



Course Syllabus
Clinical-Pharmacy Technician/Assistant (Retail Rotation)
PHRA 1261

Semester with Course Reference Number (CRN)	Fall 2012 30326
Instructor contact information (phone number and email address)	Liz Wilroy liz.wilroy@hccs.edu Office: 713.718.7352 Cell: 832.442.5519
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Office Location and Hours	By appointment
Course Location/Times	Off-Campus Retail Clinic as assigned
Course Semester Credit Hours (SCH)	Credit Hours: 2 External Hours: 8
Total Course Contact Hours	128.00
Course Length (number of weeks)	8 weeks
Type of Instruction	Clinical

Course Description:	A health-related work-based learning experience that enables the student to apply specialized occupational theory, skills, and concepts. Direct supervision is provided by the clinical professional.
Course Prerequisite(s)	PREREQUISITE(S): <ul style="list-style-type: none"> • PHRA 1102 with a minimum grade of C or better and • PHRA 1205 with a minimum grade of C or better • PHRA 1309 with a minimum grade of C or better and • PHRA 1313 with a minimum grade of C or better
Academic Discipline/CTE Program Learning Outcomes	<ol style="list-style-type: none"> 1. Perform the calculations necessary to accurately prepare pharmaceutical products for dispensing in retail, home care and hospital pharmacy practice settings 2. Demonstrate professional behavior, maintain confidentiality, and practice safely within the scope of practice of the pharmacy technician in retail, home care and hospital practice settings 3. Process prescriptions and prepare pharmaceutical products for dispensing in compliance with current legislation, established standards and policies and procedures in retail, home care and hospital pharmacy practice settings 4. Assist the pharmacist in optimizing medication therapy management and product distribution using current technologies in retail, home care and hospital pharmacy practice settings 5. Demonstrate proper USP <797> aseptic technique in the compounding and preparation of sterile products 6. Demonstrate the entry level pharmacy technician didactic competencies necessary to pass the PTCB certification exam
Course Student Learning Outcomes (SLO):	<ol style="list-style-type: none"> 1. Apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry 2. Demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry.
Learning Objectives	<p>Apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry</p> <ol style="list-style-type: none"> 1. Define and demonstrate the proper maintenance of patient profiles 2. Identify inventory procedures, prepare appropriate documentation, and maintain inventory levels by ordering medications and supplies, checking for expired medications and stocking inventory to shelves, <p>3. Prepare accurate prescriptions by selecting the correct drug, counting/pouring the drug and preparing a correct label in a retail pharmacy setting.</p> <p>Demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry.</p> <ol style="list-style-type: none"> 1. Behave and interact with all healthcare personnel and patients in a professional and ethical manner while maintaining patient safety and patient confidentiality 2. Exhibit the appropriate customer service techniques when serving patients, other

	healthcare professionals and the public.
SCANS and/or Core Curriculum Competencies: If applicable	<p>SCANS Apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry</p> <p>Foundation Skills - Basic -Reading Foundation Skills - Basic -Listening Foundation Skills - Basic -Speaking Foundation Skills - Personal Qualities -Social Foundation Skills - Personal Qualities -Self-Management Foundation Skills - Personal Qualities -Integrity/Honesty Foundation Skills - Personal Qualities -Responsibility Workplace Competencies - Resources -Allocates Time Workplace Competencies - Resources -Allocates Money Workplace Competencies - Interpersonal -Participates as Team Member Workplace Competencies - Interpersonal -Serves Clients/Customers Workplace Competencies - Interpersonal -Works with Cultural Diversity Workplace Competencies - Technology -Selects Technology Workplace Competencies - Technology -Applies Technology to Task</p> <p>Demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry.</p> <p>Foundation Skills - Basic -Listening Foundation Skills - Basic -Speaking Foundation Skills - Thinking -Decision Making Foundation Skills - Personal Qualities -Integrity/Honesty Foundation Skills - Personal Qualities -Responsibility Workplace Competencies - Information -Interprets & Communicates</p>
Instructional Methods	Web-enhanced (49% or less) Face to Face
Student Assignments	<p>Students are required to post 1 journal entries each week during their clinical rotations. One posting is required for each Monday through Friday period.</p> <p>Each weekly journal will become available to the student on Friday @ 3:00 p.m. and will close on Sunday @ midnight. Students may only post their entries during the time period the journal is open and available.</p>
Student Assessment(s)	<p>Pharmacy Clinical Student Assessments: Students will be evaluated on a weekly basis at each clinical site utilizing their Clinical Evaluation Checklist Notebook.</p> <ul style="list-style-type: none"> • Students must achieve 100% “Competent” on all final checklists for each rotation. A final checklist with less than 100% “Competent” will result in the student having to extend that particular rotation. • Student assessments will include attitude, work ethics, professional dress, as well as performance, team work and all professional areas listed on each rotations checklist. • It is the student’s responsibility to assure the Clinical Checklist Notebook is

	<p>completed each week and is available for the HCC Clinical Instructor to review on a weekly basis when they come in for the weekly check-ups.</p> <ul style="list-style-type: none"> • Student's are responsible for accurately and neatly recording time in the Clinical Checklist
<p>Instructor's Requirements</p>	<p>The student will be expected to fully participate in and attend all scheduled clinic rotations. Students are expected to wear scrubs to all clinic rotations unless otherwise instructed. Students are expected to communicate with their clinic instructors in a timely fashion if they encounter any issue that might inhibit their ability to be successful.</p> <p>Eagle Online (Moodle) Policies:</p> <p>Student User ID: Your Eagle Online (Moodle) login user ID will be your HCC User ID (sometimes referred to as the "W" number). All HCC students have a unique User ID. If you do not know your User ID you can look it up by visiting the HCC home page:</p> <ul style="list-style-type: none"> <input type="checkbox"/> From www.hccs.edu, under the column "CONNECT", click on the "Student System Sign In" link <input type="checkbox"/> Then click on "Retrieve User ID" and follow the instructions. <p>Or use the direct link to access the Student Sign In page: http://hccs.Eagle Online (Moodle).com/webct/entryPageIns.dowebct</p> <p>The default student password is "distance." You will then be prompted to change your password after your first login. Please visit the DE Technical Support website if you need additional assistance with your login.</p> <p>Internet Outage Policy If your instructor experiences an Internet service outage or a power outage that significantly affects the timing of distributing on-line assignments, or in any way appreciably hinders the professor in communicating with students, adjustments to due dates and/or grades will be made appropriately. If there is any official notification from HCCS concerning downtime of the BB Internet course server that would affect distributing assignments, or in any way appreciably hinders the professor in communicating with students, adjustments to due dates and/or grades will be made appropriately. This policy pertains only to the professor's INTERNET SERVICE or to HCCS's Internet course servers, not the students' computers or Internet access. No one at HCCS can monitor or verify outages at student sites and student access is not the responsibility of HCCS. Students are responsible for making sure that they have continuous, reliable Internet access in order to complete this course. It is YOUR responsibility to make sure that I have received any assignments that have been submitted online.</p> <p>Academic Honesty The HCCS Student Handbook states: "Scholastic dishonesty includes, but is not limited to, cheating on a test, plagiarism, and collusion." Possible punishment may include a grade of 0 to F for the assignment, failure in the course, and/or recommendation for probation or dismissal from the college system. A student who is academically dishonest is, by definition, not showing that the</p>

coursework has been learned, and that student is claiming an advantage not available to other students. The instructor is responsible for measuring each student's individual achievements and also for ensuring that all students compete on a level playing field. Thus, in our system, the instructor has teaching, grading, and enforcement roles. You are expected to be familiar with the University's Policy on Academic Honesty, found in the catalog. What that means is: If you are charged with an offense, pleading ignorance of the rules will not help you. Students are responsible for conducting themselves with honor and integrity in fulfilling course requirements. Penalties and/or disciplinary proceedings may be initiated by College System officials against a student accused of scholastic dishonesty. "Scholastic dishonesty": includes, but is not limited to, cheating on a test, plagiarism, and collusion.

Cheating on a test includes:

1. Copying from another students' test paper;
2. Using materials not authorized by the person giving the test;
3. Collaborating with another student during a test without authorization;
4. Knowingly using, buying, selling, stealing, transporting, or soliciting in whole or

part the contents of a test that has not been administered;

5. Bribing another person to obtain a test that is to be administered.

Plagiarism means the appropriation of another's work and the unacknowledged incorporation of that work in one's own written work offered for credit.

Collusion mean the unauthorized collaboration with another person in preparing written work offered for credit. Possible punishments for academic dishonesty may include a grade of 0 or F in the particular assignment, failure in the course, and/or recommendation for probation or dismissal from the College System. (See the Student Handbook)

The HCCS Student Handbook states: "...**mature, responsible adults...Students will not interfere with or disrupt the orderly educational process of the college system.**" Everyone is expected to display both courtesy and cooperation in the classroom. A student who either cannot or will not comply may not continue in the course.

As your instructor and as a student in this class, it is our shared responsibility to develop and maintain a positive learning environment for everyone. Your instructor takes this responsibility very seriously and will inform members of the class if their behavior makes it difficult for him/her to carry out this task. As a fellow learner, you are asked to respect the learning needs of your classmates and assist your instructor achieve this critical goal.

Withdrawal Deadline

If you feel that you cannot complete this course, you will need to withdraw from the course prior to the final date of withdrawal. Before, you withdraw from your course; please take the time to meet with the instructor to discuss why you feel it is necessary to do so. The instructor may be able to provide you with suggestions that would enable you to complete the course. Your success is very important. Beginning in fall 2007, the Texas Legislature passed a law limiting first time entering freshmen to no more than **SIX** total course withdrawals **throughout** their educational career in obtaining a certificate and/or degree.

	<p>If you plan on withdrawing from your class, you MUST contact a HCC counselor or your professor prior to withdrawing (dropping) the class for approval and this must be done PRIOR to the withdrawal deadline to receive a "W" on your transcript. **Final withdrawal deadlines vary each semester and/or depending on class length, please visit the online registration calendars, HCC schedule of classes and catalog, any HCC Registration Office, or any HCC counselor to determine class withdrawal deadlines. <i>Remember to allow a 24-hour response time when communicating via email and/or telephone with a professor and/or counselor. Do not submit a request to discuss withdrawal options less than a day before the deadline.</i> If you do not withdraw before the deadline, you will receive the grade that you are making in the class as your final grade.</p> <p>Use of Camera and/or Recording Devices As a student active in the learning community of this course, it is your responsibility to be respectful of the learning atmosphere in your classroom. To show respect of your fellow students and instructor, you will turn off your phone and other electronic devices, and will not use these devices in the clinic.</p> <p>Use of recording devices, including camera phones and tape recorders, is prohibited in any clinic setting. Students with disabilities who need to use a recording device as a reasonable accommodation should contact the Office for Students with Disabilities for information regarding reasonable accommodations</p>
<p>Program/Discipline Requirements: If applicable</p>	<p>See Pharmacy Technician Student handbook and Clinic Contract for additional requirements</p> <p>Attendance / Withdrawal Policy ALL ABSENCES MUST BE MADE UP Mandatory Attendance: The student is required to complete a minimum of 400 hours as assigned during the clinical rotations (with a minimum of 128 hours in RETAIL pharmacy, 128 hours in HOMECARE pharmacy and 160 hours in HOSPITAL pharmacy). All make-up hours due to absences/tardy, etc. must be coordinated with your clinical instructor and preceptor. Failure to notify preceptor AND clinical instructor of any absence can result in the immediate dismissal of the student from the Pharmacy Technician Program without the ability for readmission.</p> <p>Excused Absences: All absences must be made up but based upon extenuating circumstances beyond the control of the student some absences may not count against the student's grade. Absences that are made up and do not count against the student's grade are considered excused absences. Excused absences must be granted by the Pharmacy program Program Director. Three main areas fall into the category of extenuating circumstances:</p> <ul style="list-style-type: none"> • Medical Necessity refers to unpredictable or serious illness of the student. Documentation such as a medical release statement from the patient's physician will be required. Routine office visits are not considered extenuating and should be scheduled around the student's clinical schedule. • Death of a family member includes death of spouse, children or significant other within the immediate family as well as parents, grandparents, and siblings of the student and/or spouse. Documentation is required.

Remember excused absences will not count against the student's grade but these absences MUST be made up.

Anticipated Absences: The student must notify their Clinical instructor and the preceptor of any anticipated absences as early as possible **prior to any absence**. If circumstances prevent the student from notifying their clinical instructor or preceptor, arrange for someone else to do this for you. All messages to the clinical instructor must include student name, clinical site, and a return phone number. All messages to the clinical preceptor must be made to the preceptor, the Pharmacist in Charge (PIC), or the supervising Pharmacist using the number listed on your clinical checklist, student must give their name, the name of the college and the program they are with.

Unanticipated Absences: Students who are absent are required to report in to the affiliating institution AND to the Coleman College Clinical instructor as early as possible, **preferably 2 (two) hours before the beginning of the students clinical shift**. The student must speak to the clinical preceptor, the Pharmacist in Charge (PIC), or the supervising Pharmacist at the site, no other reports will be accepted. If circumstances prevent the student from notifying the Clinical Instructor, arrange for someone else to do it for you. Any messages must include student name, clinical site, and a return phone number.

Late Arrival & Early Departure: Students who know they will arrive late for their scheduled clinical shift must call and inform their clinical preceptor **before the beginning of their shift**. If a student is going to be more than 15 minutes late, they must also contact their Clinical Instructor. In addition, no student will be allowed to leave early from a clinical rotation without previous approval from the clinical affiliate supervisor. If a student leaves more than 15 minutes early from a clinical shift, they must contact their Clinical Instructor, prior to leaving the clinical site. **Any student leaving early without appropriate approvals will be subject to immediate dismissal from the program without written notification and not allowed readmission.**

All hours missed due to late arrivals and early departures must be made up and will count against the student's grade

Any Student Who Fails To Contact Their Clinical Instructor Regarding Any Absence Will Be Subject To Immediate Dismissal From the Program.

Make-Up Policy: All missed minutes and hours must be made-up. All make-up time will be coordinated with the clinical preceptor AND the Coleman College PROGRAM DIRECTOR. (Please remember you are not the only student on rotations and we are only allowed a certain number of students at each location during any given period, so this is why your Coleman College clinical instructor must be included when coordinating the make-up hours.) Any student who fails to coordinate make-up hours with the Coleman College clinical instructor will receive a reduction in their clinical grade and is subject to dismissal from clinical.

- Students will contact Ms. Wilroy @ 713.718.7352 or liz.wilroy@hccs.edu to report any absences, as well as reporting to your clinical site preceptor. In both voice messages, clearly & slowly state your student name, telephone number and the clinical site in which you will be missing.

- If you feel that you cannot complete this course, you will need to drop from the course prior to the final date of withdrawal. Before, you withdraw from this course, please take the time to meet with the instructor to discuss why you feel it is

	<p>necessary to do so. The instructor may be able to provide you with suggestions that would enable you to complete the course. Your success is very important. Beginning in Fall 2007, the Texas Legislature passed a law limiting first time entering freshmen to no more than SIX total course withdrawals throughout their educational career in obtaining a certificate and/or degree.</p> <ul style="list-style-type: none"> • To help students avoid having to drop/withdraw from any class, HCC has instituted an Early Alert process by which your professor <i>may</i> “alert” you and HCC counselors that you might fail a class because of excessive absences and/or poor academic performance. It is your responsibility to visit with your professor or a counselor to learn about what, if any, HCC interventions might be available to assist you – online tutoring, child care, financial aid, job placement, etc. – to stay in class and improve your academic performance. • Students will receive early warning alerts from each instructor and/or the Pharmacy Director for not following program guidelines listed in: 1) The Student Handbook, 2) The Pharmacy Program Syllabi, or any 3) Pharmacy Technician Program Handouts. Students who receive 2 or more early warning alerts are subject to dismissal without warning from individual courses and labs. The Pharmacy program can choose to dismiss any student who does not abide by the early warning alert directions. • If you plan on withdrawing from your class, you MUST contact your Program Director prior to withdrawing (dropping) the class for approval and this must be done PRIOR to the withdrawal deadline to receive a “W” on your transcript. **Final withdrawal deadlines vary each semester and/or depending on class length, please check with your Program Director to determine class withdrawal deadlines. <i>Remember to allow a 24-hour response time when communicating via email and/or telephone with a professor and/or counselor. Do not submit a request to discuss withdrawal options less than a day before the deadline.</i> If you do not withdraw before the deadline, you will receive the grade that you are making in the class as your final grade. <p>Dress Code: RETAIL</p> <p>Approved Pharmacy program short white lab coat with long sleeves, collar and Coleman College patch on upper right front pocket. Approved Coleman College ID Badge. Hair must be neat, professional & pulled away from the face & off the shoulders. No open-toed shoes. Stockings or hosiery must be worn at all times. Men shall wear ties with shirts. No denim of any type shall be worn by either men or ladies. Minimal to no jewelry to be worn. No facial or body piercings and any tattoos must be covered from public view. No fish net stockings, boots, shorts, short skirts, or low cut tops will be allowed. Only professional blouses and shirts...no t-shirts allowed. Clothes shall fit appropriately, no clothes too tight or too loose will be allowed.</p> <p>All students completing their retail rotation at a Walgreen’s pharmacy will wear NAVY blue surgical scrubs along with their approved Coleman College ID badge.</p>
<p>Instructor Grading Criteria</p>	<p>Pharmacy Technician Clinical Grading Scale The Coleman College uses the following grading system in the Pharmacy Technician Program for clinical internship rotations:</p>

NO EXTRA CREDIT IS OFFERED IN THIS COURSE.

Final Course Grade Distribution:

Journal Entries-----30%
Attendance -----5%
Professional Behavior/Attitude-----5%
Clinical Checklist Evaluations*-----60%
TOTAL: 100%

Grading System:

A = 90 - 100%
B = 80 - 89%
C = 70 - 79%
F = 0 - 69%
Fx = stopped attending
**No D's will be given in
this class**

FINAL GRADE OF FX: Students who stop attending class and do not withdraw themselves prior to the withdrawal deadline may either be dropped by their professor for excessive absences or be assigned the final grade of "FX" at the end of the semester. Students who stop attending classes will receive a grade of "FX", compared to an earned grade of "F" which is due to poor performance. Logging into a DE course without active participation is seen as non-attending. Please note that HCC will not disperse financial aid funding for students who have never attended class.

Students who receive financial aid but fail to attend class will be reported to the Department of Education and may have to pay back their aid. A grade of "FX" is treated exactly the same as a grade of "F" in terms of GPA, probation, suspension, and satisfactory academic progress.

Journal Entry grades will be based on:

1. Did the student complete the week's entry
2. Did the student answer the week's question completely

Attendance* grade will be based as follows:

Grade Deduction	Absences	Tardies/Early Departure
-2.5%	1	2-3
-5%	>1	>3

*All time missed due absences, tardies, and early departures must be made up. The student must complete a minimum of 128 hours in Retail Pharmacy, 128 hours in HomeCare Pharmacy and 160 hours in Hospital Pharmacy.

Professional Behavior & Attitude grade will be based on the following components:

- Evaluation from the hospital, home health care, and retail clinical rotation site.
- Evaluation/Observation from the clinical instructor for each clinical rotation.

The following is also considered when calculating the professional behavior/attitude grade:

- Was student's timecard filled out completely, appropriately & in a timely manner
- Was student's clinic checklists filled out completely, appropriately & in a timely

	<p>manner</p> <ul style="list-style-type: none"> • Did student have clinic checklists with them at all times
Instructional Materials	<p>Clinical Competency Checklist Trade/Generic Book Writing Utensils Basic Calculator – No phones, PDAs, IPODs, etc. Appropriate Uniforms/ID Badges</p>
HCC Policy Statement:	
Access Student Services Policies on their Web site:	<p>http://hccs.edu/student-rights</p>
EGLS3 -- Evaluation for Greater Learning Student Survey System	<p>At Houston Community College, professors believe that thoughtful student feedback is necessary to improve teaching and learning. During a designated time near the end of the term, you will be asked to answer a short online survey of research-based questions related to instruction. The anonymous results of the survey will be made available to your professors and department chairs for continual improvement of instruction. Look for the survey as part of the Houston Community College Student System online near the end of the term.</p>