responsibilities.
OBJ 32.1 Use knowledge of interpersonal skills to effectively manage working relationships.
OBJ 35.1 Apply the principles of quality assurance to all technician activities.

XI. METHODS OF EVALUATION:
Each Student must successfully perform the following tasks:
- Effectively interview patients, their representatives, and healthcare providers to collect pertinent information.
- Exercise skill in use of electronic systems to receive prescription and medication orders, update a patient's profile, and look up or enter third party billing information.
- Follow established laws and procedures governing pharmacy practice.
- Count or measure finished dosage forms.
• Compound nonsterile, cytotoxic and other hazardous medications using appropriate technique (If applicable)
• Use effective communication skills.
• Demonstrate skill in the operation of a cash register.
• Proper control of inventory.

Each Student must submit a written paper and present it to the class.

Paper Guidelines

➢ Papers and Presentations are due: Wednesday March 30, 2016

Topic: The topic must include the student demonstration of their understanding of the subject matter by maintaining a journal of their practical experiences.

Paper must be 2 pages, but no more than 3 pages, double-spaced, font (Arial, size 12). The grade earned on the research paper will be lowered by one grade for each day the paper is late. Paper must be turned in and presented on Wednesday March 30, 2016

The criteria used in the assessment of the research paper:

➢ Is the paper turned in on time?
➢ Is purpose, problem, or question stated in the paper?
➢ Does the paper address the scope and depth of the subject?
➢ Does the paper exhibit organization, critical analysis, and synthesis of ideas?
➢ Is the paper clear and present with an understandable summary and/or conclusion?
➢ Does the paper adhere to style, format, and provide correct grammar and spelling?
➢ There is no plagiarism in the paper.

Course letter grade will be based on the following scale:

90-100 % = A
80 to 89 % = B
70 to - 79 % = C

Below C is an automatic exclusion for the externship class/site

Please note: Attendance is required.
Students must meet the standards of attendance as outlined in the West Los Angeles College Catalog

XII. Student Responsibilities, policies, and advice

• Students are required to abide with the Student Code of Conduct and all College policies at all times. These policies may be found in the schedule of classes, course catalog, or online. Remember any disruptive behavior may result in exclusion from the class.
• Electronic devices, such as cell phones, recording devices, Ipods, etc. are NOT allowed to be used in the classroom. If you are expecting an emergency call, please inform the instructor before class, set your phone in quiet mode, and leave the classroom silently when you receive the call.
• It is in your best interest to attend every class. Unexcused absences will be handled in accordance with the West Los Angeles College's Attendance policy. If it is necessary to miss a class for any reason, please inform the instructor ahead of time. Documentation will be required in order to have an excused absence.
• Exams material will come from anything and everything we cover in this course. Weekly exams and the final exam are the property of the instructor. Copying questions from any exam is an act of cheating. Plagiarism is an act of cheating. Please use references for any ideas, words, sentences, phrases, and paragraphs that you borrow from another source.
• You are to be in class on time and prepared. All readings and homework assignments must be completed ahead if time. ALL WORK WILL BE COLLECTED AT THE BEGINNING OF CLASS, unless
otherwise stated by instructor.

- Students requiring modifications/ special accommodations should see the instructor to make appropriate arrangements as soon as possible. Please note that make-ups will be at the discretion of the instructor, only when suitable documentation is available. If you know you will be absent, please inform the instructor ahead of time.

* Please be aware that attendance will affect your grade by 5% is deducted from your total grade for each unexcused absence. Three (3) unexcused tardies constitute one absence. If you exceed more than three absences from class or externship site, that will be an automatic exclusion from the externship class/site.

XI. COURSE CONTENT OUTLINE:
LECTURE SCHEDULE – Spring 2016

Note: The schedule is tentative, therefore, subject to change depending upon the class progress. You are responsible for all the announcement and materials covered during your absence.

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<tr>
<th>Day</th>
<th>Lecture Topic</th>
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<tbody>
<tr>
<td><strong>Affiliations:</strong></td>
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<td>Walgreen's pharmacy</td>
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<td>CVS/Caremark Pharmacy</td>
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<td>AHF Pharmacy</td>
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<td>Skilled Nursing Pharmacy</td>
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<td>Playa Pharmacy</td>
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<td>or Your Own Site (use the individual contract)</td>
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<td><strong>Tracking Forms</strong></td>
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<td>You MUST fax your tracking forms directly to my office at:</td>
<td>310-287-4352</td>
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<td><strong>Wednesday, March 30</strong></td>
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<td>Papers and Presentations at 10am. Location: MSA 108</td>
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