



Pharmacist Assisted Technician Self-Instructional Modules

PATSIM STUDENT HANDBOOK

Non-Credit Program

Welcome

Thank you for choosing the ApprenticeshipND Pharmacy Technician PATSIM Program. We are very pleased to welcome you to our program. We are here to support you and guide you as you enter the pharmaceutical industry.

Our curriculum has been created with input from individual practitioners, the NDSU College of Pharmacy, the ND Pharmaceutical Association, the ND Society of Health System Pharmacists, and the Northland Association of Pharmacy Technicians. It is designed to provide you with the knowledge and skills needed in all aspects of pharmacy practice, allowing you to choose from all types of employment opportunities.

You have chosen to enroll in the non-degree granting module program known as PATSIM (Pharmacist-Assisted Technician Self Instructional Modules). Please read the entire student handbook and keep for future reference.

Welcome!



ApprenticeshipND

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PATSIM ADMISSION REQUIREMENTS

1. High School graduate or G.E.D.
2. Be 18 years old before completion of the program.
3. Complete the PATSIM ENROLLMENT FORMS
 - a. Submit transcripts to NDSCS Division for Workforce Affairs. (may be unofficial student copy) if you have courses on your transcript that may be acceptable for the program.
4. Submit documentation assuring Reading, Writing and Math competency to the NDSCS Division for Workforce Affairs office.

Reading and Writing Validation Submit ONE of the following		
ACT or Accuplacer Scores	Transcript (unofficial) of Dual Credit or College Courses in College Comp.	Form A Employer Verification

Math Validation Submit ONE of the following		
ACT or Accuplacer Scores	Transcript (unofficial) of Dual Credit or College Math Courses	Successful Completion of Math Readiness Exam from Workforce Affairs Office.

Minimum ACT scores or Equivalent are:

Minimum ACT or equivalent Scores	
Reading	18 ACT
Writing	17 ACT
Math	19 ACT

If the student has taken and passed a college composition class or a college algebra course the unofficial transcript will be accepted, this may be a dual credit or AP course.

Students not meeting the minimum scores will have to increase their reading, writing or math ability prior to being accepted into the program. You may work on module 1 while you are completing this requirement, but may NOT move on. One method would be to take on line remedial courses offered at a number of ND institutions. Alternatively, obtain tutoring. Once those are complete, the transcript may be submitted to the Pharmacy Technician Office or retest.

PATSIM ADMISSIONS CHECK LIST

All of the following **MUST** be submitted to NDSCS Division for Workforce Affairs for enrollment into the PATSIM program.

Reading/Writing Verification ONE of the following

<input type="checkbox"/>	ACT or COMPASS scores	Min. 18 ACT	Or equivalent
<input type="checkbox"/>	Unofficial Transcript	College Composition Course or Dual Credit	
<input type="checkbox"/>	Form A	Preceptor Verification	

MATH Verification

<input type="checkbox"/>	ACT or Compass Scores	Min. 19	Or equivalent
<input type="checkbox"/>	Unofficial Transcript	College Math Course Dual Credit Course	

APPLICATION PACKET

- Completed Application (\$35 Application fee)
- Completed Agreement Form
- Completed Student Responsibility Agreement
- Completed FERPA Release
- Completed Proctor Form
- Copy of Photo ID

ADDITIONAL REQUIREMENTS TO COMPLETE

The student will receive an email containing

- ***Login and passwords Blackboard***
- ***Tech-in-Training Registration completed and sent to North Dakota Board of Pharmacy***

Program Expectations

1. **Adhering to the timeline is crucial.** You are only allowed to be a Technician In Training for 24 months. Therefore, you must complete all the course work and pass the national certification exam prior to the time on your Tech In Training Registration expiration date. It takes about 6 – 8 weeks to receive your Certificate from the PTCB.
2. Students are expected to spend several hours each week completing assignments and studying for exams.
3. Cheating will not be tolerated. Cheating in any course will result in expulsion from the program.
4. Students may retake only ONE module.
5. No refunds or transfer of fees will be issued for dropping or not completing the program.

CERTIFICATIONS AND REGISTRATION

North Dakota requires completion of an ASHP accredited education program and national certification by the Pharmacy Technician Certification Board or the National Healthcareer Association. You will need BOTH certificates to register as a ND Pharmacy Technician when you finish the modules. Make sure you give yourself enough time to take the Certification Exam and receive the Certificate within your **24 months**. Your Technician in Training Registration is only good for 1 year and you are allowed ONE renewal.

Register for either national exam:

Pharmacy Technician Certification Board <https://www.ptcb.org/> identified as **OJT Modules** on the job training modules

National Healthcareer Association <https://www.nhanow.com/>

Once you are registered, you will receive information about scheduling your exam.

GRADING

The modules are a noncredit program; official grades are Pass/Fail. **To pass a module the student must earn a 75% average of all material in the module.** An official grade sheet will be emailed to the student upon completion of the module. Students are REQUIRED to keep the grade sheets in the event they need to provide proof of completion to their employer or the Board of Pharmacy. A student will have the opportunity to repeat only ONE module in the event of failure.

PROCTORS

All students are required to have a proctor for exams. A guideline for choosing a proctor and a proctor form are included in this packet. Please make sure you follow the guidelines when choosing your proctor. **It cannot be someone you work with or under.** Sometimes proctors charge a fee that is one of the advantages of choosing a distance program like this. All passwords will be emailed to the proctor(s) and the proctor is the one that enters that password into the platform for you.

BLACKBOARD

We utilize Blackboard as our on line platform. All testing is done on this platform. Once your enrollment has been processed you will receive an email from the University System office with directions to claim your account and a temporary log in and password. You must use this information within a 2 week time frame to get into the system. Once you have claimed your account you will choose your own password. Please watch for this message. Information for assignments will be found in **Blackboard** you can simply print your own assignment sheets. Allow 5-10 business days for grading. Do not forget to pay for the module however. You will not receive a grade sheet for completed modules until payments are processed.

TIMELINE FOR COMPLETING PATSIM PROGRAM

MODULE NUMBER	TITLE	SUGGESTED TIME	DATE COMPLETED
1.	Pharmacy Lab	2 weeks	
2.	Orientation to Pharmacy	2 months	
3.	Pharmaceutical Calculations	3 months	
4.	Medical Terminology	2 months	
5.	Human Structure/Function	2 months	
6.	Pharmacy Law/Ethics	1 month	
7	Pharmacology	3 months	
8.	Records/ Inventory Management	1 month	
9.	Pharmacy Practice	3 months	
10.	IV and Aseptic Products	1 month	
11.	Chemical/Physical Pharmacy	1 month	

- Modules 1, 2 and 3 should be worked on concurrently.
- If part of your job is preparing IV solutions, you should complete module #10 IV and Aseptic Products right after you complete #3 Calculations.

The above is a suggested timeline, about 20 months which gives the student time to complete a national exam within their 24 months allowed as Technician In Training.

Extension Process

What happens if I do not finish on time? An extension may be granted by the ND Board of Pharmacy for the Technician in Training Registration, when an extension has been granted Workforce Affairs will continue the education process.

1. A request must be made to the Board of **Pharmacy in writing by the student outlining** the reason and or circumstances for the extension. It is helpful if the Pharmacist in Charge corroborates the need for an extension.
2. Once the extension of the Technician In Training Registration has been granted, the STUDENT must provide the Workforce Affairs office with proof of that extension.
 - a. email the extension notification to the Pharmacy Technician Program at: ndscs.apprenticeship@ndscs.edu
3. **A \$350 extension fee will be assessed to the student.**
4. When the above conditions have been met the Blackboard platform will be re-opened for the student to continue.

The Board of Pharmacy is requesting the following for an extension:

- 1) *Put the request in writing, explaining why you have not completed the program in the time allowed and why you think you can now;*
- 2) *Your Pharmacist preceptor must write a letter of support and be willing to assist you in meeting the requirements of the extension should one be granted.*
- 3) *Send proof – the signed grade sheets for each of the modules you have completed.*

The Practice of Personal Responsibility for Students

I am responsible for the achievement of my goals.

I am responsible for my choices and actions as they relate to achieve those goals.

I am responsible for the level of motivation I bring to my studies.

I am responsible for the level of enthusiasm I bring to my relationships.

I am responsible for my behavior with other students, coworkers, associates, and faculty.

I am responsible for how I prioritize my time and to achieve my educational goals.

I am responsible for the quality of my communication, oral and written.

I am responsible for my personal achievement.

I am responsible for accepting the consequences for choosing to attend or not

Notice of Withdrawal or Resignation

The Pharmacist employer, Student Technician, or the Workforce Affairs office may terminate this agreement with written notice to the other parties. The student Technician in Training is responsible for arranging employment placement with another pharmacy for continuation of the program if the Student Technician terminates their employment before completing the program.

I _____ (Print Student Name) Technician-in-Training, employed
with _____ (Print name of Pharmacy)

_____ Withdraw/Drop from Non-Credit PATSIM Program

_____ Student Technician is no longer employed with sponsoring pharmacy.

Signature of Student _____ Date: _____

The student must also notify the ND Board of Pharmacy of withdrawal or termination of employment.

PATSIM Program Mission Statement

The Pharmacy Technician program is responsible for providing off-campus curriculums and to facilitate continuing education activities, both of which are designed to enhance student's knowledge, skills and career progress.

Identified Student Outcomes

This program consists of general education material and core pharmacy technician courses. Development of independent thought, decision-making, and functioning is emphasized.

1. Ability to perform dispensing duties accurately and independently.
2. Ability to maintain medication and inventory control.
3. Assist the pharmacist with administrative and management activities.
4. Ability to communicate written, oral and electronically with patients, healthcare professionals and related organizations within the practice of pharmacy.
5. Eighty-five percent of students will successfully complete a national certification exam.
6. Seventy-five percent of graduates actively seeking employment will be successfully employed in the pharmacy field within six months of completion of the program.

Review the following ASHP Standard for Accreditation. This will answer many of your questions regarding admission standards and proctoring of exams. The degree granting students have met the pre-requisite reading, writing and math scores for a long time. We must now extend the same requirements to the students enrolling in the modules. **NOTE: the modules will meet the entry-level requirements** In order to meet the advanced level additional lab and internship hours are required. It is best for the student to enroll in the distance degree granting program if this level is desired. The link will give you the entire standard: <https://www.ashp.org/-/media/assets/professionaldevelopment/technician-program-accreditation/docs/ashp-acpe-pharmacy-technician-accreditationstandard-2018.ashx?la=en&hash=36EAA6511105A6C6BFEA4F30E193892F19E2C385>

ASHP Accreditation Standard

SECTION I: COMPETENCY EXPECTATIONS

The education and training program develops the competencies that reflect current and future pharmacy technician functions and responsibilities at the Entry-level and the Advanced-level.

To educate at the Advanced-level, the education and training program will prepare students to achieve both Entry-level and Advanced-level knowledge, skills, behaviors, and abilities.

The program prepares students for practice as Entry-level pharmacy technicians in a variety of contemporary settings (e.g., community, hospital, home care, long-term care) and has students acquire knowledge, skills, behaviors, and abilities needed for such practice.

The program prepares students for practice as Advanced-level pharmacy technicians, in a broad range of advanced roles in a variety of contemporary settings (e.g., community, hospital, home care, long-term care) and has students acquire additional knowledge, skills, behaviors, and abilities beyond those of the Entry-level pharmacy technician, needed for such advanced practice.

Standard 1: Personal/Interpersonal Knowledge and Skills

Key Elements for Entry-level:

- 1.1 Demonstrate ethical conduct.
- 1.2 Present an image appropriate for the profession of pharmacy in appearance and behavior.
- 1.3 Demonstrate active and engaged listening skills.
- 1.4 Communicate clearly and effectively, both verbally and in writing.

- 1.5 Demonstrate a respectful and professional attitude when interacting with diverse patient populations, colleagues, and professionals.
- 1.6 Apply self-management skills, including time, stress, and change management.
- 1.7 Apply interpersonal skills, including negotiation skills, conflict resolution, customer service, and teamwork.
- 1.8 Demonstrate problem-solving skills.

Standard 2: Foundational Professional Knowledge and Skills

Key Elements for Entry-level

- 2.1 Explain the importance of maintaining competency through continuing education and continuing professional development.
- 2.2 Demonstrate ability to maintain confidentiality of patient information, and understand applicable state and federal laws.
- 2.3 Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment.
- 2.4 Describe wellness promotion and disease prevention concepts.
- 2.5 Demonstrate basic knowledge of anatomy, physiology and pharmacology, and medical terminology relevant to the pharmacy technician's role.
- 2.6 Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of settings.
- 2.7 Explain the pharmacy technician's role in the medication-use process.
- 2.8 Practice and adhere to effective infection control procedures.

Standard 3: Processing and Handling of Medications and Medication Orders

Key Elements for Entry-level:

- 3.1 Assist pharmacists in collecting, organizing, and recording demographic and clinical information for the Pharmacist Patient Care Process.
- 3.2 Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety.
- 3.3 Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.
- 3.4 Prepare patient-specific medications for distribution.
- 3.5 Prepare non-patient-specific medications for distribution.
- 3.6 Assist pharmacists in preparing, storing, and distributing medication products including those requiring special handling and documentation.
- 3.7 Assist pharmacists in the monitoring of medication therapy.
- 3.8 Maintain pharmacy facilities and equipment.
- 3.9 Use information from Safety Data Sheets (SDS), National Institute of Occupational Safety and Health (NIOSH) Hazardous Drug List, and the United States Pharmacopeia (USP) to identify, handle, dispense, and safely dispose of hazardous medications and materials.
- 3.10 Describe Food and Drug Administration product tracking, tracing and handling requirements.
- 3.11 Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.
- 3.12 Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or identification of another problem.

- 3.13 Use current technology to ensure the safety and accuracy of medication dispensing.
- 3.14 Collect payment for medications, pharmacy services, and devices.
- 3.15 Describe basic concepts related to preparation for sterile and non-sterile compounding.
- 3.16 Prepare simple non-sterile medications per applicable USP chapters (e.g., reconstitution, basic ointments and creams).
- 3.17 Assist pharmacists in preparing medications requiring compounding of non-sterile products.
- 3.18 Explain accepted procedures in purchasing pharmaceuticals, devices, and supplies.
- 3.19 Explain accepted procedures in inventory control of medications, equipment, and devices.
- 3.20 Explain accepted procedures utilized in identifying and disposing of expired medications.
- 3.21 Explain accepted procedures in delivery and documentation of immunizations.

Standard 4: Patient Care, Quality and Safety Knowledge and Skills

Key Elements for Entry-level

- 4.1 Explain the Pharmacists' Patient Care Process and describe the role of the pharmacy technician in the patient care process.
- 4.2 Apply patient- and medication-safety practices in aspects of the pharmacy technician's roles.
- 4.3 Explain how pharmacy technicians assist pharmacists in responding to emergent patient situations, safely and legally.
- 4.4 Explain basic safety and emergency preparedness procedures applicable to pharmacy services.
- 4.5 Assist pharmacist in the medication reconciliation process.
- 4.6 Explain point of care testing.
- 4.7 Explain pharmacist and pharmacy technician roles in medication management services.
- 4.8 Describe best practices regarding quality assurance measures according to leading quality organizations.

Standard 5: Regulatory and Compliance Knowledge and Skills

Key Elements for Entry-level

- 5.1 Describe and apply state and federal laws pertaining to processing, handling and dispensing of medications including controlled substances.
- 5.2 Describe state and federal laws and regulations pertaining to pharmacy technicians.
- 5.3 Explain that differences exist between states regarding state regulations, pertaining to pharmacy technicians, and the processing, handling and dispensing of medications.
- 5.4 Describe the process and responsibilities required to obtain and maintain registration and/or licensure to work as a pharmacy technician.
- 5.5 Describe pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
- 5.6 Describe Occupational Safety and Health Administration (OSHA), National Institute of Occupational Safety and Health (NIOSH), and United States Pharmacopeia (USP) requirements for prevention and treatment of exposure to hazardous substances (e.g., risk assessment, personal protective equipment, eyewash, spill kit).
- 5.7 Describe OSHA requirements for prevention and response to blood-borne pathogen exposure (e.g., accidental needle stick, post-exposure prophylaxis).
- 5.8 Describe OSHA Hazard Communication Standard (i.e., "Employee Right to Know").

PATSIM PROGRAM STUDENT ESSENTIAL FUNCTIONS

Listed below are essential behavioral and physical functions that students must demonstrate or possess. These are not all-inclusive, nor do they reflect what may be required by an employer.

Auditory

The student must have adequate hearing to:

- answer telephones and voice mail
- communicate with colleagues, clients, and others
- hear alarms and equipment sounds

Visual

The student must have adequate vision to:

- utilize standard CRT and LCD screens on computers and other equipment
- read both printed and handwritten paper documents and labels
- operate equipment
- differentiate the colors, shapes, and imprints found on various pharmaceutical products

Mobility

The student must be capable of:

- moving about an office or laboratory area either independently or with equipment aids
- utilize a keyboard and handwriting instruments
- reach office and laboratory supplies, paperwork, and books
- reach and control bulk containers of pharmaceuticals from shelves and cabinets

Mental and Cognitive

The student must possess abilities to:

- adequately utilize the English language
- function and prioritize in a multi-task environment
- collect and document patient and laboratory/practice information
- comprehend medical records, journals, and directions
- utilize computer programs of various complexities
- understand and explain both abstract and concrete concepts

Behavioral and Social

The student must:

- take direction from supervising technicians, pharmacists, and faculty
- complete tasks in an appropriately timely manner
- complete tasks with complete accuracy
- conduct oneself within the Code of Ethics of the American Association of Pharmacy Technicians and the American Pharmaceutical Association
- respect the personal and professional stature of colleagues and clients
- apply professional etiquette in all interactions in all forms of communication
- dress and personally groom appropriately
- maintain proper decorum in stressful interpersonal and professional situations
- respect the cultural, social, and personal diversity of colleagues and clients

Individuals seeking reasonable accommodations based on personal limitations should contact the Pharmacy Technician Program office.

Requirements and accommodations offered by individual employers may vary greatly from those outlined above or required by specific courses.