



Syllabus: Introduction to Pharmacy

Course Number: PHRA 1301

Semester & Year: FALL 2016

Instructor Information

Name: Stephanie Fincher, BSN, RN

Office: Pleasant Grove High School Rm 723

Telephone: 903-832-8005

E-mail: sfincher@pgisd.net

Conference: B-days 12:35-2:05

Required Textbook Information

- The Pharmacy Technician Foundations and Practices 2nd ed. by Mike Johnston, CPhT ISBN# 978-0-13-289-7594
- The Pharmacy Technician Lab Manual and Workbook 2nd ed. by Mike Johnston CPhT, ISBN# 978-0-13-289809-6

Course Description

This course provides an overview of the qualifications, operational guidelines, and job duties of a pharmacy technician.

Student Learning Outcomes for the Course

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

1. **Outline the history of the pharmacy profession.**
2. **Describe the role of the pharmacy technician in a variety of settings.**
3. **List the qualifications required for obtaining certification and registration.**
4. **Identify standards of law and ethics governing pharmacy practice.**
5. **Define key medical terms and abbreviations related to pharmacy practice.**
6. **Explain the importance of utilizing pharmacy resource materials.**
7. **Summarize safety standards.**
8. Act ethically in all job-related activities.
9. Apply skills for presenting a professional image in appearance (including dress and hygiene) and behavior.
10. Apply effective verbal and written communications skills.
11. Use listening skills effectively.
12. Use effective strategies for communicating with patients who are non-English speakers or who have other special needs, such as vision or hearing problems, low reading level, difficulty understanding instructions.
13. Demonstrate a respectful attitude when interacting with diverse patient populations.
14. Describe how different healthcare occupations interact in the healthcare delivery system.
15. Explain the importance and methods of wellness promotion and disease prevention practices, 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.

16. Demonstrate commitment to excellence in the pharmacy profession and to continuing education and training.

Student Requirements for Completion of the Course

Students must complete assigned homework/workbook, interviews, quizzes, and exams with an average of 70% or greater.

Student Assessment

Student’s final grade for the semester will be determined by the following:

Chapter Tests, projects	50%
Quizzes, participation, journal	50%
	100%

Grading Scale

Grade	
A	90-100
B	80-89
C	70-79
D	60-69
F	59-below
	W

Class Schedule and Assignments

Class will meet as scheduled: **Monday-Friday 8:55-10:20**. Assignments, tests, and exams will be assigned by the instructor in class. Homework assignments should be turned in on the class day following the date of assignment or as advised by the instructor. Quizzes may or may not have prior notification, and the student is responsible for staying up to date on reading materials. Students are expected to participate in class discussions, group activities, and presentation activities.

	MONDAY 10:30-11:50	WEDNESDAY 10:30-11:50
WEEK 1	Aug. 22, 2016 Course introduction, syllabus review, and introductions	Aug. 24, 2016 <i>Outline the history of the pharmacy profession.</i> 1.5 hour lecture – CH 1
WEEK 2	Aug. 29, 2016 <i>Outline the history of the pharmacy profession.</i> 1.5 hour lecture – CH 1	Aug. 31, 2016 <i>Outline the history of the pharmacy profession.</i> 1.5 hour lecture – CH 1
WEEK 3	Sept. 5, 2016	Sept. 7, 2016

	SCHOOL HOLIDAY LABOR DAY	<i>Outline the history of the pharmacy profession.</i> 1.5 hour lecture – CH 1
WEEK 4	Sept. 12, 2016 TEST CH 1 <i>List the qualifications required for obtaining certification and registration.</i> 1.5 hour lecture – CH 2	Sept. 14, 2016 <i>Describe the role of the pharmacy technician in a variety of settings.</i> 1.5 hour lecture – CH 2
WEEK 5	Sept. 19, 2016 <i>Identify standards of law and ethics governing pharmacy practice.</i> 1.5 hour lecture – CH 2	Sept. 21, 2016 TEST CH 2 1.5 hour lecture Guest Speaker
WEEK 6	Sept. 26, 2016 <i>Define key medical terms and abbreviations related to pharmacy practice.</i> 1.5 hour lecture Supplemental handout	Sept. 28, 2016 <i>Explain the importance of utilizing pharmacy resource materials.</i> 1.5 hour lecture – CH 7
WEEK 7	Oct. 3, 2016 <i>Explain the importance of utilizing pharmacy resource materials.</i> 1.5 hour lecture – CH 7 & Supplemental Handout	Oct. 5, 2016 <i>Explain the importance of utilizing pharmacy resource materials.</i> 1.5 hour lecture – CH 7 & Supplemental Handout
WEEK 8	Oct. 10, 2016 <i>Explain the importance of utilizing pharmacy resource materials.</i> 1.5 hour lecture – CH 7	Oct. 12, 2016 TEST CH 7 MIDTERM REVIEW
WEEK 9	Oct. 17, 2016 MIDTERM EXAM Interview Assignment DUE <i>Apply effective verbal and written communications skills. Use listening skills effectively. Use effective strategies for communicating with patients who are non-English speakers or who have other special needs, such as vision or hearing problems, low reading level,</i>	Oct. 19, 2016 <i>Apply effective verbal and written communications skills. Use listening skills effectively. Use effective strategies for communicating with patients who are non-English speakers or who have other special</i>

PHRA 1301 INTRODUCTION TO PHARMACY

	<p><i>difficulty understanding instructions.</i> <i>Demonstrate a respectful attitude when interacting with diverse patient populations.</i> 1.5 hour lecture – CH 3</p>	<p><i>needs, such as vision or hearing problems, low reading level, difficulty understanding instructions.</i> <i>Demonstrate a respectful attitude when interacting with diverse patient populations.</i> 1.5 hour lecture – CH 3</p>
WEEK 10	<p>Oct. 24, 2016 <i>Apply effective verbal and written communications skills.</i> <i>Use listening skills effectively.</i> <i>Use effective strategies for communicating with patients who are non-English speakers or who have other special needs, such as vision or hearing problems, low reading level, difficulty understanding instructions.</i> <i>Demonstrate a respectful attitude when interacting with diverse patient populations.</i> 1.5 hour lecture – CH 3</p>	<p>Oct. 26, 2016 TEST CH 3 <i>Describe how different healthcare occupations interact in the healthcare delivery system.</i> 1.5 hour lecture CH 8</p>
WEEK 11	<p>Oct. 31, 2016 <i>Explain the importance and methods of wellness promotion and disease prevention practices, 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.</i> 1.5 hour lecture CH 8</p>	<p>Nov. 2, 2016 <i>Demonstrate commitment to excellence in the pharmacy profession and to continuing education and training.</i> 1.5 hour lecture CH 8</p>
WEEK 12	<p>Nov. 7, 2016 TEST CH 8 <i>Describe the role of the pharmacy technician in a variety of settings.</i> 1.5 hour lecture CH 9</p>	<p>Nov. 9, 2016 <i>Describe the role of the pharmacy technician in a variety of settings.</i> 1.5 hour lecture CH 9</p>
WEEK 13	<p>Nov. 14, 2016 <i>Describe the role of the pharmacy technician in a variety of settings.</i></p>	<p>Nov. 16, 2016 TEST CH 9 <i>Summarize safety standards.</i> 1.5 hour lecture CH 36</p>

	1.5 hour lecture CH 9	
WEEK 14	Nov. 21, 2016 Thanksgiving Break	Nov. 23, 2016 Thanksgiving Break
WEEK 15	Nov. 28, 2016 <i>Summarize safety standards.</i> 1.5 hour lecture CH 36	Nov. 30, 2016 <i>Summarize safety standards.</i> 1.5 hour lecture CH 36 FINAL EXAM REVIEW
WEEK 16	Dec. 14, 2016 FINAL EXAM	

COURSE OUTLINE

Chapter 1 – History of Pharmacy Practice
 Chapter 2 – The Professional Pharmacy Technician
 Chapter 3 – Communication and Customer Care

Chapter 7 – Referencing and Drug Information Resources

Chapter 8 – Retail Pharmacy
 Chapter 9 – Health-System Pharmacy

Chapter 36 – Workplace Safety and Infection Control

PHARMACY TECHNICIAN INTERVIEW PROJECT

During this course, the **student will complete an interview** with a pharmacy technician (or pharmacist) in a retail or institutional setting and present their findings to the class. During the interview, the student will ask the questions listed below and any other questions they think are important. **The student MUST obtain a business card from the Pharmacist/CPhT that is interviewed.**

After completing the interview, the student will write a 2 page paper discussing their findings (answers), the student's reactions to the findings, and helpful insight from the professional. The paper should be typed, double spaced, using no greater than 12 point font.

The student is responsible for contacting the pharmacy technician whom they choose to interview, arranging the appointment, and completing the assignment. Students may contact the instructor if they are having difficulty locating a professional to interview.

Instructions:

1. Schedule an appointment at either a retail or institutional pharmacy to interview a CPhT or Pharmacist.
2. Students should document information obtained and based on the information, prepare a written report to be presented to the class.
3. All reports must be typed (12 font and double spaced) and have a cover page.
4. Write a thank you note to the person interviewed and include a copy with the report.

Interview Questions:

- Advantages/Disadvantages of working in the pharmacy
- Why the Pharmacist/CPhT chose the field of pharmacy
- Why the Pharmacist/CPhT chose the company they work for
- How long employed in the practice of pharmacy
- Salary range for a Pharmacist/CPhT
- Daily duties of a Pharmacist/CPhT
- How many prescriptions are filled in a typical day
- Hours of operation
- Holidays
- Advice/recommendations

Presentation Requirements:

In the 5-10 minute presentation the students must include all the answers to the interview questions above, plus:

- Name of Pharmacy
- Name of Pharmacist/CPhT interviewed
- Business Card of Pharmacist/CPhT or Pharmacy (if available)
- Students will dress professionally for presentation

Student Behavior Policies and Procedures

Please refer to the Texarkana College Student Handbook for the full list of rules, policies, and procedures related to student conduct. In addition, please note and initial understanding of the following policies and procedures related to student misconduct:

ADDENDUM

Texarkana College strives to provide a safe and comfortable learning environment free of abuse and distractions. At all times, students are required to practice courteous, respectful, and cooperative behavior. When students violate standards of conduct or act in a manner that disrupts the learning process, it is not fair to the students who do act appropriately. Students who do not comply with the policies of the program, college, and/or clinical facilities will face disciplinary action to encourage compliance.

Students are to address all instructors, personnel, visitors, guests, and classmates with respect and in a professional manner.

Disrespecting instructors will not be tolerated. Students will be written up and sent home.

Food and drink during classroom hours is at the discretion of the instructor.

NO food/drink items are allowed in carpeted rooms or computer labs.

Cursing, foul or derogatory language will not be permitted on campus.

Use of electronic devices, including cell phones, are prohibited during class.

These must be set on silent or turned off.

No talking during lectures, exams, or when working on assignments.

Students are expected to dress in a professional manner for class. NO pajamas, slippers, or clothing with questionable coverage is allowed (i.e. - cleavage, abdomen, and bottom should be covered at all times).

Cheating will not be tolerated. Students caught cheating will be subject to disciplinary action after investigation by the Dean of Students. Proven violations will result in the student being dropped from the class with an "F" average.

No children allowed. A student may not for any reason bring a child to class with them. NO EXCEPTIONS.

Family members or other acquaintances are not allowed in the classroom or at practicum sites.

Texarkana College is a tobacco free campus. No tobacco products are allowed.

Students must strictly follow the Health Occupations drug and alcohol policy.

Patient confidentiality will be secure at all times. No patient identifying information will be taken from the practicum site.

Write- Up Offenses

Electronic devices including cell phones

Improper dress and personal appearance

Leaving class without permission

Failure to follow procedures/policies

Sleeping during class (Attendance policy will apply)

Failure to follow the grooming and dress codes for the classroom

Failure to notify instructor of absence from a clinical experience before the scheduled start time

Write up offenses that will include sending student home. (Attendance policy will apply).

Profanity anywhere in the building or on campus

Lack of cooperation with instructors

Disruptive/unprofessional behavior

Being unprepared for class

Failure to adhere to the drug and alcohol policy (Violators may be removed from the program)

Bringing a child to class

Failure to follow the grooming and dress codes for clinical experiences. **This includes wearing artificial nails, nail polish (including clear) or overlay to a clinical site.**

Meeting with a family member or acquaintance during class time or at clinical.
Violations of patient confidentiality (HIPAA)

- Actions that pose actual or potential harm to patients (May result in removal from the program) Individual counseling and a write-up will occur with all violations; the student may be placed on probation from the program. All counseling sessions and write-ups will be documented in the student's permanent record. The student will be provided an opportunity to document their account of the violation(s), and this documentation will be retained in the student's record as well. The disciplinary measures implemented are at the discretion of the Program Coordinator and in accordance with written program policies described within this handbook and the Texarkana College Student Handbook.

The student has access through the academic grievance policy for an appeals process for any disciplinary action the student feels is unwarranted or unfair. The academic grievance policy is outlined in the Texarkana College Student Handbook.

ABSENTEE POLICY

Texarkana College's absentee policy allows instructors to withdraw a student from a course due to excessive absences. If a student leaves and returns during class or leaves the class before the class is over, he/she **may** be considered absent. Three tardies constitute one absence. It is the student's responsibility to check the syllabus for each instructor's tardy policy.

Some workforce/vocational areas, such as nursing and cosmetology, certification requirements necessitate an absentee policy that is more stringent than the institutional policy. In these instances, the matter of certification takes precedence over local policies, since certification policies are established by the State of Texas.

Faculty members **are not** obligated to provide opportunities for students to make-up missed assignments and tests as a result of a student's absence from class. The institution is not required to take attendance with the exception of workforce/vocational areas, where certification requirements require taking attendance. However, experience demonstrates that regular attendance enhances academic success. As such, students are expected to attend each meeting of their registered courses.

A student should not stop attending a class without formally withdrawing from the course by the institutions published Last Day for Students to Drop. If a student stops attending class after the published Last Day for Students to Drop, the student may receive a grade of "F" in the class.

The instructor will submit the last date of attendance for students receiving a grade of "F" or "W". Withdrawal from a course(s) **may** affect a student's current or future financial aid eligibility.

Students should consult the Financial Aid Office to learn both short and long term consequences of a withdrawal.

EXCUSED ABSENCES

A student's absence due to school trips and/or school business will not be counted against a student's allowable number of absences. Military duty and absences for Holy Days (FBD LEGAL) are covered in a separate section of the catalog and the student handbook. These are the only excused absences that are considered by Texarkana College. Responsibility for work

missed for any absence is placed on the student. Instructors are required to allow students to make up work missed if the absence is due to military duty* or religious holy days when students follow the correct notification procedures. Instructors are not required to allow students to make up work for absences due to other reasons. Make-up policies are listed in each individual instructor’s syllabus.

**Students interested in Health Occupations should check with the division chair prior to entering the program.*

ONLINE/HYBRID COURSE ABSENCES

Absence in an **online course** is defined as the lack of an active post or submission within the course including discussion board posts, written assignments, and tests. This standard will be used to determine all absentee issues, including but not limited to, 12th Day Census Reports, last date of attendance, and involuntary withdrawal from a course due to absences. All online students must complete an Enrollment Verification activity within the first week of class (activity depends upon the professor); otherwise the professor **may** drop the student for not having attended. Students must complete at least one activity in their online class per week. Each week in which a student does not complete an activity will be counted as an absence.

If a student is taking a hybrid course, and it does not meet during the first week of class, the student must also complete an Enrollment Verification activity within the first week of class; otherwise the student **may** be dropped for not having attended.

MAXIMUM ALLOWABLE ABSENCES

After official registration, the following number of unexcused absences will be the maximum allowable before a student **may** be dropped from the class. Mandated program certification requirements detailed for certain programs regarding the maximum allowable unexcused absences takes precedence over the following information.

Workforce Classes

Day Classes	Evening Classes
Class meets: 5 days a week (MTWRF) The instructor may withdraw a student from a course if absences exceed three (3) up until the published Last Day for Students to Drop. Absences that exceed this number after the drop day may result in the student receiving an “F” in the program for that semester. Three tardies count as one absence. You are considered tardy from the designated class start time through the first 15 minutes of class. After that you will be counted absent.	Class Meets: 4 evenings a week (MTWR) The instructor may withdraw a student from a course if absences exceed five (5) up until the published Last Day for Students to Drop. Absences that exceed this number after the drop day may result in the student receiving an “F” in the program for that semester. Three tardies count as one absence. You are considered tardy from the designated class start time through the first 15 minutes of class. After that you will be counted absent.

Students are allowed 5 class absences. After 5 absences, the student is subject to being dropped from the course. Attendance will be taken at the beginning of each class period. If a student is up to 15 minutes late to class, a tardy will be given. Students who are late will be required to sign in to the instructor's attendance folder with the time of arrival. After 3 tardies an absence will be assigned.

Make-up Policy

Students are responsible for contacting the instructor to discuss content and makeup work that is missed during an absence. If an exam is missed, the student must make-up the exam within five (5) class days upon their return. Homework that was assigned prior to a student absence should be turned in on the first day back to class. Late homework assignments will not be accepted, and a grade of zero will be given.

Academic Integrity Statement

Scholastic dishonesty, involving but not limited to cheating on a test, plagiarism, collusion, or falsification of records will make the student liable for disciplinary action after being investigated by the Dean of Students. Proven violations of this nature will result in the student being dropped from the class with an "F".

This policy applies campus wide, including TC Testing Center, as well as off-campus classroom or lab sites, including dual credit campuses. This information can be found in the Student Handbook at <https://texarkanacollege.edu>.

Disability Act Statement:

Texarkana College complies with all provisions of the Americans with Disabilities Act and makes reasonable accommodations upon request. Please contact Larry Andrews at 903.823.3283, or go by the Recruitment, Advisement, and Retention Department located in the Administration building for personal assistance.

Financial Aid:

Attention! Dropping this class may affect your funding in a negative way! You could owe money to the college and/or federal government. Please check with the Financial Aid office before making a decision.

STUDENT RETENTION AND SUPPORT

A student retention specialist is available for every student enrolled in the Pharmacy Technician Program. Karen Holt will help you with study skills, referral to Student Support Services, resume writing, job interview skills, direction to social support programs, and other services. Mrs. Holt

can be contacted at Karen.holt@TexarkanaCollege.edu or at 903-823-3551. Her office is located in the Health Occupations building 2nd floor office # 351.

STUDENT SUPPORT SERVICES' INFORMATION

Student Support Services is a federally funded program designed to give a helping hand to Texarkana College students who show potential for success in college, but who need assistance in their efforts. Students entering the program have a variety of needs encompassing economic, academic, cultural, and handicapped challenges. Student Support services can help you by offering career information, tutoring, study skills, and college transfer information.

Student Support Services
Career Education Center, Room 106
2500 N. Robison Road
Texarkana, Texas 75501

903-823-3381

Office Hours
8:00am to 5:00pm, Monday - Friday

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. The H2P Consortium grant project (\$19,613,306) is 100% funded through the U.S. Department of Labor's Trade Adjust Assistance Community College and Career Training program. H2P Consortium is a WIA Title I – financially assisted program and is therefore an equal opportunity employer/ program which provides auxiliary aids and services upon request to individuals with disability by calling 903-823-3283 Voice/TTY. For EEOC and Depart of [Labor Disclaimers](#).



This work by the Health Professions Pathways (H2P) Consortium, a Department of Labor, TAACCCT funded project is licensed under a [Creative Commons Attribution 4.0 Unported License](#).

If you have any questions about this syllabus or the course in general, ask the instructor before you sign this document.

PHRA 1301
Introduction to Pharmacy

I, _____, (print name) have read the course syllabus, the course outline and schedule, course grading requirements and methods of evaluation, as well as had each explained to me by the instructor either verbally, or by email on _____.

By signing this form I agree to comply with the classroom/online policies, expectations, and rules listed and accept the outline for this class.

Signature

Date

Print Name

Received by the instructor on: _____
Date