Pharmacy Technician

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PHTD 235
Dispensing II

COURSE OUTLINE

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Fall 2018
As the student, it is your responsibility to be familiar with the information contained in this Course Outline and to clarify any areas of concern with the instructor(s). It is also your responsibility to be familiar with RDC Policies. They can be found here: http://rdc.ab.ca/about/policies-publications/policies/policies

**Academic Calendar Entry:**
Dispense medications, perform pharmacy related tasks and practice workplace communication skills in a laboratory setting. This course continues to build upon the skills gained in Dispensing I.

**Credit Hours:**

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<tbody>
<tr>
<td>1 – 0 – 5</td>
<td>(1 hour lecture, 5 hours lab per week)</td>
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<tr>
<td>15 weeks</td>
<td>September 5 – December 5</td>
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**Pre-requisites:** PHTD 140  
**Co-requisites:** PHTD 225

**Instructor Name(s):** Suzette Lewis, suzette.lewis@rdc.ab.ca; Michelle Gallais, michelle.gallais@rdc.ab.ca; Ava Feenstra, ava.feenstra@rdc.ab.ca

For more details regarding contact information, please see instructor bio on Blackboard.

**Course Schedule:**

<table>
<thead>
<tr>
<th>Lecture Day</th>
<th>Lecture Time</th>
<th>Lecture Location</th>
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<tbody>
<tr>
<td>Tuesday</td>
<td>12:30 to 1:00 PM</td>
<td>2302</td>
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<tr>
<td>Thursday</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Lab Day</th>
<th>Lab Time</th>
<th>Lab Location</th>
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</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>1:00 – 3:20 PM</td>
<td>1323</td>
</tr>
<tr>
<td>Thursday</td>
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**Instructor Office Hours:**
Drop in or by appointment. Please make arrangements to speak with an instructor either in person or by email.

**Course Learning Outcomes (CLOs):**

Upon successful completion of this course, students will be able to:

1. Assess the accuracy and completeness of prescriptions prepared by self and others.  (NAPRA Competencies: 3.4.1, 3.4.2, 4.1.1, 4.1.2)
2. Evaluate and accurately prepare prescriptions for a variety of medications, dosage forms, legal classifications and third party plans.  (NAPRA Competencies: 3.1.1, 3.1.4, 3.1.5, 3.1.6, 3.1.7, 3.2.1, 3.2.2, 3.2.3, 3.2.4, 3.2.5, 3.2.6, 3.2.7, 4.1.1, 4.1.3, 4.3.1, 4.3.2 6.2.1, 6.2.2, 9.3.1, 9.3.2, 9.3.3)
3. Construct documentation efficiently and manage records required in a pharmacy practice.  (NAPRA Competencies: 1.5.1, 1.5.2, 1.5.3, 2.2.3, 2.2.6, 3.1.2, 3.1.3, 4.1.1, 4.3.1, 4.3.2, 7.2.2)
4. Practice in accordance to laws, standards of practice and established procedures in the preparation, dispensing and release of prescriptions and other pharmacy related duties.  (NAPRA Competencies: 1.1.1, 1.1.2, 1.1.3, 1.2.1, 1.2.2, 1.3.1, 1.3.2, 1.4.1, 1.4.2, 1.4.3, 3.1.6, 3.4.1, 3.5.1, 3.5.2, 5.3.1, 7.2.1, 8.4.1, 9.3.1, 9.3.2)
5. Evaluate professionalism, competence, efficiency, safety and accuracy in the preparation and release of a pharmaceutical.  (NAPRA Competencies: 1.3.1, 1.3.2, 1.4.1, 1.4.2, 1.4.3, 1.4.4, 3.1.6, 7.2.1, 9.1.1, 9.1.3, 9.2.1, 9.2.2, 9.2.3, 9.2.4, 9.4.1, 9.4.2, 9.4.3, 9.4.4)
6. Prepare medication in compliance packaging. (NAPRA Competencies: 3.2.4, 3.2.5, 3.2.6, 3.2.7, 4.1.1)
7. Communicate verbally in person and on the phone within the pharmacy setting and address concerns in a safe and effective manner.  (NAPRA Competencies: 1.4.5, 1.4.6, 1.5.2, 1.5.3 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.2.1, 2.2.2, 2.3.1, 2.3.2, 2.3.4, 3.2.1, 3.1.3, 3.5.1, 3.5.2, 6.1.1, 6.1.2, 6.1.3, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.1.5, 7.1.6, 7.2.1, 7.2.2, 8.1.2, 8.2.1, 8.2.2, 8.3.3, 9.1.2)
8. Practice within the pharmacy technician scope of practice and collaborate with a pharmacist and other pharmacy members when required. (NAPRA Competencies: 1.4.2, 1.4.3, 1.4.5, 2.2.2, 2.2.3, 2.2.6, 2.3.1, 2.3.2, 2.3.3, 2.3.4, 3.5.1, 3.5.2, 8.1.1, 8.1.2, 8.2.1, 8.2.2, 8.3.1, 8.3.2, 8.3.3, 8.4.1, 8.4.2)
Topics:
- Continuation of Dispensing I
- Dispensing prescriptions using computer software for a variety of legal classifications, dosage forms and third party plans
- Calculations
- Further building efficiency and accuracy while dispensing prescriptions
- Checking prescriptions prepared by others for accuracy
- Communication scenarios in person and on the phone that simulate practice (prescription acceptance, release, transfer, refill requests, prescriber giving verbal prescription, patient questions, jurisprudence questions, can we give this prescription/information to another person, can we still fill or refill this medication, does this Rx meet legal requirements, etc.)
- Scenarios that provide students with opportunity to demonstrate scope of practice and professional judgement criteria
- Using reference sources
- Follow policies, procedures, laws, practice guidelines, etc.
- Professionalism, safety and accountability
- Compliance packaging
- Identify and refer potential problems, changes, concerns and questions to pharmacist when required
- Identify factors that may impact the patient’s care
- Drug disposal exercise
- Logging prescriptions and refills
- Assess prescriptions for clarity, completeness, authenticity and legal requirements and resolve concerns in collaboration with the pharmacist
- Transcribe a verbal prescription
- Who can pharmacy records be shared with? Scenarios
- Gather information for pharmacist from Netcare (within training environment) - lab values (cholesterol, creatinine, clozapine monitoring, etc.)
- Assist and educate patient on drug administration device, monitoring device and/or health aid
- Work in partners and supervise work of others
- Evaluate quality of supplies/products (visual inspection, manufacturer’s quality markers)
- Use error prevention strategies
- Scenario where pharmacy manages a medication error/incident
- Discuss errors each day and prevention, share learning with other students (debrief)

Course Resources:
Required:
- Laboratory coat/dispensing jacket
- Professional business dress attire or matching/coordinating scrub set
- Closed toes and closed heel clean shoes
- Tissue (ie Kleenex)
- 1 ½” Loose leaf binder (3 ring binder) for lab records
- Scissors
- Tape
- SD Card for Go Pro (minimum of 16G)
- RDC Name Tag

References:
Please see the program specific library guide at: http://rdc.libguides.com/pharmacy
Various websites as accessed and discussed in previous courses.

Recommended:
N/A

Materials & Special Fees:
$100.00
Consumable lab supplies for use in lab class. This is already included in your total fees.

Learning Activities:
This course provides a continuation of skill development from Dispensing I. There will be pre-lab lectures and laboratory experiences as well as material provided on Blackboard.
Students will work independently in a community pharmacy setting as well as working in pairs and/or groups to simulate realistic pharmacy practice.

Filling and checking prescriptions, communication scenarios/role playing which will simulate patient and health care professional interactions, self-reflection, instructor and peer feedback as well as professionalism assessment are all included in the course exercises.

Students may have the opportunity to connect with and complete an assignment with a first year Pharmacy Technician student.

Course Procedures & Consequences:
Assignments: Assignments that are permitted to be completed outside of class/laboratory time will be due at 11:59 pm unless otherwise indicated on the date specified. Late assignments will be accepted up to 24 hours after the deadline, with a penalty of 10%. Beyond 24 hours after the deadline, assignments will not be accepted unless discussed and approved by instructor.

I recognize that life can conflict with your studies at times and, in the event that something happens, communication is key. Please contact me as soon as possible to discuss any interruptions to your learning in this course so that we can discuss options.

Other Assessments: Independent work and laboratory assignments must be completed on the scheduled date unless an alternate date is discussed before or as soon as possible after the absence with the instructor; alternate arrangements will only be made for valid reasons and documentation may need to be provided depending on the circumstance.

Midterm Feedback
You have the right to know your progress in this course so you can assess your performance and make decisions regarding your academic standing. Midterm grades will be posted on Blackboard by the date set in the Academic Schedule (see important dates). I strongly encourage you to consult with me (by appointment) if your academic performance is below a C. I am available to meet with you at any time throughout the term regarding any concerns you may have.

Final Exam Policy (if applicable):
*If course has a final exam scheduled by the Registrar, you must be available for the entire final exam period and deferrals will not be granted unless there is serious cause.* Following the Final Examinations Policy, exams written in the last 7 days of classes are weighted at less than 20% of the final mark and scheduled final exams have a weighting of at least 20% and no more than 50% of the final grade. If you have questions or concerns, please talk to me as soon as possible.


Letter Grade scale
The following Letter Grade scale will be used in this course to convert percentages to letter grades:

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Letter grade</th>
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<tbody>
<tr>
<td>97-100%</td>
<td>A+</td>
</tr>
<tr>
<td>93-96%</td>
<td>A</td>
</tr>
<tr>
<td>90-92%</td>
<td>A-</td>
</tr>
<tr>
<td>87-89%</td>
<td>B+</td>
</tr>
<tr>
<td>83-86%</td>
<td>B</td>
</tr>
<tr>
<td>80-82%</td>
<td>B-</td>
</tr>
<tr>
<td>77-79%</td>
<td>C+</td>
</tr>
<tr>
<td>73-76%</td>
<td>C</td>
</tr>
<tr>
<td>70-72%</td>
<td>C-</td>
</tr>
<tr>
<td>67-69%</td>
<td>D+</td>
</tr>
<tr>
<td>65-66%</td>
<td>D</td>
</tr>
<tr>
<td>Less than 65%</td>
<td>F</td>
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**Academic Misconduct**
Academic misconduct in all its forms is a serious offence. Academic misconduct is the giving, taking, or presenting of information or material that unethically or dishonestly aids oneself or another on any work which, under normal circumstances, is to be considered in the determination of a grade or the compilation of academic requirements or the enhancement of that student’s record or academic career. The two key areas of academic misconduct are plagiarism and cheating. Please read the definitions that follow.

**Plagiarism:**
The use of close imitation of language, paintings, films, prototypes and ideas from another author and representation of them as one’s own original work. The most common forms of plagiarism are copying or paraphrasing another author’s work without proper acknowledgement, submitting work to which someone else has made substantial improvements to the content, and submitting the same work for multiple courses without approval. Plagiarism can be judged to have occurred if the instructor has both the submitted material and the original source that was copied, or if the student is unable to explain the terminology or ideas of the submission.

**Cheating:**
Any attempt to give or obtain unsanctioned assistance in a formal academic exercise (e.g. examination). Some examples of cheating are unauthorized cheat sheets in a test or exam, the unauthorized use of electronic devices during exams, and copying from another student.

**Plagiarism Tool**
Having easy access to the internet and other technology can make it easy and enticing to use other someone else’s work as one’s own. Because of the high incidence of plagiarism in post-secondary education, assignments in the course may be submitted through SafeAssign on Blackboard. SafeAssign compares your work to a global repository of student work at RDC and to published work online. You are able to access the Originality Report in Blackboard. If you have concerns with your Originality Report, please come and see me to discuss what it means.

**Audio-Visual Recording**
Audio or video recording, digital or otherwise, of lectures, labs, seminars or any other teaching environment by students is allowed only with the prior written consent of the instructor or as a part of an approved accommodation plan. Student or instructor content, digital or otherwise, created and/or used within the context of the course is to be used solely for personal study, and is not to be used or distributed for any other purpose without prior written consent from the content author(s).

**Student Policies**
As a student at RDC, you have rights and responsibilities. Please take the time to familiarize yourself with the policies that might impact you while you are here:
- Student Rights and Responsibilities: [Student Rights and Responsibilities Policy](#)
- Appeals: Informal and Formal: [Student Appeals](#) and [Student Appeals Guidebook](#)
- Student Misconduct: [Student Misconduct Policy](#) and [Student Misconduct Guidebook](#)

**Assessment of Student Performance:**
For complete assignment descriptions and assessment details, please refer to your assignment folder in Blackboard.

The final grade is based on the letter grading system as outlined in the Red Deer College Calendar. In order to pass this course, an overall 65% final grade must be obtained. At all times, the Red Deer College final examinations policy will be adhered to.
<table>
<thead>
<tr>
<th>Assignment/Task</th>
<th>Weight</th>
<th>Description</th>
<th>CLO</th>
<th>Due Date</th>
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</table>
| Independent Work (IW)              | 40%    | There will be three assessments during the term. These assessments will consist of the student working independently to fill prescriptions and complete a variety of tasks.  IW #1 – 10%  
IW #2 – 15%  
IW #3 – 15% | 1. Assess the accuracy and completeness of prescriptions prepared by self and others.  
2. Evaluate and accurately prepare prescriptions for a variety of medications, dosage forms, legal classifications and third party plans.  
4. Practice in accordance to laws, standards of practice and established procedures in the preparation, dispensing and release of prescriptions and other pharmacy related duties.  
7. Communicate verbally in person and on the phone within the pharmacy setting and address concerns in a safe and effective manner.  
8. Practice within the pharmacy technician scope of practice and collaborate with a pharmacist and other pharmacy members when required. | IW #1  
October 4, 2018  
IW #2  
November 1, 2018  
IW #3  
December 4, 2018 |
| Professionalism assessment and feedback | 10%    | Students will be expected to follow the lab policies and procedures, and act in a professional manner at all times. Please reference The Pharmacy Technician Student Handbook as posted on Blackboard. | 5. Evaluate professionalism, competence, efficiency, safety and accuracy in the preparation and release of a pharmaceutical. | Assessed throughout the term. |
| Laboratory activities               | 50%    | Please see Course Topics                                                                                                                                                                                                                                                                                                                   | 1. Assess the accuracy and completeness of prescriptions prepared by self and others.  
2. Evaluate and accurately prepare prescriptions for a variety of medications, dosage forms, legal classifications and third party plans.  
3. Construct documentation efficiently and manage records required in a pharmacy practice.  
4. Practice in accordance to laws, standards of practice and established procedures in the preparation, dispensing and release of prescriptions and other pharmacy related duties.  
5. Evaluate professionalism, competence, efficiency, safety and accuracy in the preparation and release of a pharmaceutical.  
6. Prepare medication in compliance packaging.  
7. Communicate verbally in person and on the phone within the pharmacy setting and address concerns in a safe and effective manner.  
8. Practice within the pharmacy technician scope of practice and collaborate with a pharmacist and other pharmacy members when required. | Feedback provided for each lab session, grading is cumulative for the term |
Attendance, Participation & Professional Conduct

1. Attendance
We believe that students learn best when they are committed to their program and learning experiences. You should plan to attend all classes/labs in this course. We understand that there are times when you may need to be absent from course learning experiences. We would appreciate hearing from you sooner rather than later regarding an absence. If you cannot be in lab, please contact me by phone, through Blackboard, or send me an email – this is the preferred and quickest method of communication as this is most accessible and I check my email frequently. We are committed to support your learning if class time is missed for a valid reason. If you miss a class without informing me ahead of time, you are responsible for making arrangements to cover the missed material. Please keep in mind that an absence can cause a disruption in your (and other students’) learning process and can make it difficult for you to achieve learning outcomes.

Please review The Pharmacy Technician – Student Handbook as posted on Blackboard.

2. Participation
Learning is enhanced by actively engaging in the course material. While attendance is the first step towards your success in this course, your active participation in learning activities during class time and outside of class is also necessary. It has been found that students who actively participate in class activities learn more and achieve higher grade than those who don’t. Please remember that you get out of a course what you put in.

3. Professional Conduct
It’s important that all course participants exhibit professional behaviour in the classroom/lab at all times to optimize the teaching and learning experience for everyone. This includes the instructor(s) and students. Non-negotiable expectations of behaviour for all course participants include:
- Arrive on time, be prepared and remain for the duration of the class/lab.
- Cell phone use in class/labs is limited to learning activities led by the instructor. If a student or the instructor needs to use a cellphone during class (not related to class activities), this should be communicated ahead of time.
- Use of laptops and tablets are welcome but are only to be used only for notetaking or class activities.
- Communicate respectfully with others at all times.
- Maintain a positive learning environment by listening to others, providing constructive suggestions, asking questions, and providing comments that are relevant to the topic.
- Written communication (e.g. email) should always be professional, respectful, clear and grammatically correct.

We will review and discuss the importance of attendance, participation and professional behaviour in class. We may also discuss other negotiable class rules that will assist everyone in the learning process.

Important Dates
- September 5, 2018          First day of classes for Fall term
- September 14, 2018                       Last day to add/drop Fall term courses
- October 2, 2018           Emergency Response Day
- October 8, 2018            Thanksgiving Day, College closed
- October 26, 2018            Mid-term feedback for Fall term
- November 9, 2018            College open. No credit classes
- November 9, 2018            Final Exam schedule posted
- November 11, 2018           Remembrance Day, College closed
- November 12, 2018            Statutory Holiday, College closed
- December 5, 2018            Last day of classes for Fall term
- December 5, 2018            Last day to withdraw from Fall term courses and receive a WD
- December 10, 2018             First day of final exams for Fall term courses
- December 15, 2018            Last day of final exams for Fall term courses
- December 22, 2018            Final grades available
Recognition of Prior Learning
This course may be eligible for prior learning assessment and recognition. Please refer to the RDC Academic Calendar for a list of excluded courses.

Student Support
Students should be aware that Personal Counselling, Career, Learning and Disability Resources are provided by RDC. Students may inquire about locations at the Information Desk. It is the responsibility of students to discuss their specific learning needs with the appropriate service provider.

Learning Support (Library: 403-342-3264, help_learn@rdc.ab.ca)
- Writing Skills Centre (writingskills@rdc.ab.ca)
- Math Learning Centre (math concepts and advanced theoretical math)
- Learning Strategies (note-taking, studying, and exam-writing strategies)
- Peer-Assisted Study / Tutoring (one-on-one tutoring by students)

Disability Resources (Library: 403-357-3629, disabilityservices@rdc.ab.ca)
- Coordination of services (tutoring, alternate format text, note-taking, and so on)
- Academic accommodations, including exam accommodations

Counselling and Career Centre (Room 1402: 403-343-4064, counselling@rdc.ab.ca)

Changes to Course Outline
Changes to the course outline may be made after the first class, as long as this is done during a regular class, by class consensus with the instructor(s) and the students who are in attendance on that day. These changes are then reviewed by the Associate Dean or designate for completeness and consistency with all college policies and school standards.

Cloud Based Services:
In this class, we will be using web tools located outside of Canada. You should know that any information you provide is being transmitted to other countries and will be subject to policy and laws of the hosting country. You have the right to opt-out and not use these web tools. If you have any concerns please talk to me.