

## CASPER COLLEGE COURSE SYLLABUS

### PHTK 1600-H1 – Introduction to Pharmacy Operations I

**Semester/Year:** Fall 2015

**Lecture Hours:** 2

**Lab Hours:** 4

**Credit Hours:** 4

**Class Time:** Wednesday 2-6 p.m. **Lab Time:** 2-6 p.m.

**Room:** L.H. 103

**Internet:** *Please plan on signing in daily!!!* As this course is a hybrid section, check daily.

**Instructor's Name:** Amy Raymond, B.S., CPhT., RPT

**Instructor's Contact**

**Information:** Office L.H. 104

**Office Phone:** 307-268-3311

**Email:**

araymond@caspercollege.edu

**Office Hours:** Tuesday 9:00-11:00 a.m.; Wednesday 1:00-2:00 p.m.; Thursday 9:00-11:00 a.m.; and Friday by appointment only. If I am not in my office, **email** is the best way to contact me!

**Course Description:** This course introduces the student to the actual working of a pharmacy.

#### **Statement of Prerequisites:**

Required: PHTK 1500, PHTK 1650, PHTK 1710

Concurrent enrollment in HLTK 1000, PHTK 2971

#### **ASHP's Goals and Objectives:**

- 1. The technician displays the ability to assist the pharmacist in collecting, organizing, and evaluating information for direct patient care, medication use review, and departmental management.
- 2. The technician uses knowledge in receiving and screening prescription/medication orders for completeness, authenticity, and accuracy.
- 3. The technician uses procedures and appropriate operations to prepare medications for distribution in a variety of health-system settings.
- 5. The technician demonstrates the ability to distribute medications.
- 7. The technician demonstrates knowledge and understanding to assist the pharmacist in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.
- 8. The technician performs the function of collecting payment and/or initiating billing for pharmacy services and goods.
- 10. The technician demonstrates the ability to control the inventory of medications, equipment, and devices according to an established plan.
- 12. The technician uses procedures to maintain pharmacy equipment and facilities in a variety of health-system settings
- 26. The technician demonstrates the ability to maximize work efficiency through the use of technology.
- 27. The technician demonstrates the ability to efficiently solve problems commonly encountered in one's own work.

- 30. The technician understands direct patient care delivery systems in multiple practice settings.
- 32. The technician demonstrates the ability to functions effectively as a member of the health care team.
- 33. The technician demonstrates the ability to balance obligations to one's self, relationships, and work in a way that minimizes stress.
- 35. The technician demonstrates the ability to assist the pharmacist in assuring the quality of all pharmaceutical services

### Outcomes:

- ▶ State the components of a complete prescription/medication order including prescription/medication orders for controlled substances.
- ▶ Exercise skill in the use of first-person and electronic systems to receive prescription/medication orders.
- ▶ Demonstrate operation of common pharmaceutical measurement and weighing devices.
- ▶ Prepare medications involving the use of non-sterile techniques to count and measure.
- ▶ Perform record-keeping functions associated with dispensing pharmaceuticals.
- ▶ Demonstrate a working knowledge of drug dosages, routes of administration, and interactions within the scope of the pharmacy technician responsibilities.
- ▶ Read and understand drug labeling, packaging, and dosage information, and dispensing as prescribed.
- ▶ Use drug references to accurately identify generic and brand equivalents.
- ▶ Use the medical terms, abbreviations, and symbols essential to prescribing, dispensing, administering, and charting of medications correctly and precisely.
- ▶ Apply calculations required for the usual dosages.
- ▶ Understand USP chapter 797 requirements.

### Course Objectives:

1. Demonstrate effective oral and written communication.(GE outcome 1)
2. Solve problems using critical thinking and creativity(GE outcome 3)
3. Appreciate aesthetic and creative activities(GE outcome 5)

**Methodology:** Lecture, video, internet, compounding laboratory

### Evaluation Criteria:

Description	Points
Quizzes: 10@ 10 points each	100
Midterm Exam	100
Final Exam	200
Lab Packets (13 @ 100 points each)	1300
Class participation: 14 labs (50 points each)	700
<b>Total Points Available</b>	<b>2400</b>

Number of Points Earned	Grade Earned	%-age
2160-2400	A	90-100
1920-2159	B	80-89
1680-1919	C	70-79
1440-1679	D	60-69

0-1440	F	59 or below
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**Required Text, Readings, and Materials:** Handout sources chosen by the Instructor

Ballington, D. Pharmacy Practice for Technicians 5th Edition - text with Study Partner CD

ISBN: 978-0-76385-226-9

(Text & CD)

Liles, J; Newby, C. Medical Insurance for Pharmacy Technicians. McGraw-Hill.

ISBN: 978-0-07-337416-4.

### **Class Policies:**

**Last Date to Change to Audit Status or to Withdraw with a W Grade: November 12<sup>th</sup>, 2015**

**Late assignments:** NO late assignments will be accepted.

\*\*Assignments must be turned in at the start of class time on the date that they are due. \*\*

**Lab Attendance: MANDATORY**-Each absence will result in a lowering of one letter of the final grade. A zero will be given for any missed lab. Labs may not be made up. \*\*Uncontrollable situations will be taken into consideration. \*\*

**Class Participation:** Is expected. A 5% penalty will be assessed to the final grade at the instructor's discretion.

**Lab Policies:** No unauthorized compounding will be allowed.

A lab station inventory form will be signed by each student and the instructor at the beginning of the semester and at the end of the year to ensure all supplies are accounted for.

Name tags will be provided by Casper College and must be worn at all times while in lab as in a "real" pharmacy setting. The first one will be purchased for the student, if lost etc... the student is responsible for informing the instructor to order a new one and the student will be responsible for payment.

A navy blue professional scrub shirt and scrub pants must be worn at all sessions of this class. If the student fails to wear their shirt and name tag, they will receive a zero grade for that lab session.

Each student should obtain a hand towel for the laboratory classes. These are needed to clean glassware and clean up the work site. The towels should be laundered between sessions. Detergent and bottle brushes to clean the equipment will be provided. Paper towels may be used to dry your hands.

Professional conduct is expected. You will treat this lab as if it were real job. Negativity is not tolerated.

**Chain of Command:** If you have any problems with this class, you should first contact the instructor to attempt to solve the problem. If you are not satisfied with the solution offered by the instructor, you should then take the matter through the appropriate chain of command starting with the Department Head/Program Director, the Dean, and lastly the Interim Vice President for Academic Affairs.

**Academic Dishonesty:** (Cheating & Plagiarism) Casper College demands intellectual honesty. Proven plagiarism or any form of dishonesty associated with the academic process can result in the offender failing the course in which the offense was committed or expulsion from school. See the Casper College Student Code of Conduct for more information on this topic.

**Official Means of Communication:** Casper College faculty and staff will employ the student's assigned Casper College email account as a primary method of communication. Students are responsible to check their account regularly.

**ADA Accommodations Policy:** If you need academic accommodations because of a disability, please inform me as soon as possible. See me privately after class, or during my office hours. To request academic accommodations, students must first consult with the college's Disability Services Counselor located in the Gateway Building, Room 344, (307) 268-2557, [bheuer@caspercollege.edu](mailto:bheuer@caspercollege.edu). The Disability Services Counselor is responsible for reviewing documentation provided by students requesting accommodations, determining eligibility for accommodations, and helping students request and use appropriate accommodations.

**Calendar/schedule indicating course content: \*\*Lab activities are subject to change\*\***

CLASS DATE	SUBJECT	READING
August 26th	The Profession of Pharmacy; Pharmacy Law, Regulations, and Standards.  Lab: Syllabus review, lab station check in, introduction to DEA #'s, doctors, patients.	Ballington's ch. 1,2
September 2nd	<b>QUIZ #1</b>  Pharmacology in Practice; Dosage Forms and Routes of Administration.  Lab: Lab packet information, introduction to QS-1, input doctor/patient information.	Ballington's ch. 3,4 Read WSBOP ch. 7 Link
September 9th	<b>QUIZ #2</b>  Dispensing Medications in the Community Pharmacy; From Prescription to Payment:	Liles/Newby ch. 1 Ballington's ch. 6

	<p>becoming a Pharmacy Technician Insurance Specialist.</p> <p>Lab: QS-1 continued, labels, fill mock retail prescriptions, introduction to over the counter (OTC) counseling. Drug Facts and Comparisons (DF&amp;C).</p>	
September 16th	<p><b><i>QUIZ #3</i></b></p> <p>Medicolegal Issues and the Pharmacy; Private Insurance Payers and Plans.</p> <p>Lab: fill mock prescriptions, OTC counseling continued, DF&amp;C continued. Cash register introduction.</p>	Liles/Newby ch. 2,3
September 23rd	<p><b><i>QUIZ #4</i></b></p> <p>Medicare; Medicaid, TRICARE, CHAMPVA, Worker's Compensation and Discount Card Programs.</p> <p>Lab: DF&amp;C continued, OTC medications continued, fill mock prescriptions, introduction to compounding.</p>	Liles/Newby ch. 4,5
September 30th	<p><b><i>QUIZ #5</i></b></p> <p>Weighing and Measuring: Torsion Balance</p> <p>Lab: Compounding continued, OTC medications continued.</p>	Torsion Balance handout
October 7th	<p>Claim Preparation and Transmission</p> <p>Lab: Compounding, DF&amp;C continued, fill prescriptions, phone call introduction, OTC medications continued.</p>	Liles/Newby ch. 6 WSBOP ch. 13 Link
October 14th	<p><b><i>MIDTERM</i></b></p> <p>The Business of Community Pharmacy</p> <p>Lab: Compounding, DF&amp;C continued, fill prescriptions, OTC medications continued, phone call introduction.</p>	Ballington's ch. 7
October 21st	<p><b><i>Quiz #6</i></b></p> <p>Dermatological Formulations: Ointments and Pastes</p>	Cream and Ointment handout

	Lab: Phone calls, compounding, DF&C continued, OTC medications continued.	
October 28th	<b><i>QUIZ #7</i></b>  Processing Claims and Reconciling Accounts  Lab: Compounding, OTC medications, fill mock prescriptions.	Liles/Newby ch. 7
November 4th	<b><i>Practicum Orientation Details TBA</i></b>	
November 11th	<b><i>QUIZ #8</i></b>  Common Pharmaceutical Measurements and Calculations  Lab: Phone calls, compounding, DF&C continued, OTC medications continued.	Ballington's ch. 5
November 18th	<b><i>QUIZ #9</i></b>  Lab: Preparation of suppositories and requirements, Review for final exam: look through old quizzes and lab material.	Suppository handout
November 25th	<b>THANKGIVING BREAK</b>	None
December 2nd	<b><i>QUIZ #10</i></b> Final Review and practice with problem areas.	
December 9th	<b>Final Lab: this portion will only cover the practical portion. Written portion TBA</b>	
December 14-17th	<b>FINAL EXAM: TBA</b>	