Bossier Parish Community College
Master Syllabus

Course Prefix and Number: PHAR 101 **Credit Hours:** 1

Course Title: Introduction to Pharmacy Technology

Course Prerequisites: enrollment in, or completion of, all program qualification courses; departmental permission

Course Co-Requisites: PHAR 104, PHAR 102 and PHAR 102 Lab

Textbooks: Ballington*; Pharmacy Practice for Technicians*, 6th Edition

Course Description:

This course for the pharmacy technician student includes an introduction to the pharmacy profession, laws which includes the Pharmacy Practice Act and scope of practice for pharmacy technicians and candidates, technician candidate and technician certification, accreditation, development of personal and interpersonal skills, emerging trends, orientation to professional pharmacy organizations, responsibilities and roles within various pharmacy settings.

Learning Outcomes:

At the end of this course, the student will:

A. Demonstrate knowledge of the role and professional responsibilities of the pharmacy technician within the healthcare setting.
B. Describe the characteristics of professional, ethical performance of the pharmacy technician.
C. Demonstrate effective communication standards and expectations for the pharmacy technician.
D. Explain and apply pharmacy law, regulations, and standards.

To achieve the learning outcomes the student will:

Unit I: The Profession of Pharmacy
1. Differentiate among workplace environments and the major roles and responsibilities of pharmacists and pharmacy technicians.
2. Explain what the terms medication therapy management (MTM) and the Collaborative Practice Agreements (CPAs) mean and how they apply to pharmacist and technicians.
3. Describe the ASHP Professional Practice (PAI) and its Pharmacy Practice Modules Initiative (PPMI), and their impacts on the pharmacy profession and technicians.

4. Define the terms licensure, certification, and registration for both pharmacist and technicians.
5. Outline the academic and legal requirements for pharmacy practice.
6. Discuss the varied possible career paths for a technician with a CPhT Certification.

Unit II: Professional Performance, Communications, and Ethics
1. Explain the important role of the pharmacy technician as a member of the customer care team.
2. Discuss the concepts of professionalism and teamwork in the pharmacy.
3. Identify and discuss desirable personal characteristics and attitudes of the pharmacy technician.
4. Differentiate verbal and non-verbal communication skills.
5. Identify and resolve cultural and other differences in working with a customer.
6. Identify and resolve challenges related to working with a customer with disabilities.
7. Define discrimination and harassment, and explain the proper procedures for dealing with these issues in the workplace.
8. Identify and discuss the important areas of HIPAA.
9. Define ethics and discuss characteristics of ethical behavior and dilemmas in the workplace and provide examples of corporate integrity in a community pharmacy.
10. Provide an overview of corporate ethics and the consequences of medical identity theft and fraud.
11. Identify several green pharmacy and public health initiatives, including take-back medications and sharps collection programs.
12. Explain why emergency preparedness is a pharmacy responsibility requiring planning.
13. Apply critical thinking and problem solving skills to analyze case studies involving ethical decision making in pharmacy practice.
14. Demonstrate the ability to communicate clearly both verbally and in writing by successfully completing the "Why I want to be a Pharmacy Technician" assignment.

Unit III: Pharmacy Law, Regulations, and Standards
1. Demonstrate knowledge of Louisiana laws regulating the pharmacy profession in Louisiana.
2. Outline an overview of governmental pharmacy oversight in the U.S.
3. Define the terms law, regulation, standards, and professional ethics.
4. Summarize how drug injuries and deaths lead to protective legislation.
5. Describe significant federal laws in the 20th century and their effects on pharmacy practice in the United States.
6. Outline the different roles of government regulatory agencies and professional organizations, such as the Food and Drug Administration, Drug Enforcement Administration, and US Pharmacopeial Convention, in creating standards and enforcing laws and regulations.
7. Explain the role of state boards of pharmacy and the differences between state and federal laws as they apply to pharmacy.
8. Paraphrase how the strictest rule is applied.

9. Define the specific legal term standard of care and its application to the pharmacist and pharmacy technician.
10. Explain the difference in criminal and civil law, how these laws affect the pharmacy profession, and the varying levels of liability of pharmacist and pharmacy technicians.
11. Explain and provide examples of the potential for legal action against a pharmacy technician related to negligence, malpractice, or the law of agency and contracts.

Course Requirements: To earn a grade of "C" or higher the student must earn 70% of the total points for the course and meet all of the following course requirements:
- minimum average score of 70% on all tests
- initiate the LABP pharmacy technician candidate application by the established deadline
- minimum average of 70% overall in course
- satisfactory completion of LABP website assignment
- satisfactory score on stimulated pharmacy scenarios/ case studies in which students must apply concepts of professionalism, effective communication, and ethical decision making
- satisfactory completion of assignment on "Why I Want to be a Pharmacy Technician"
- submit required facilities paperwork (immunizations, titers, physical exam form, etc.) by the established deadline
- 70% average on all tests on pharmacy law

Course Grading Scale
A- 90% or more of total possible points and meet all course requirements.
B- 80% of total possible points and meet all course requirements
C- 70% of total possible points and meet all course requirements
D- 60% of total possible points and meet all course requirements
F- less than 60% of total possible points or failure to meet any of the course requirements.

Attendance Policy: The college attendance policy is available at
http://www.bpcc.edu/catalog/current/academicpolicies.html

Nondiscrimination Statement
Bossier Parish Community College does not discriminate on the basis of race, color, national origin, gender, age, religion, qualified disability, marital status, veteran's status, or sexual orientation in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of its operations. Bossier Parish Community College does not discriminate in its hiring or employment practices.

COORDINATOR FOR SECTION 504 AND ADA
Angie Cao, Student and Disability Services Specialist
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Equity/Compliance Coordinator
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