

PRMT 217L Pharmacy Practice Lab 1 Credits

Course Description

In this course the students will master the skills needed to prepare medication orders and prescription orders for dispensing and patient use and dispensing. This is a laboratory class; students will utilize computer software for retail and institutional pharmacy settings as well as manual preparation of pharmaceutical products. Corequisite: PRMT 217. Prerequisites: Successful completion of PRMT 101, PRMT 102, PHRM 123, PHRM 124.

Required Text

Pharmacy Labs for Technicians, 2nd edition, Sparks, McCartney

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

Upon successful completion of this course the student will be able to:

1. Create, edit, maintain and query reports and for prescription dispensing both manually and computer aided.
2. Create, edit, maintain and query patient profiles utilizing outpatient and inpatient software.
3. Demonstrate professional communication skills including telephone etiquette and protocol, patient interviewing, written reports and verbal information transmission.
4. Demonstrate the processes used in completing a prescription or medication order with 100% accuracy.
5. Transcribe physician prescriptions or medication orders, translating pharmaceutical and medical terms and symbols with 100% accuracy.
6. Demonstrate receiving an oral prescription or medication order with 100% accuracy.
7. Select the appropriate drug: standard or generic to fill a prescription or medication or order.
8. Demonstrate card fill procedures.
9. Demonstrate filling and checking floor stock.
10. Demonstrate filling and reorder of narcotic floor stock.
11. Demonstrate filling an automated storage or dispensing system.
12. Reconcile a patient-provided list of medications or prescriptions to a new or existing medication record.
13. Demonstrate professionalism as it applies to pharmacy technicians.

This course will meet all or part of the following ASHP model curriculum goals:

1. Demonstrate ethical conduct in all job-related activities
2. Present an image appropriate for the profession of pharmacy in appearance and behavior.
3. Communicate clearly when speaking and in writing.

4. Demonstrate a respectful attitude when interacting with diverse patient populations.
5. Apply self-management skills, including time management, stress management, and adapting to change.
6. Apply critical thinking skills, creativity, and innovation to solve problems
7. Demonstrate understanding of healthcare occupations and the health care delivery system.
8. Demonstrate understanding of healthcare promotion and disease prevention concepts, such as use of health screenings; health practices and environmental factors that impact health; and adverse effects of alcohol, tobacco, and legal and illegal drugs.
9. Demonstrate commitment to excellence in the pharmacy profession and to continuing education and training.
10. Demonstrate knowledge and skills in areas of science relevant to the pharmacy technician's role, including anatomy/physiology and pharmacology.
11. Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of contemporary settings.
12. Demonstrate understanding of the pharmacy technician's role in the medication-use process.
13. Demonstrate understanding of the Demonstrate understanding of major
14. trends, issues, goals, and initiatives taking place in the pharmacy profession.
15. Demonstrate understanding of non-traditional roles of pharmacy technicians.
16. Identify and describe emerging therapies.
17. Assist pharmacists in collecting, organizing, and recording demographic and clinical information for direct patient care and medication-use review.
18. Receive and screen prescriptions/medication orders for completeness, accuracy, and authenticity.
19. Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.
20. Prepare non-patient-specific medications for distribution (e.g., batch, stock medications).
21. Distribute medications in a manner that follows specified procedures.
22. Assist pharmacists in preparing, storing, and distributing medication products requiring special handling and documentation [(e.g., controlled substances, immunizations, chemotherapy, investigational drugs, drugs with mandated Risk Evaluation and Mitigation Strategies (REMS))].
23. Assist pharmacists in the monitoring of medication therapy.
24. Prepare patient-specific medications for distribution.
25. Apply patient- and medication-safety practices in all aspects of the pharmacy technician's roles.
26. Verify measurements, preparation, and /or packaging of medications produced by other healthcare professionals (e.g. tech-check-tech).
27. Assist pharmacists in medication reconciliation.
28. Assist pharmacists in medication therapy management
29. Describe the use of current technology in the healthcare environment to ensure the safety and accuracy of medication dispensing.
30. Maintain confidentiality of patient information.
31. Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies

Tie to Program Assessment Outcomes

The Learning Outcomes in the course address the following Student Outcomes for the Pharmacy Technician Program :

1. Assist the Pharmacist in serving patients
2. Maintain Medication and inventory control and
3. Ability to communicate written, oral and electronically with patients, healthcare professions and related organizations within the practice of pharmacy.

Student outcomes will be measured by simulated laboratory exercises.

Course Focus

The course will focus on mastering those skills required by technicians in a retail or community practice setting, and institutional pharmacy settings assisting the pharmacist in pharmaceutical practice. The student technician will have a working knowledge of the procedure and operations relating to the dispensing, record keeping and reporting in Pharmacy Practice.

Student Contributions

Attendance is mandatory; each student is expected to spend the necessary time preparing for the class. Each student will be required to complete all assignments by the specific date they are due. Late assignments will not be accepted unless discussed with the instructor prior to the date due. The student will be responsible for getting the assigned material turned in on the day it is due. Students are under no obligation to share their notes with students who choose not to attend class. Students with a disability that may interfere with their success in this course are advised to meet with the instructor the first day of class.

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.

Test Policy

Students **will not** be allowed to make up any test unless the instructor has been notified prior to the scheduled time and date of the test.

Drug Quizzes

Students with an NDSCS excused absence may make up the drug quiz if completed prior to the scheduled date of the quiz, if that is not possible and alternate assignment will be given. Unexcused absences will miss those points. All tests or quizzes must be made up before the next scheduled test date, unless you have an authorized absence (notice from Physician, death or the like).

Grading Scale

The student technician will be graded on each lab assignment.

Points will be translated into a percentage and a grade given as follows:

LETTER GRADE	PERCENT
A	90-100%
B	80-89%
C	70-79%
D	60-69%
F	Below 60%

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/lt-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 in 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