PHT 64A: PHARMACY CLINICAL A

Foothill College Course Outline of Record

Heading	Value
Effective Term:	Summer 2021
Units:	4
Hours:	12 laboratory per week (144 total per quarter) This is a clinical laboratory course.
Advisory:	Not open to students with credit in PHT 60.
Degree & Credit Status:	Degree-Applicable Credit Course
Foothill GE:	Non-GE
Transferable:	CSU
Grade Type:	Letter Grade Only
Repeatability:	Not Repeatable
Formerly:	PHT 60

Student Learning Outcomes

- Demonstrate the skills and competencies required within the community pharmacy setting and its correlation to prescription dispensing.
- Describe legal and ethical guidelines pertaining to the dispensing of community pharmacy prescriptions, the recording patient information and communicating with patients and pharmacy personnel.
- Effectively interview patients, their representatives, or their care-givers to collect pertinent information for use by the pharmacist.
- Practice assisting the pharmacist in all functions within the community pharmacy setting to include collection of information, distribution of medications, billing, third party collections, inventory and file maintenance.

Description

The practice of pharmacy technology skills in a community pharmacy environment developed in didactic and laboratory training. Activities will be evaluated by a preceptor at the site. Intended for students in the Pharmacy Technician Program; enrollment is limited to students accepted in the program.

Course Objectives

The student will be able to:

A. Understand the structure and procedures of the pharmacy.
B. Effectively interview patients, their representatives, or their care-givers to collect pertinent information for use by the pharmacist.
C. Interpret a basic overview of the computer system.
D. Understand procedures for obtaining refills on prescriptions that have no refills.
E. Demonstrate skills in the operation of a cash register.
F. Observe legal and ethical guidelines for safeguarding the confidentiality of patient information.
G. Observe effective strategies for communicating with patients who are non-English speakers or who are impaired.
H. Maintain personal hygiene, self-control, a dress code, and decorum.

I. Use knowledge of interpersonal skills to effectively manage working relationships.
J. Assist the pharmacist in collecting, organizing, and evaluating information for direct patient care, drug use review, and departmental management.
K. Receive and screen prescriptions for completeness.
L. Compound/prepare medications for distribution.
M. Distribute medications.
N. Assist the pharmacist in the identification of patients who desire counseling on the use of medications, and equipment, and devices.
O. Collect payment and/or initiate billing for pharmacy services and goods.
P. Purchase pharmaceuticals, devices, and supplies according to an established purchasing program.
Q. Control the inventory of medications, equipment, and devices according to an established plan.
R. Assist the pharmacist in monitoring the practice site and/or service area for compliance with federal, state, and local laws, regulations, and professional standards.
S. Maintain pharmacy equipment and facilities.
T. Assist the pharmacist in the monitoring of drug therapy.

Course Content

A. Pharmacy procedures
1. Use of a cash register
2. Flow of the pharmacy
3. Drop off and pick up procedures for prescriptions
4. Telephone procedures
5. OTC products
B. Patient-pharmacy interaction
1. Counseling
2. Method of payment
3. Verify third party coverage, electronically or by telephone
4. Interpersonal skills
C. Computerized prescription filling
1. New prescriptions
2. Refill prescriptions
3. Record patient information
4. Generate labels
5. Printing profiles
6. Patient, doctor, drug, price, and interaction screens
D. Prescription refill when no refill is allowed
1. Transfer information to doctor's office
2. Obtain information from doctor's office
3. Procedures for faxing information
E. Operating a cash register
1. Determine method of payment (cash, check, or charge)
2. Taxable and non-taxable items
3. Listening/communication skills
4. Return policies and refunds
5. Voids
6. Documentation of third party sales
F. Confidentiality of patient information
G. Dealing with impaired patients
1. Hearing impaired
2. Sight impaired
3. Speech impediments
4. Developmentally disabled
5. Physically disabled
H. Personal hygiene and decorum
I. Interpersonal relationships

J. Review of pharmacy procedures
1. Cash register
2. Prescription work flow
3. OTCs
4. Drop off and pick up procedures
5. Telephone procedures
6. Computerized prescription processing
7. Record keeping
K. Prescription files
L. Assist the pharmacist in removing drugs from stock
1. Counting, pouring and mixing pharmaceuticals
2. Placing product in container
3. Affixing label or labels
4. Packaging and repackaging
M. Assist the pharmacist in distributing medications
1. Distributing medications according to pharmacy protocol
N. Requirements for identifying need for pharmacist patient counseling
1. Controlled substances
2. Restricted distribution medications
3. New prescriptions
4. Potential drug allergies and interactions
5. Over the counter products
6. Medical monitoring devices and equipment
O. Third party claim forms
P. Pricing and purchasing/ordering inventory
1. Principals of inventory control
2. Medications
3. Diabetic supplies
4. Other diagnostic supplies
5. Vitamins, minerals and herbal products
6. OTC
Q. Receiving, stocking and controlling inventory
1. Medications
2. Diabetic supplies
3. Other diagnostic supplies
4. Vitamins, minerals and herbal products
5. OTC
R. Safety and legal policies and procedures
1. Removing expired, discontinued and recalled goods from stock
S. Maintaining a clean and neat work environment
1. Medication dispensing counter
2. Compounding station
3. Prescription drop off and pick up areas
T. Consistent use of systematic approach to solving problems
1. Principals of quality assurance
2. Identifying and executing priorities in pharmacy practice

Lab Content

A. Pharmacy procedures.
B. Patient pharmacy interaction.
C. Computerized prescription filling.
D. Prescription refill when no refill is allowed.
E. Operating a cash register.
F. Confidentiality of patient information.
G. Dealing with impaired patients.
H. Personal hygiene and decorum.
I. Interpersonal relationships.
J. Review of pharmacy procedures.
K. Prescription files.
L. Assist the pharmacist in removing drugs from stock.
M. Assist the pharmacist in distributing medications.

N. Requirements for identifying need for pharmacist patient counseling.
O. Third party claim forms.
P. Pricing and purchasing/ordering inventory.
Q. Receiving, stocking and controlling inventory.
R. Safety and legal policies and procedures.
S. Maintaining a clean and neat work environment.
T. Consistent use of systematic approach to solving problems.

Special Facilities and/or Equipment

A. Appropriate work station for each student.
B. Site specific uniform.
C. Trajecsys software and hardware to access tracking platform.

Method(s) of Evaluation

Methods of Evaluation may include but are not limited to the following:

A checklist of tasks performed during clinical assignments will be maintained by the supervisor or preceptor. Completion of these tasks will be assessed as to accuracy and adequacy of experience
Weekly written assignments will be utilized to determine the understanding of the tasks and responsibilities
Site visits by clinical coordinator or director

Method(s) of Instruction

Methods of Instruction may include but are not limited to the following:

Internship/preceptorship
Discussion
Cooperative learning exercises
Reflective writing

Representative Text(s) and Other Materials

Ballington, Don, and Robert Anderson. Pharmacy Practice for Technicians, 6th ed.. 2017.

American Pharmacists Association, Perspective Press. The Pharmacy Technician, 7th ed.. 2020.

Foothill College Pharmacy Technician Handbook

Types and/or Examples of Required Reading, Writing, and Outside of Class Assignments

A. Weekly summary of clinical experiences.
B. Self-evaluation of experiential competency.

Discipline(s)

Pharmacy Technology