PRMT 112 Pharmacy Records and Inventory Management
2 Credits

Course Description

This course is designed to introduce the student to ordering, inventory control and record keeping in a retail pharmacy. The student will be exposed to ii merchandising and pricing both Prescriptions and OTC merchandise. The student will also be exposed to rotation of stock and medication returns. We will spend a large portion of the course on Third Party Insurance plans and Medicaid and Medicare.

Course Focus

This course will focus on skills that the technician will need in a retail or community practice setting. The technician's performance of these skills will allow the pharmacist more time to interact directly with the patient. These skills will include, (but not limited to), ordering, pricing and processing third party prescription claims.

Required Text

Pharmacy Labs for Technicians 2nd edition, Sparks 2013 EMC Paradigm
NOTE: you MUST have the CD. You will use this book for PRMT 217L and 221L in addition to this class. You need the CD for all the courses.

Pharmacy Calculations for Technicians 5th edition Paradigm

Besides the above mentioned books, there is not an actual textbook for this class. All of the notes are provided for you within the class and may be printed if you wish to do so.

Contact Coleen at the NDSCS Bookstore for the most current textbook information (1-800-342-4325, ext. 2239 or coleen.thoe@ndscs.edu). You may also visit the NDSCS Bookstore web site at www.ndscsbookstore.com and search for book information by class by clicking the "Textbook" tab.

Learning Outcomes

The following is a list of materials that will be presented in this class. The order listed may not be the same as the order in which they are presented. Upon successful completion of this course, the student should be competent in all the following areas:

1. Identify the types of inventory
2. Understand the methods and reasons for controlling inventory
3. Purchasing/Acquisition of inventory
   - Determine quantities to stock
   - Determine where to purchase merchandise from, such as wholesalers, manufacturers
   - Discounts that apply to purchase price
4. Receiving and stocking inventory
5. Return of unwanted or outdated products
6. Merchandising of OTC products
7. Pricing of OTC and Prescription merchandise
8. Accepting third party insurance information and properly entering it into filing or computer system

9. Be knowledgeable in billing or transmitting prescription to third party for payment
10. Understand varying "out of pocket" expenses incurred by the patient
11. Understand the Medicaid system
12. Understand the Medicare system, Parts A, B and D
13. Understand the 10 key points of the ND Meth Law

Tie to Program Assessment Outcomes

This course will support the student's abilities to function legally within the requirements of the United States and the state of North Dakota, assisting the pharmacist with processing of prescriptions and prescription claims.

Students will demonstrate this ability through successful completion of the examination given at the end of the segment, and through successful completion of experiential rotations as required.

Course Policies and Procedures

Access Policy: Computer Failures and Viruses

Online students must maintain computer access at all times to the online course. Lack of computer access as an excuse for late work or missed exam/quiz will NOT be accepted. Review the Computer Access Policy to learn how you can take a proactive approach to your online success.

Student Attendance

Regular attendance and completion of all assignments, on time and as scheduled, is important to your success in this course. An online student who does not regularly attend their online class for a period of seven consecutive days may be dropped from the course. Attendance is evidenced by weekly completion of assignments and/or participation in online discussions. Efforts to contact inactive students are attempted as soon as each semester begins; however, if there is no response from the student and inactivity continues, a drop will be enacted. See the entire NDSCS Attendance Policy at www.ndscs.edu/online-attendance.

If your instructor is unexpectedly unavailable and may be delayed in reviewing or correcting assignments, you will be notified of this as a sign of courtesy and respect.

Online Student Participation and Conduct Guidelines

The practices of courtesy and respect that apply in the traditional classroom also apply online. However, the expectations and practice differ in the online classroom to greater extent. Review the Online Student Participation and Conduct Guidelines (**Appendix A**) to learn of these expectations.

Assignments

Please follow the order of units as each unit will build onto the next one and will be accessible according to the schedule posted within the online course.

Assignments and quizzes within each chapter are **due within specified time frames**. Refer to the Schedule for specific due dates.

Submitting Assignments

All assignments should be turned in via **Dropbox** unless otherwise specified. You are **strongly encouraged** to make hard copies of your assignments and communications with the instructor to avoid losing data in the case of technical issues. *At the first sign* of problems, contact your Internet Service Provider (ISP) immediately.

It is your responsibility to access the class on another computer in the event of hardware or software problems. If your problems are not cleared up within 12 hours, contact the instructor to make other arrangements.

Grading and Evaluation

The student will not be allowed to make up missed exams unless authorized to do so by the instructor prior to the exam. Make up exams will be given at the instructor's discretion. Unless the instructor has been notified before the period in which the exam is to be taken, the student will receive a maximum of 50% credit for that exam. Assignments (e.g. worksheets, labs) that are turned in late will receive ½ credit if turned in within 3 days of the due date. Assignments turned in later than that will receive NO credit.

If you are trying to reach the instructor by text or email for any reason and you do not get a reply from the instructor, you can assume that the message was not read/received. Merely sending a message that you will not be able to take an Exam or have an assignment in on time will not suffice. The instructor must actually be notified.

There will be 6 exams and a comprehensive final given in this course. The Schedule for the exams is listed under Schedule in the Class material. The six exams will be worth 100 points each. The comprehensive final will be worth 200 points. There will be homework assignments with varying point values to be assigned by the instructor.

Grading Scale

Letter grades will be awarded as follows:

LETTER GRADE	PERCENT
A	94-100%
B	85-93%
C	75-84%
Failing	Below 75%

Students must maintain a C average to pass the course.

Student-Instructor Communications

While an online class is available 24 hours a day and offers greater flexibility for the student and instructor, keep in mind that your instructor will not be available 24 hours a day. Instructors will check email, voicemail, and Cyber Office messages on a regular basis, but there may be times when they are unavailable due to other commitments and job responsibilities. Email, voicemail, or Cyber Office Messages will be responded to as time allows. As a general rule, you can expect your direct questions to be answered within 24 hours during week days.

When sending an email, please include your full name so your instructor knows who they are responding to. Often, the email address does not indicate who is sending the message.

Student E-Mail Accounts

NDSCS students are to use an NDSCS email account exclusively to ensure the lines of communication with your instructor and NDSCS are not broken, which often happens with other email providers. You can access your email account by following instructions at www.ndscs.edu/It-Setup. If you need help accessing your NDSCS email, contact the NDSCS IT Service Desk at 800-342-4325 ext 3333 or ndscs.servicedesk@ndscs.edu.

To make your NDSCS email account your preferred email address, log into your CampusConnection account and check the "preferred" box by campus email.

The NDSCS e-mail system provides students with an entire suite of services such as:

- 10 GB storage for email
- Instant messaging through Skype for Business
- Rich calendaring
- Photo sharing
- Multi-browser support
- SMS alerts to mobile phones

Academic Integrity

Integrity is an NDSCS core value and there is an expectation that all students, as members of the college community, adhere to the highest levels of academic integrity.

Dishonesty in class, laboratory, shop work or tests is regarded as a serious offense and is subject to disciplinary action by the instructor and dean of the respective division. For more information, refer to the NDSCS Student Planner or College Catalog under College Policies and Basic Regulations of Conduct (page 32).

Types of Misconduct

Cheating: Intentionally using or attempting to use unauthorized materials, information, or study aids n any academic exercise.

Fabrication: Intentionally and unauthorized falsification or invention of any information or citation in an academic exercise.

Facilitating academic dishonesty: Intentionally or knowingly helping or attempting to help another to commit an act of academic dishonesty.

Plagiarism: Intentionally or knowingly representing the words or ideas of another as one's own in any academic exercise.

Disabilities and Special Needs

If you have a disability for which you are or may be requesting an accommodation, you are encouraged to contact both your instructor and the **Student Accessibility Coordinator** (phone 671-2623, or toll-free 1-800-342-4325 ext. 3-2623) as early as possible in the term.

APPENDIX A
ONLINE STUDENT PARTICIPATION AND CONDUCT GUIDELINES

Online courses are based on the premise that students learn best in a community. The instructor plays an important role, but this is a different role than most instructors play in the traditional, face-to-face classroom. While you may see a shift in the way classes work, you'll also notice that some things don't change: the practices of courtesy and respect that apply in the ordinary classroom also apply online, and may actually require more attention in this venue. Here are some guidelines:

1.   **Get involved**. In the online environment, it's not enough to show up! Your voice must be heard in order to show your presence. Your comments are needed to add to the information, the shared learning, and the sense of community in each class.

2.   **Be persistent**. Remember that for many this is a fairly new environment. Each instructor still sets the rules, and you need to abide by them; however, if you run into any difficulties, don't wait! Send your instructor an email immediately or post in the Discussion Area. Most problems are easily solved, but your instructor and your fellow students need to hear from you before they can help.

3.   **Share tips, helps, and questions**. For many, taking online courses is a new experience. There are no dumb questions, and even if you think your solution is obvious, please share it by posting it in the Discussion Area. For every student who asks a question, there are 10 others wanting to know the same thing.

4.   **Think before you push the Send button**. Did you say just what you meant? How will the person on the other end read the words? While you can't anticipate all reactions, do read over what you've written before you send it.

5.   **Consider the context**. Remember that we can't see the grin on your face when you make a sarcastic comment, we can't see the concern on your face if you only say a couple of words, and we can't read your mind and fill in the gaps if you abbreviate your comments. So: help us "see" you by explaining your ideas fully.

6.   **Ask for feedback**. Not sure how your ideas and comments will be taken? Remember there's a person on the other side. If you disagree with what someone has said, practice all your communication skills as you express that disagreement. "Flaming," or flying off the handle and ranting at someone is unacceptable; it is the equivalent of having a tantrum, something most of us wouldn't do in an onsite, face to face classroom.

7.   **Act with respect**. Any discriminatory, derogatory or inappropriate comments are unacceptable and subject to the same disciplinary action that they would receive if they occurred in the face to face classroom. If you have concerns about something that has been said, please contact your instructor.

8.   **Exercise integrity**. Plagiarism, cheating, and other violations of ethical student behavior are serious actions in a learning community. See Academic Integrity Policy in the course syllabus.

9.   **Recognize the consequences**. Consequences of online student behavior that contradicts the NDSCS Academic Integrity policy will be addressed on an individual basis and in accordance with NDSCS Academic Integrity policy. Refer to the NDSCS Student Planner or College Catalog for more information.

*Adapted with permission from Dr. C. A. Keller, San Antonio College