

**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*, 6<sup>th</sup> Edition

**Course Description:**

This course for the pharmacy technician student includes an introduction to the history of pharmacy, 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 ethical conduct. (1.1)
- B- Present an image appropriate for the profession of pharmacy in appearance and behavior. (1.2)
- C- Demonstrate active and engaged listening skills. (1.3)
- D- Communicate clearly and effectively, both verbally and in writing. (1.4)
- E- Demonstrate a respectful and professional attitude when interacting with diverse patient populations, colleagues, and professionals. (1.5)
- F- Apply self-management skills, including time, stress, and change management. (1.6)
- G- Apply interpersonal skills, including negotiation skills, conflict resolution, customer service and teamwork. (1.7)
- H- Demonstrate problem solving skills. (1.8)
- I- Demonstrate capability to manage or supervise pharmacy technicians in matters such as conflict resolution, teamwork, and customer service. (1.9)
- J- Apply critical thinking skills, creativity, and innovation. (1.10)
- K- Demonstrate the ability to effectively and professionally communicate with other healthcare professionals, payors and other individuals necessary to serve the needs of patients and practice. (1.12)

- L- Explain the importance of maintaining competency through continuing education and continuing professional development. (2.1)
- M- Demonstrate the ability to maintain confidentiality of patient information, and understand applicable state and federal laws. (2.2)
- N- Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment. (2.3)
- O- Explain the pharmacy technician's role in the medication-use process. (2.7)
- P- Describe further knowledge and skills required for achieving advanced competencies.(2.10)
- Q- Describe Food and Drug Administration product tracking, tracing, and handling requirements. (3.10)
- R- Explain how pharmacy technicians assist pharmacists in responding to emergent patient situations, safely and legally.(4.3)
- S- Explain basic safety and emergency preparedness procedures applicable to pharmacy service. (4.4)
- T- Describe best practices regarding quality assurance measures according to leading quality organizations.(4.8)
- U- Describe and apply state and federal laws pertaining to processing, handling and dispensing of medications including controlled substances. (5.1)
- V- Describe state and federal laws and regulations pertaining to pharmacy technicians. (5.2)
- W- Explain that differences exist between states regarding state regulations, pertaining to pharmacy technicians, and the processing, handling and dispensing of medications. (5.3)
- X- Describe the process and responsibilities required to obtain and maintain registration and/or licensure to work as a pharmacy technician. (5.4)
- Y- Describe pharmacy compliance with standards and relevant legal, regulatory, formulary, contractual, and safety requirements. (5.5)
- Z- Describe Occupational Safety and Health Administration (OSHA), National Institute of Occupational Safety and Health (NIOSH), and United States Pharmacopeia (USP) requirements for the prevention and treatment of exposure to hazardous substances. (5.6)
- AA- Describe OSHA Hazardous Communication Standard (i.e., Employee Right to Know) (5.8)
- BB- Describe major trends, issues, goals, and initiatives taking place in pharmacy practice. (5.10)

To achieve the learning outcomes the student will:

Unit I: The Profession of Pharmacy

1. Describe how pharmacist and pharmacy technicians contribute to the the healthcare team (N).
2. Demonstrate the ability to communicate clearly both verbally and in writing by successfully completing the “Why I want to be a Pharmacy Technician” assignment. (D) (N)
3. Differentiate among various workplace environments for pharmacist and technicians and their major roles and responsibilities.(I)(N)(BB)
4. Define and differentiate the terms licensure, certification, and registration for both pharmacist and pharmacy technicians (L)(X)
5. Initiate the LABP pharmacy technician candidate application. (X)
6. Discuss the various career paths of a technician with a CPhT certification. (N)(BB)
7. Describe the process of achieving advanced competencies. (L)(P)
8. Identify strategies to remain current in the pharmacy technician profession. (L) (P)

Unit II: Professional Performance, Communications, and Ethics

1. Explain the role of the pharmacy technician as a member of the customer care team, and discuss the concepts of professionalism and teamwork in the pharmacy. (E)(G) (I)
2. Identify and discuss desirable personal characteristics and attitudes of the pharmacy technician (B)(E)(F)
3. Differentiate verbal and non-verbal communication skills. (C) (D) (K)
4. Identify and resolve cultural and other differences in working with a customer. (E)(G)
5. Identify and resolve challenges related to working with a customer with disabilities. (E)(G)
6. Define discrimination and harassment, and explain the proper procedures for dealing with these issues in the workplace. (G)
7. Identify and discuss the important areas of HIPAA. (A)(M)
8. Define ethics and discuss characteristics of ethical behavior and dilemmas in the workplace. (A)
9. Demonstrate the ability to think critically to analyze case studies involving ethical decision making. (A)(H)(J)
10. Identify several green pharmacy and public health initiatives including take-back medications and sharps collection programs. (BB)
11. Explain why emergency preparedness is a pharmacy responsibility requiring planning and the pharmacy technician’s role in the process. (S)(R)

Unit III: Pharmacy Law, Regulations, and Standards

1. Differentiate the meaning of the terms laws, regulations, standards, and professional ethics. (V)
2. Describe various standards of care and define the specific legal term standard of care and its application to the pharmacist and pharmacy technician. (Y)

3. Explain how drug injuries and deaths often lead to protective legislation, and describe the significant federal drug laws in the 20<sup>th</sup> century and their effects on the contemporary practice of pharmacist and pharmacy technicians in the United States (V)(Y)
4. Discuss the different roles of government regulatory agencies and professional organizations including Food and Drug Administration, Drug Enforcement Administration, US Pharmacopeia Convention and OSHA. (Z)(T)(Q)(AA)
5. Explain the role of state boards of pharmacy and the differences between state and federal law as they apply to pharmacy and how and why the strictest rule is always applied. (W)
6. Demonstrate knowledge of Louisiana laws regulating the pharmacy profession in Louisiana by completing the LABP website assignment. (V)(X)
7. Explain the differences between criminal and civil law, how these laws affect the pharmacy profession, and the varying levels of liabilities of pharmacist and pharmacy technicians. (U)(W)
8. Explain and provide examples of the potential for legal actions against a pharmacy technician related to negligence, malpractice, or the law of agency and contracts. (U)
9. Describe the role of the pharmacy technician in the medication use process with the laws and guidelines of Louisiana. (O)
10. Compare the role of the pharmacy technician in the medication use process in Louisiana to other states. (O)
11. Explain the pharmacy technician's best practices regarding quality assurance measure according to the leading quality organization. (T)
12. Utilize the FDA website to describe product tracking, tracing, and handling of substances. (Q)
13. Explain the OSHA "Employee Right to Know". (AA)

**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 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

### **Course Grading Scale**

- A- 90% or more of total possible points and a minimum average of 70% on the comprehensive midterm and final tests and a minimum average of 70% on chapter tests
- B- 80% or more of total possible points and a minimum average of 70% on the comprehensive midterm and final tests and a minimum average of 70% on chapter tests
- C- 70% or more of total possible points and a minimum average of 70% on the comprehensive midterm and final tests and a minimum average of 70% on chapter tests
- D- 60% or more of total possible points and a minimum average of 70% on the comprehensive midterm and final tests and a minimum average of 70% on chapter tests
- F- less than 60% of the total possible points or less than 70% average on the comprehensive midterm and final tests or less than 70% average on chapter tests

**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

Disability Services, F254, 6220 East Texas Street, Bossier City, LA 71111

318-678-6511

[acao@bpcc.edu](mailto:acao@bpcc.edu)

Hours: 8:00 a.m.-4:30 p.m. Monday - Friday, excluding holidays and weekends.

Equity/Compliance Coordinator

Teri Bashara, Director of Human Resources

Human Resources Office, A-105

6220 East Texas Street

Bossier City, LA 71111

Phone: 318-678-6056

Hours: 8:00 a.m.-4:30 p.m. Monday - Friday, excluding holidays and weekends.

**For assistance with study skills or time management contact the SNAH Student Success Coordinator, Sandra Roberson (B- 145; 678-6148; [sroberson@bpcc.edu](mailto:sroberson@bpcc.edu))**

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