Instructor / Course Coordinator: Joanne Stafford  
Office: 1506 B  
Phone: 403-357-3632 (with voice mail)  
Fax: 403-357-3679  
Email: joanne.stafford@rdc.ab.ca  
Office Hours: Drop in or by appointment

Instructors:  
Michelle Gallais  
Office: 1329  
Phone: 403-314-2454  
Email: michelle.gallais@rdc.ab.ca  
Suzette Lewis  
Office: 1329  
Phone: 403-314-2454  
Email: suzette.lewis@rdc.ab.ca  
Office Hours: see schedule posted on door for office hours or by appointment.

Class Time: Tuesday and Thursday 9:00 AM - 11:20 AM  
Room: Main Campus--Pre-Lab room 1435, and Pharmacy Lab room 1323  
Credit hours: 2  
Co-requisites or pre-requisites: Pharmacy 110, 130, and 140.

Academic Calendar Entry:  
All aspects of dispensing. Filling prescriptions and completing all required pricing, record-keeping and computer functions.

Learning Outcomes:  
Students who successfully complete this course will demonstrate the ability to accurately and independently carry out typical pharmacy technician duties. These include:  
- Evaluate and prepare prescriptions under the supervision of the instructor in a manner that simulates actual on-the-job tasks in a community/retail pharmacy.  
- Adapt to a variety of supervisors with different expectations, simulating the on-the-job environment.  
- Follow rules and regulations as they pertain to prescriptions.  
- Perform any calculations and apply them to dosages, quantities and price of prescriptions.
• Apply conversions from one system of weights and measures to others as used in dispensing.
• Recognize frequently used drugs by both their generic and trade names.
• Prepare and maintain an effective patient profile system, both manually and on the computer.
• Develop and maintain prescription records which meet provincial and federal legislative requirements.
• Produce a lab record book.
• Use appropriate references efficiently.
• Demonstrate proficiency in third party billing procedures, both manually and on the computer.
• Use a computer for basic prescription processing functions.
• Keep records for workload measurement.
• Demonstrate the ability to function as a member of a team.
• Demonstrate the ability to prepare prescriptions independently.
• Demonstrate a high degree of competence and accuracy in preparing prescriptions that would ensure public safety.

Course Topics:
Laboratory work will be undertaken in:
• Prescription pricing
  ➢ using books to determine cost of medication
  ➢ using websites to determine cost of medication
  ➢ using the appropriate pricing schedule
  ➢ using third party drug benefit lists
  ➢ updating prices in computer drug files
• Prescription records
  ➢ narcotic and controlled drugs
  ➢ prescription receipts
  ➢ numbering prescriptions manually
  ➢ deleting computer billings where required
• Patient record systems
  ➢ setting up and maintaining an effective manual patient record system
  ➢ setting up and maintaining a computerized patient record system
• Third party payment plans
  ➢ all third party payment plans studied in Pharmacy 130
• Product selection
  ➢ using Drug Benefit List to determine LCA
  ➢ drug dosage forms
• Computer skills
  ➢ enter & retrieve patient records
  ➢ enter & modify drug data
  ➢ recall basic SIG codes
- perform basic prescription entering skills
- Using reference sources
  - CPS
  - Drug Benefit Lists
  - Pricing resources such as Alberta Blue Cross Price List
  - other pharmacy reference materials

**Learning Activities:**
Teaching in this course is comprised of pre-lab lectures and laboratory experience. The student will work in a community dispensary setting, performing typical technical duties, under the supervision of an instructor. The lab exercises will put into practice knowledge gained from other courses. The student will be required to integrate information relative to calculations, prescription terminology and drug names in preparing prescriptions. The use of appropriate reference materials to solve problems or answer student questions will be encouraged. Knowledge of drug regulations and Third Party Payment agreements will be applied in keeping records, pricing and billing. Students will fill prescriptions manually and by computer. A laboratory record book will be produced. The student is expected to dress suitably for a professional health care setting. Expectations will be discussed prior to the first laboratory.

**Laboratory Assignments:** (the students’ knowledge will build as the labs progress)
- Laboratory 1
  - Procedures
  - Sample label
  - Sample CPS pages
  - Solid antibiotic dosage forms
- Laboratory 2
  - Pricing a prescription from appropriate resources
  - Income tax receipt
  - Solid antibiotic dosage forms
- Laboratory 3
  - Blue Cross claim forms
  - Income tax receipt with customer’s copay
  - Equivalent products
  - Solid antibiotic dosage forms
- Laboratory 4
  - Solid antibiotic dosage forms
  - Liquid dosage forms
- Laboratory 5
  - Precautionary labels
  - Using Alberta Drug Benefit List
  - Topical dosage forms
  - Liquid dosage forms
- Determining quantities
- Laboratory 6
  - Independent Work #1
- Laboratory 7
  - Ophthalmic products
  - Otic products
  - Oral contraceptives
- Laboratory 8
  - Insulin
  - Combination drug dosage forms
  - Non-antimicrobial solid dosage forms
  - Previous dosage forms
- Laboratory 9
  - Independent Work #2
- Laboratories 10 and 11 Rotation
  - Sustained release dosage forms
  - Generic prescriptions
  - Injections
  - Prednisone
  - Previous dosage forms
- Laboratories 12 and 13 Rotation
  - Sublingual tablets
  - Transdermal patches
  - Inhalers
  - Nasal sprays and drops
  - Chewable dosage forms
  - Previous dosage forms
- Laboratory 14
  - Rectal ointments and suppositories
  - Vaginal preparations
  - Doses requiring multiple or part tablets
  - Previous dosage forms
- Laboratory 15
  - Independent Work #3
- Laboratory 16
  - Prescription errors
  - Micrograms and milligrams
  - Schedule G drugs
  - Previous dosage forms
- Laboratories 17 and 18 Rotation
  - Narcotics
  - Nitrolingual spray
  - Previous dosage forms
- Laboratory 19
  - Triplicate prescriptions
  - Part-fill prescriptions
  - Previous dosage forms
- Laboratory 20
  - Independent Work #4
- Laboratory clean up

**WARNING: Students with Severe Allergies**

Students will be required to handle medications and chemicals during lab courses.

**Student Responsibilities:**

- Discuss allergies to medications/chemicals (symptoms/treatment) with the course coordinator in each laboratory course.
- Speak to your physician about your potential exposure to medications/chemicals while working in the lab and your future career.
- Follow all physician recommendations including carrying an Epi-Pen (epinephrine) when in class, and wearing of personal protective equipment when handling allergens that may pose a risk.

**Required Textbooks and Equipment:**

- Compendium of Pharmaceuticals and Specialties (CPS) 2013 or 2014
- Pharmacy 120 Dispensing Laboratory Manual, 2014, published by Red Deer College
- Product Monograph Sheets published by Red Deer College
- Non-scientific calculator
- Laboratory coat, dispensing smock or coordinating scrub set
- Professional business dress attire
- Closed toe and closed heel clean shoes (must wear stockings in shoes)
- Kleenex
- Glue or tape
- Scissors
- Hand towel or dish towel
- 1 ½” Loose leaf binder (3-ring binder) for lab records
- RDC Name Tag (Students are required to purchase the beginning of term)
Material and Special fees: $20.00
Consumable lab supplies for use in lab class. This is already included in your total fees.

Assessment of Student Performance:
Laboratory work will include filling prescriptions during the regular laboratory sessions. The number of prescriptions and the difficulty of each prescription will build as the student’s knowledge increases from material learned in the other pharmacy technician courses.

There will also be four Independent Work laboratory sessions during the term. These laboratories will consist of the student working independently to prepare each prescription they are given for that day.

The student must prepare assigned prescriptions with acceptable standards of labelling, record keeping and drug monograph information during the regularly scheduled laboratory sessions. Each prescription must be completed with 100% accuracy before proceeding to the next. The grading of each prescription will follow a grading scheme according to the severity of the error. Prescription assignments will be marked using the 10 point scale posted in the lab. There will be zero tolerance of any errors concerning the drug and the pharmaceutical calculations with regards to the prescription filling process. Other errors will be graded according to the severity of the error. Once a prescription has been completed, graded and all the forms filed away properly, the student may then proceed to fill the next prescription. No new prescription will be graded until the previous prescription has been corrected, re-checked and then all the paperwork has been filed in the appropriate place. This filing of paperwork is all part of “time management”, and must be completed as each prescription is completed. Work that has been completed ahead of time will not be accepted for grading. Feedback may be given on uncompleted work, but a grade will not be assigned for uncompleted prescriptions.

The final grade in this course will be computed based on the following elements:
- Term Work.............................................................13%
- Independent Work................................................87%
  Total........100%

The dates of the Independent Work are as follows:
- I.W. #1—Lab 6…5% ............................................................. Thursday, Oct. 9
- I.W. #2—Lab 9…15% ............................................................ Thursday, Oct. 16
- I.W. #3—Lab 15…30% .......................................................... Thursday, Nov. 6
- I.W. #4 (Final)—Lab 20…37% ............................................Thursday, Nov. 27
There will be the final lab class on Tuesday Dec. 2nd. This time period will include checking of paperwork and lab clean up in preparation of next term. Everyone is required to attend.

**Midterm Feedback:**
Midterm feedback for this course will be available from the instructor following October 24th.

**The RDC Final Examination Policy** will be followed with respect to Final Examinations. Please review this document to ensure you understand the contents and implications of the policy.

http://www.rdc.ab.ca/about_rdc/standard_practices/documents/final_examinations_policy.pdf

The final grade is based on the Letter grading system as outlined in the Red Deer College Calendar.

The student must have a minimum of 70% average in the Independent Work portion to pass the course.

Due to the critical nature of the work involved and the degree of knowledge and skill required in pharmacy practice, the passing grade in this course will be a **70% overall final average** and students must **demonstrate proficiency** in all stated course objectives/learning outcomes to pass this course.

**Pre-requisites:**
Co-requisites or pre-requisites for Pharmacy 120 include Pharmacy 110, 130, and 140. Pharmacy 120 is a pre-requisite for Pharmacy 121, 151, 155, 191 and 192. If you have any questions please talk to your instructor or chairperson.

**Failure to pass this course will affect subsequent courses in your program.**

Enrollment in the pharmacy laboratory courses: Pharmacy 120, Pharmacy 121 and Pharmacy 155 is limited due to available laboratory space. If for any reason, students change their program schedule (for example, take time off to repeat a course, or take time off for personal reasons) they will NOT be automatically registered in the next year. They shall request to be registered in lab courses, they will be placed on a waiting list for those lab courses, and will be registered when openings are available. Students following the uninterrupted schedule of courses will be registered first. If you have any questions, please contact the program lead.

The student must achieve an overall **GPA of at least 2.0** for graduation from the pharmacy technician program.
Attendance Requirements:
The faculty of the Department believe that students are committed to their program and learning experiences. However, it is understood that there are times when students may be absent from those experiences. Any absence can be viewed as a potentially serious disruption of the learning process and necessary achievement of the learning objectives. Attendance is required in all labs. Lack of attendance may impart the students’ ability to successfully complete the course. Independent Work exams must be done on the date scheduled. Any student who, due to extenuating circumstances, will be late or absent for a lab must notify the instructor prior to the beginning of the lab. Arrangements will be made between the instructor and the student as to how or if this lab time will be made up, if there is space or time to make up the missed lab.

Failure to notify the instructor indicates a serious breach of professional and ethical conduct. Failure to do so will result in a grade of “0” for the missed lab or exam. A medical certificate or other suitable documentation will be required before grading allowances will be made. Inability to meet the course requirements will result in failure in the course.

Professional Behaviour:
The student will demonstrate professional behaviour and language at all times while interacting with instructor and other students. Academic dishonesty, in any way, will not be tolerated. Students should also review the “Students Rights and Responsibilities Policy” available on the RDC website. http://www.rdc.ab.ca/about_rdc/policies_and_publications/policies/Documents/Student%20Rights%20and%20Responsibilities%20Final%20April%202008.pdf

Classroom and Laboratory Expectations:
• Turn cell phones and text messaging off before class and lab begins. Please turn off any other devices and remove headphones. Do not use any of these devices during class or lab time.
• Arrive to class and lab on time with needed books and supplies. Come to class prepared by reading course material ahead and having assigned work completed.
• Participate in class/lab by asking questions, answering questions and participating in group work or class/lab activities.
• Refrain from talking to other students when instructors or another student is speaking.
• Students are expected to treat instructors and other students with respect and dignity.
• Students who are not following the expectations may be asked to leave the lab or classroom.
• Follow the Policy and Procedures for Professional Attire. Appropriate professional dress and footwear is expected for all labs and will be strictly
The student will be asked to leave the lab, and may return if appropriately dressed and or prepared, and there is still time remaining in the lab period. There will not be a makeup time for this missed lab.

- Follow the Policy and Procedures for Professional Conduct. Professional conduct and language is expected in all labs and will be strictly enforced. The student will be asked to leave the lab if their conduct or language is not appropriate. There will not be a makeup time for this missed lab.
- See your instructors if you have any concerns or questions regarding the course or course content.

**Academic Misconduct:**

Please become familiar with what constitutes academic misconduct, as well as the consequences. Plagiarism involves submitting work in a course as if it were the student’s own work. Plagiarism may involve the act of submitting work in which some or all of the phrasing, ideas, or line of reasoning are alleged to be the submitter’s own but in fact were created by someone else. The most common forms of plagiarism consist of these practices:

- copying from someone else’s writing without proper acknowledgement
- paraphrasing someone else’s writing without proper acknowledgement
- using the ideas or line of reasoning original to someone else without proper acknowledgement
- submitting work in which someone else has made substantial editing improvements to the content and phrasing of the work of the submitter
- submitting work in one course that the submitter has already submitted in another course, without the approval of the person teaching the current course
- the work submitted or presented was done, in whole or in part, by an individual other than the student presenting the work.

The complete policies are available on the RDC Policies web site: Appeals: Formal Policy, Appeals: Informal Resolution Policy and Student Misconduct: Academic and Non-Academic Policy.

**Changes to the Course Outline:**

Changes to the course outline will be made with the consent of the course instructor and students. Changes will be reviewed by the Associate Dean for consistency with College policies.

**Important Dates:**

- September 11: Last day to register or add/drop for Fall or Full year courses.
- September 11: Last day to have tuition refunded for Fall or Full year courses.
- October 7: Emergency Response Day.
- October 13: Thanksgiving Day. College closed.
- November 10: College open. No credit classes.
- November 11: Remembrance Day. College closed.
November 26  Last day to withdraw from this Fall Term laboratory course and receive a WD, because of the final exam being on November 27th for this lab course.

December 3  Last day of classes for Fall Term courses.
December 8  First day of final examinations for Fall Term courses, except lab courses.
December 13  Last day of final examinations for Fall Term courses, except lab courses.

This course may be eligible for Prior Learning Assessment. Students should refer to the RDC Course Calendar for a list of excluded courses.

Classroom Learning Resources may be available to students in alternative formats.

Students should be aware that Personal Counselling, Career, Learning and Disability Services are provided by RDC. Inquire about locations at Information Desk. It is the student’s responsibility to discuss their specific learning needs with the appropriate service provider.

**Academic Resources on Campus**
Visit www.rdc.ab.ca for information on the following services.

**Academic Support Coordinator** for Learning Support
- Learning Strategies (note-taking, studying and exam-writing strategies)
- Writing Skills Centre
- Math Learning Centre
- Tutoring

**Disability Services**
- Coordination of services (tutoring, alternate format text, note-taking etc.)
- Academic accommodations, including exam accommodations
- Accessibility issues
- Funding information and referral

**Counselling and Career Centre**
- Personal counselling
- Career counselling
- Employment and Career Services (resumes, job postings, etc.)
It is the student’s responsibility to be familiar with the information contained in the Course Outline and to clarify any areas of concern with the instructor.

Students should refer to the Appeals: Formal Policy, Appeals: Informal Resolution Policy and Student Misconduct: Academic and Non-Academic Policy should they have questions or concerns about the Course Outline that cannot be resolved directly with the instructor.

Approved by: _______________

Sharon Hamilton, Associate Dean
Pharmacy Technician Program

Date: September 2, 2014