

# Pharmacy Technician

## Curriculum Guide

### Program Description

In the Pharmacy Technician program, students acquire essential customer service skills needed to interact professionally with pharmacy customers, co-workers, and other healthcare professionals. Students receive hands-on experience related to cashiering and inventory management in the on-campus store and the pharmacy lab. Students also receive hands-on experience in receiving, processing and distributing prescriptions. Emphasis is placed on following all pharmacy related laws and regulations. Students learn to work safely in a team, independently and under the direction of a licensed Pharmacist.

### Program Admission Requirements:

- Clear criminal background
- No current criminal charges pending
- Interview with instructor prior to acceptance

### U.S. Department of Labor Occupational Profile:

*Students who most closely match the occupational profile of a Pharmacy Technician are selected for enrollment.*

- **Aptitude/Abilities:** Ability to communicate through verbal/written formats, to use information technology, problem solve, take initiative, adapt to change, organize material, and attain keyboard speed of 30 wpm. Strong interpersonal relations. Average clerical perception. Strong ability to prepare exact verbal and numerical records, compliance with precise instruments, and specifications for materials
- **Work Keys:** Reading/Locating Information/Applied Math – 4
- **CASAS Scaled Score:** Reading & Math 236-240
- **Environment:** Store, Hospital – Drug and Alcohol free
- **Physical Demands:** Light to Medium, includes reaching and bending frequently and standing for long periods of time
- **Temperament:** Ability to work under stress, performs a variety of tasks, follow specific instructions and enjoys working with people

### Certificate of Completion Program (SOC Code)

- Pharmacy Technician (29-2052)

The Pharmacy Technician Program is three terms. Students take retail marketing related courses during the first term and pharmacy related courses starting in the second term. At the end of the first and second term, the instructor invites those students who successfully demonstrate academic progress by maintaining a grade point average of 2.0 or better and good employability skills to advance to the subsequent term.

During the third term, students preparing to work in a retail pharmacy focus on building proficiency as a Pharmacy Technician. These students must complete a work externship\* in a retail pharmacy. The externship may take place during or after school and/or on the weekends.

Third term students with the skills, interests and abilities to work in a pharmacy setting that requires certification may be invited to take classes that prepare the student for the certification exam offered through the Pharmacy Technician Certification Board (PTCB) and be provided an externship\* in a hospital setting. The hospital externship may take place during school hours, after school, and/or on the weekends.

\*The externship employer may require the student pass a drug screen prior to beginning the externship.

## Required Courses for Certification

First Term			Third Term – Pharmacy Technician		
Number	Course	Credits	Number	Course	Credits
RM 102 or 102A	Customer Service	2 or 3	PT 301	Pharmacy Technician Skills Lab	2
RM 101 or 101B	Cashiering I	3 or 4	PT 303	PT Work Preparation	2
RM 107	Inventory and Loss Prevention	2	PT 305	PT Externship	8
RM 108A	Stocking Procedures	3	<b>Total Credits:</b>		12
PT 101*	Pharmacy Technician Procedures	2	<b>Third Term – Pharmacy Technician Invitation Only</b>		
Total Credits		12	Number	Course	Credits
*PA 103 Pharmacy Aide Procedures may be substituted for this class			PT 302	Pharmacy Technician – Advanced Skills Lab	2
Second Term			PT 303	PT Work and Job Preparation	2
Number	Course	Credits	PT 305	PT Externship	8
PT 210	Process Prescriptions	5	PT 307	PT Certification Preparation	2
PS 211	Receive Prescriptions	3	<b>Total Credits</b>		14
PS 212	Prescription Distribution	2			
HC 101	Medical Terminology	2			
Total Credits		12			

*Instructors, program managers, and/or the referring counselor may recommend employability skills and elective classes based on the student's needs, abilities, interest and behaviors. Job Seeking Skills is required for all students anticipating to graduate from MCTI.*

## COURSE DESCRIPTIONS

### HC 101 Medical Terminology

This course is designed for those interested in learning basic medical terminology. No prior knowledge is needed. This highly interactive course focuses on medical terms and abbreviation. Participants break medical terms down into prefixes, suffixes, and root words to determine the definition. **Topics covered:** Prefixes, suffixes, root words, abbreviations, and medical terminology by body systems.

### PS 211 Receive Prescriptions

This course is designed for students who have a working knowledge of a Pharmacy. The course focuses on knowledge needed to receive a prescription and prepare it for processing. Students begin by gathering detailed customer information and end by placing a processed prescription in the pick-up area. Emphasis is placed on laws and regulations, attention to detail, communication skills, and customer service. **Topics covered:** Laws and regulations, Patient profile, routes of administration, classify medications; prioritize customers, forms, third party coverage, containers.

### PS 212 Prescription Distribution

This course is designed for students who have a working knowledge of a Pharmacy. The course focuses on the specific knowledge needed to distribute a prescription beginning with greeting the customer, finding the prepared prescription, and ends with releasing the prescription to the customer. Students learn to assist customers with questions either by providing information or by referring the customer to the Pharmacist. Emphasis is placed on laws and regulations, customer service, communication skills, and attention to detail. **Topics covered:** Laws and regulations, retrieving drug and medical information, customer identification, Pseudoephedrine laws, checkout procedures

### PT 301 Pharmacy Technician Skills Lab

This course is designed for students with a working knowledge of a Pharmacy preparing to work in a retail setting. The highly-interactive course focuses on building proficiency in receiving, processing and distributing prescriptions. Students build proficiency in cashiering and maintaining pharmacy and over-the-counter inventory. Emphasis is placed on customer service, laws and regulations and working safely. **Topics covered:** Perform all tasks Pharmacy Technician tasks in a realistic pharmacy setting

### PT 101 Pharmacy Technician Procedures

This hands-on course is designed for entry-level students preparing to work as a Pharmacy Technician. The course focuses on the roles and responsibilities of each team member and the basic skills needed by all. Emphasis is placed on following laws and regulations, working safely and customer service. **Topics covered:** Safety, risk management, laws and regulations, employment skills, verify information, universal precautions, labels, brand/generic names, general pharmacy layout, classifications, terminology, communication skills, documentation, assisting customers, over-the-counter products, and equipment.

### PT 210 Process Prescriptions

This course is designed for students who have a working knowledge of a Pharmacy. The course focuses on processing a prescription and preparing it for verification by the Pharmacist. Emphasis is placed on laws and regulations, record keeping, communication skills, accuracy and attention to detail. **Topics covered:** Forms, containers, interpreting prescriptions, calculations, partial fills, record keeping, handling meds, prescription transfers, third party information, communication

**PT 302 Pharmacy Technician Advanced Skills Lab**

This lab is designed for students who have a working knowledge of a Pharmacy and are preparing to work in a setting that may require certification. The highly-interactive course focuses on building proficiency in receiving, processing and distributing customer prescriptions, as well as, in cashiering and maintaining pharmacy and over-the-counter inventory. Students concentrate on the advanced knowledge and skills needed to work in a setting requiring certification. Emphasis is placed on customer service, laws and regulations and working safely. **Topics covered:** Performing all tasks of a Pharmacy Technician in a realistic pharmacy setting; advanced pharmacy calculations, intravenous components and preparation, working in a laminar flow hood, aseptic technique, sterile procedures, hospital procedures

**PT 303 PT Work and Job Preparation**

This course introduces students to placement services and resources available while on-campus and off-campus to help obtain successful employment and to help make the transition from school to work. During this course, students participate in a variety of job preparation activities, prepare a personal portfolio that highlights their skills, abilities and achievements and work on eliminating any barriers that may interfere with obtaining and/or retaining employment. **Topics covered:** Job seeking techniques, resumes, references, cover letters, thank you letters, interview and presentation skills, personal portfolios

**PT 305 PT Externship**

This work externship course is for the student who has the basic skills necessary to work in a Pharmacy as a Pharmacy Technician. This course supports and enhances the student's academic experience by providing real life on-the-job training in a pharmacy in either retail or hospital setting. **Topics Covered:** A variety of topics may be covered including receiving, processing and distributing prescriptions, maintaining the pharmacy, pharmacy labels and drugs, and pharmacy inventory and maintenance. Exact topics will be determined by the work externship supervisor.

**PT 307 PT Certification Prep**

This course is designed for students who plan to work in a setting that requires certification. Students prepare for the Pharmacy Technician Certification exam offered through the Pharmacy Technician Certification Board (PTCB). Students work independently while completing a certification exam preparation book in addition to reading other Pharmacy Technician literature. Students will be given "mock" exams in preparation for taking the actual exam. **Topics covered:** Drug regulations and control, terminology, receiving, processing and distributing prescriptions and medication orders, advanced calculations, routes and formulations. Compounding, I.V. preparation, inventory management, hospital pharmacy, certification requirements

**RM 101B Cashiering**

This course is designed for students preparing to work in a retail environment. The course focuses on following open and closing procedures, working the check-out counter, and retail fraud. Emphasis is placed on cash handling, risk management and safety. **Topics covered:** Cash drawer, cash register, scanning, payments, returns, receipts

**RM 102A Customer Service**

This course is designed for students who plan to work in a retail environment. Students learn the basics of relating to or interfacing effectively with a customer. Emphasis is placed on using active listening skills to understand the customer's needs, then helping the customer or solving customer problems. **Topics covered:** basic face-to-face customer communication, listening, handling difficult customers, directing customers to products, basic customer communication via phone

**RM 107 Inventory and Loss Prevention**

This course is designed for students who plan to work in a retail environment. Students learn the basics of inventory management. Emphasis is placed on receiving inventory and keeping inventory fresh and well stocked. Emphasis is also placed on preventing loss. **Topics covered:** Receiving inventory, invoices, maintaining inventory, loss prevention tools/techniques, suspicious behaviors

**RM 108 Stocking Procedures**

This course is designed for students who need to learn how to stock and merchandize products in a retail environment. Students learn to prepare shelves for the product, price products, and place products on the appropriate shelf. Emphasis is placed on following safety procedures related to lifting, carrying and ladder use. **Topics covered:** Products, shelf labels, opening packages, pricing rules and equipment, placing product on the shelf