



**Division of Health Sciences
Pharmacy Technician Program**

<https://www.hccs.edu/programs/areas-of-study/health-sciences/pharmacy-technician/>

PHRA 1261: Pharmacy Technician-Retail | Clinical | #22122

2 semester credit hours | 128 hours

Fall 2020 | 16 weeks (08.24.2020-12.13.2020) | Off-Campus Clinical
Clinic location, start and end times, days and dates vary per student and clinical site

Instructor Contact Information

Instructor:	Liz Wilroy, Clinical Coordinator	Office Phone:	713.718.7352
Office:	Coleman, Suite 359	Office Hours:	By appointment
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Instructor:	Janet Pena, Program Director	Office Phone:	713.718.7665
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Instructor:	Veanney Cortez, Faculty	Office Phone:	713.718.7356
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Please feel free to contact me concerning any problems that you are experiencing in this course. Your performance in my class is very important to me. I am available to hear the concerns and just to discuss course topics.

Instructor's Preferred Method of Contact

Students will report all absences to Ms. Wilroy via cell @ (832) 443-5519 as well as contacting the clinical site. When leaving voice message or text for Ms. Wilroy please speak slowly and clearly and leave your First and Last name, Telephone number, and Clinical Site Name and Location and Time at which you were to be there. Students MUST contact their clinical site preceptor in the event of any absence or tardy. In all email and phone messages, please state the student's full name, the name of the clinic site and the date of absence. In voice messages, be sure to speak clearly and enunciate so the person receiving the message

is able to understand the caller. If the student is assigned another clinical instructor, Ms. Wilroy will inform the student for each rotation.

What's Exciting About This Course

These Clinical Rotations are advanced level pharmacy courses which provide an overview of the qualifications, operational guidelines, and job duties of a pharmacy technician. The information in this course will enable you to learn and perform the day-to-day duties and responsibilities of a pharmacy technician in different pharmacy settings while under the supervision of a registered pharmacist.

My Personal Welcome

Welcome to the final stages of the Pharmacy Technician Training Program, we are looking forward to assisting you apply many of the skills and even some new skills you have learned and hear about in the pharmacy profession! One of our passions is to train future pharmacy technicians. The career of a pharmacy technician can be rewarding and fulfilling. We are excited to share any and all of our pharmacy expertise and knowledge with you, so please don't hesitate to ask questions of your instructors or clinic sites.

Prerequisites and/or Co-Requisites

The minimum requirements for enrollment in PHRA 1261 is: Completion of PHRA 1272, 1301, 1305, 1309, & 1413 with a grade of "C" or better.

If you have enrolled in this course having satisfied these prerequisites, you have a higher chance of success than students who have not done so. Please carefully read and consider the repeater policy in the [HCCS Student Handbook](#).

Canvas Learning Management System

These Clinical Rotation courses will use [Canvas \(https://eagleonline.hccs.edu\)](https://eagleonline.hccs.edu) to supplement clinic assignments, on-line discussions, surveys, and other activities. HCCS Open Lab locations may be used to access the Internet and Canvas. **USE CHROME AS THE INTERNET BROWSER.**

HCC Online Information and Policies

Here is the link to information about HCC Online classes including the required Online Orientation for all fully online classes: <http://www.hccs.edu/online/> This course utilizes HCC Eagle online Canvas as the learning management system for PHRA 1261. Most course content for these courses will be made available by the instructor on the course home page.

Email Address:

Faculty communicate with clinic student via email. It is imperative that students provide PHRA faculty with a valid working email address. PHRA students should check their email EVERYDAY during their clinic rotations.

Student Assessments & Assignments

1. Students will be evaluated on a weekly basis at each clinical site utilizing their Clinical Evaluation Checklist Notebook.
 - a. Students are required to complete a minimum number of scheduled clinic hours: 128 hours for Retail.

- b. 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. Students must achieve "E", "G", or "S" on all final checklists for each rotation. A final checklist with any "NI" will result in the student having to extend that particular rotation or not being able to pass that rotation, depending upon the clinical sites willingness to continue to train the student and other factors to be determined by the HCC clinical instructor and the Pharmacy Program director. (E=Excellent, G=Good, S=Satisfactory, NI=Needs Improvement)
- c. Student assessments will include attitude, work ethics, professional dress, as well as performance, team work and all professional areas listed on each rotations checklist.
- d. It is the student's responsibility to assure the Clinical Checklist Notebook is 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.
- e. Students are responsible for HONESTLY, accurately, and neatly recording time in the Clinical Checklist.
- f. Students' are required to obtain the required clinical site evaluator signature on the weekly time cards and the weekly evaluations at the end of each week...any week that is not properly signed will not be counted towards the students clinical hours and the student will need to repeat those hours.

The Clinical Evaluation Checklist Notebook must be completely filled out with all signatures and correct times and Appropriate Competencies on the Final Checklists submitted upon completion of the clinic on the date requested by the HCC Clinical Instructor or Program Director in order to receive credit for the course.

2. Clinic Surveys/Paperwork:

Clinic students are required to complete the 2 clinic surveys during this rotation according to the following schedule below; the Final survey will be completed after all your clinicals have been completed and you are ready to graduate. Student MUST NOT complete any survey early. Surveys are only to be completed after at the appropriate time during the rotation. Although these surveys are required to be completed, your answers do not affect your clinic grade letter grade in anyway. However, failure to complete a survey or any paperwork required by the program will result in you receiving a grade of incomplete or "I" and your certificate not being issued until the requirement is met.

In order to provide feedback for continuous program improvement, students are asked to answer the survey questions as honestly and completely as possible.

- a. Pre-Clinic Survey: complete **BEFORE** starting your clinic.
- b. Retail: complete survey **AFTER** finishing your Retail clinical rotation.
- c. Post Clinic Survey: Complete **AFTER** you have finished all three homecare, retail, and hospital clinic rotations

Look in Canvas for the scoring rubrics for assignments, samples of class assignments, and other information to assist you in the course. <https://eagleonline.hccs.edu/login/ldap>

Instructional Materials

1. Clinical Performance Checklist
2. Trade/Generic Book
3. Writing Utensils
4. Small Spiral Notepad for taking notes
5. Basic Calculator – No phones, PDAs, IPODs, etc.
6. Appropriate Uniforms/ID Badges

Textbook Information

Clinical Performance Checklist provided by program. (Must be with you at Clinic site)

Other Instructional Resources

Tutoring

HCC provides free, confidential, and convenient academic support, including writing critiques, to HCC students in an online environment and on campus. Tutoring is provided by HCC personnel in order to ensure that it is contextual and appropriate. Visit the [HCC Tutoring Services](#) website for services provided.

Libraries

The HCC Library System consists of 9 libraries and 6 Electronic Resource Centers (ERCs) that are inviting places to study and collaborate on projects. Librarians are available both at the libraries and online to show you how to locate and use the resources you need. The libraries maintain a large selection of electronic resources as well as collections of books, magazines, newspapers, and audiovisual materials. The portal to all libraries' resources and services is the HCCS library web page at <http://library.hccs.edu>.

Supplementary Instruction

Supplemental Instruction is an academic enrichment and support program that uses peer-assisted study sessions to improve student retention and success in historically difficult courses. Peer Support is provided by students who have already succeeded in completion of the specified course, and who earned a grade of A or B. Find details at <http://www.hccs.edu/resources-for/current-students/supplemental-instruction/>.

Course Overview

PHRA 1261 is a health-related work-based learning experiences that enables the student to apply specialized Pharmacy theory, skills and concepts. Students are directly supervised by a Registered Pharmacist.

Core Curriculum Objectives (CCOs)

PHRA 1261 satisfies the health science requirement in the HCCS core curriculum. The HCCS Discipline Committee has specified that the course address the following core objectives:

- **Critical Thinking:** Students will demonstrate the ability to engage in inquiry and analysis, evaluation and synthesis of information, and creative thinking by completing a written assignment such as a report, research paper, or essay, etc.
- **Communication Skills:** Students will demonstrate effective development, interpretation and expression of ideas through written, oral, and visual communication by completing a written assignment such as a report, research paper, or essay, presentation, etc.
- **Social Responsibility:** Students will demonstrate cultural self-awareness, intercultural competency, civil knowledge, and the ability to engage effectively in regional, national, and global communities by completing textbook reading assignments, completing case studies, essays, or reports, and answering questions on quizzes/exams that pertain to ASHP Standard #1 (Personal/Interpersonal Knowledge and Skills).
- **Personal Responsibility:** Students will demonstrate the ability to effectively connect choices, actions and consequences, to

Program Student Learning Outcomes (PSLOs)

Can be found at:

<http://www.hccs.edu/programs/areas-of-study/health-sciences/pharmacy-technician/>

Course Student Learning Outcomes (CSLOs)

Upon completion of PHRA 1261/PHRA2260/PHRA2261, the student will be able to:

- CLSO 1: Interpret medical and pharmaceutical vocabulary including abbreviations and symbols used in processing prescriptions in a Community Pharmacy.
- CLSO 2: Summarize the importance of environmental safety standards, pharmacy safety, and personal safety and hygiene.
- CLSO 3: Utilize information technology.
- CLSO 4: Demonstrate the procedures and work flow operations relating to processing prescriptions and preparing medications in an Ambulatory setting.

Learning Objectives

Student Success

Standard 1: Personal/Interpersonal Knowledge and Skills

- 1.1 Demonstrate ethical conduct.
- 1.2 Present an image appropriate for the profession of pharmacy in appearance and behavior.
- 1.3 Demonstrate active and engaged listening skills.
- 1.4 Communicate clearly and effectively, both verbally and in writing.
- 1.5 Demonstrate a respectful and professional attitude when interacting with diverse patient populations, colleagues, and professionals.
- 1.6 Apply self-management skills, including time, stress, and change management.
- 1.7 Apply interpersonal skills, including negotiation skills, conflict resolution, customer service, and teamwork.
- 1.8 Demonstrate problem solving skills.
- 1.9 Demonstrate capability to manage or supervise pharmacy technicians in matters such as conflict resolution, teamwork, and customer service.
- 1.10 Apply critical thinking skills, creativity, and innovation.
- 1.11 Apply supervisory skills related to human resource policies and procedures.

Standard 2: Foundational Professional Knowledge and Skills

- 2.2 Demonstrate ability to maintain confidentiality of patient information, and understand applicable state and federal laws.
- 2.4 Describe wellness promotion and disease prevention concepts.
- 2.5 Demonstrate basic knowledge of anatomy, physiology and pharmacology, and medical terminology relevant to the pharmacy technician's role.
- 2.6 Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of settings.
- 2.11 Support wellness promotion and disease prevention programs.

Standard 3: Processing and Handling of Medications and Medication Orders

- 3.1 Assist pharmacists in collecting, organizing, and recording demographic and clinical information for the Pharmacists' Patient Care Process.
- 3.2 Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety.
- 3.3 Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.
- 3.4 Prepare patient-specific medications for distribution.
- 3.5 Prepare non-patient-specific medications for distribution.
- 3.6 Assist pharmacists in preparing, storing, and distributing medication products including those requiring special handling and documentation.
- 3.7 Assist pharmacists in the monitoring of medication therapy.
- 3.8 Maintain pharmacy facilities and equipment.
- 3.9 Use information from Safety Data Sheets (SDS), National Institute of Occupational Safety and Health (NIOSH) Hazardous Drug List, and the United States Pharmacopeia (USP) to identify, handle, dispense, and safely dispose of hazardous medications and materials.
- 3.11 Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.
- 3.12 Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or identification of another problem.
- 3.13 Use current technology to ensure the safety and accuracy of medication dispensing.
- 3.14 Collect payment for medications, pharmacy services, and devices.
- 3.16 Prepare simple non-sterile medications per applicable USP chapters (e.g., reconstitution, basic ointments and creams).

- 3.17 Assist pharmacists in preparing medications requiring compounding of non-sterile products.
- 3.18 Explain accepted procedures in purchasing pharmaceuticals, devices, and supplies.
- 3.19 Explain accepted procedures in inventory control of medications, equipment, and devices.
- 3.20 Explain accepted procedures utilized in identifying and disposing of expired medications.
- 3.21 Explain accepted procedures in delivery and documentation of immunizations.
- 3.22 Prepare, store, and deliver medication products requiring special handling and documentation.
- 3.23 Prepare compounded sterile preparations per applicable, current USP Chapters.
- 3.24 Prepare medications requiring moderate and high level non-sterile compounding as defined by USP (e.g., suppositories, tablets, complex creams).
- 3.25 Prepare or simulate chemotherapy/hazardous drug preparations per applicable, current USP Chapters.
- 3.26 Initiate, verify, and manage the adjudication of billing for complex and/or specialized pharmacy services and goods.
- 3.27 Apply accepted procedures in purchasing pharmaceuticals, devices, and supplies.
- 3.28 Apply accepted procedures in inventory control of medications, equipment, and devices.
- 3.29 Process, handle, and demonstrate administration techniques and document administration of immunizations and other injectable medications.
- 3.30 Apply the appropriate medication use process to investigational drugs, medications being used in off-label indications, and emerging drug therapies as required.

Standard 4: Patient Care, Quality and Safety Knowledge and Skills

- 4.2 Apply patient- and medication-safety practices in aspects of the pharmacy technician's roles.
- 4.5 Assist pharmacist in the medication reconciliation process.
- 4.9 Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals.
- 4.10 Perform point-of-care testing to assist pharmacist in assessing patient's clinical status.
- 4.11 Participate in the operations of medication management services.
- 4.12 Participate in technical and operational activities to support the Pharmacists' Patient Care Process as assigned.
- 4.13 Obtain certification as a Basic Life Support Healthcare Provider.

Standard 5: Regulatory and Compliance Knowledge and Skills

- 5.2 Describe state and federal laws and regulations pertaining to pharmacy technicians.
- 5.5 Describe pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
- 5.6 Describe Occupational Safety and Health Administration (OSHA), National Institute of Occupational Safety and Health (NIOSH), and United States Pharmacopeia (USP) requirements for prevention and treatment of exposure to hazardous substances (e.g., risk assessment, personal protective equipment, eyewash, spill kit).
- 5.7 Describe OSHA requirements for prevention and response to blood-borne pathogen exposure (e.g., accidental needle stick, postexposure prophylaxis).
- 5.8 Describe OSHA Hazard Communication Standard (i.e., "Employee Right to Know").
- 5.9 Participate in pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.

Instructor and Student Responsibilities

The student will be expected to fully participate in and attend all scheduled clinic rotations. Students are expected to wear face mask, official approved blue scrubs, only soft sole closed toe approved shoes, and official approved Coleman ID badge to all clinic rotations unless otherwise instructed. (See Dress Code) Students are expected to communicate with their clinic instructors and/or clinic coordinator in a timely fashion (within 24 hours) if they encounter any issue that might inhibit their ability to be successful.

As your Instructor, it is my responsibility to:

1. Provide the grading scale and detailed grading formula explaining how student grades are to be derived
2. Facilitate an effective learning environment through clinic placement
3. Provide a description of any special projects or assignments
4. Inform students of policies such as attendance, withdrawal, tardiness and make up
5. Provide the course syllabus and clinic schedule which will include a description of any special requirements
6. Arrange to meet with individual students during clinic hours as required

If at any time the student feels that I am not fulfilling my responsibilities, please let us know.

To be successful in this class, it is the student's responsibility to:

1. Come to clinic regularly and be on time. You cannot learn if you are not present.
2. Have an active email address and check your email everyday while in clinic.
3. While in clinic, be PRESENT. It's not enough just to be in the pharmacy. Consciously attend to what is going on.
4. LISTEN! You were given two ears and one mouth. See how much you can learn from the ideas of others.
5. CONCENTRATE. Concentration is a SKILL. You are capable of doing it. You do it all the time. Find out what distracts you, and control it. Find out what helps you concentrate and use it.
6. Develop INTERNAL MOTIVATION. Self-motivation is the key to success in any area of life. Studying and being present in clinic is no exception. The key to self-motivation is finding how each subject applies to you and your own world. Only YOU can self-motivate!
7. ALWAYS COME TO CLINIC PREPARED! Unprepared, you cannot take advantage of what is happening in clinic, or add to your learning experience. TAKE NOTES!
8. Ask QUESTIONS. Questions are a major link to real learning. Ask questions in class to clarify your understanding. The only bad question is the one that goes unasked. Your brain does not like unanswered questions. If you really ASK, your brain will look for answers

Assignments, Exams, and Activities

PTCB Exam

Students are required by the state of Texas to take and pass the PTCB certification exam in order to become a Registered Pharmacy Technician. The Technician Trainee status is only valid for 2 years and then expires and the student is no longer able to work in the state of Texas.

On-line Activities

You will be expected to participate in on-line discussions, surveys and possible other activities during clinic rotations.

Clinic Notebook

All students will be required to submit the completed Clinical Notebook, with all the required hours, signatures and documentation within 2 days of completing their final clinical rotation or as instructed by the Program Director in order to receive a passing grade.

You must get at least 50% (50 of 100) of the items correct on the final to pass the course (departmental decision). Students who are absent from the final exam without discussing their absence with the instructor in advance or within 24 hours afterward will receive a course grade of Incomplete. Any student who does not take a makeup exam by the end of the following long semester will receive a final exam grade of zero and a course grade of F.

Grading Formula

Grade Distribution:	
Attendance/Professionalism	30%
Clinical Checklist Book	70%

Clinic Checklist: Students must achieve Excellent (E), Good (G), or Satisfactory (S) on all "Final" Performance Checklists. Any student who receives a Needs Improvement (NI) on any FINAL performance checklist will be extended an appropriate time for that student to master the competency in which they received an "NI". Should the student not be able to master the competency in the extended period, that student will receive a failing grade for that course.

Any student who is unable to achieve satisfactory performance on any clinic checklist competency will receive a failing grade (F) for their final course grade.

Faculty will use the student's Final performance checklist to determine their Clinical Checklist Book grade which accounts for 70% of the students' final grade. An average from the student's final performance checklist will be calculated using the following:

E = 100%

G = 85%

S = 75%

Attendance grade will be based as follows:

	1st Occurrence	>1 Occurrence	>2 Occurrence
Timecard not filled out correctly - not involving dishonestly (per occurrence up to 22%)	-5.5%	-22%	Grade of F
Not having clinic checklist available (per occurrence up to 22%)	-5.5%	-22%	Grade of F
No Call No Show or Dismissal from the Program	-30%	Grade of F	
Not being at clinic site as scheduled when instructor visits (per occurrence up to 22%) (Absence, tardy or early departure-per occurrence up to 22%)	-11%	-22%	Grade of F
Failure to contact clinic faculty regarding schedule change (per occurrence up to 22%)	-11%	-22%	Grade of F
Improper dress (no ID badge, untidy uniform, etc) (per occurrence up to 22%)	-5.5%	-22%	Grade of F
Failing to take the required "30 minute" break for 4 hours or more of clinic	-5.5%	-22%	Grade of F

Students are subject to a failing grade of "F" and dismissal from the Pharmacy Technician Program (without re- admission) for 1 or more occurrences of any of the following reasons:

1. Behavior(s) or action(s) deemed unprofessional by either the clinic site or Pharmacy Technician faculty.
2. Behavior(s) or action(s) deemed by either clinic site or Pharmacy Technician faculty to compromise patient, clinic or personal safety.
3. No call or no show
4. Not following clinic schedule as provided by the Pharmacy Technician Program
5. Any student asked to leave the clinic site due to poor performance, attitude, etc.
6. Dishonesty or falsification in completing timecard &/or clinic checklists.
7. Inability to reach satisfactory performance in any pharmacy technician competency or skill.
8. Non-adherence to any PHRA 2260, PHRA 2261, HCC or Pharmacy Technician policy.

PHRA uses the following grading scale:

A = 100 - 90%
 B = 89 - 80%
 C = 79 - 70%
 D = 69 - 60%
 F = Below 60%
 FX = (failure due to non-attendance)

"D"s are not considered a passing grade for Clinical rotation, a grade of "C" or above is required for passing. The Pharmacy Technician Program does NOT give out a minimum passing Clinic grade below a 70% "C". Any grade below 70% will be considered a failing grade and the course will need to be retaken to receive credit towards receiving a certificate of completion.

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.

HCC Grading Scale can be found on this site under Academic Information:
<http://www.hccs.edu/resources-for/current-students/student-handbook/>

Course Calendar

Syllabus Modifications

The instructor reserves the right to modify the syllabus at any time during the semester and will promptly notify students in writing, typically by e-mail, of any such changes.

Instructor's Practices and Procedures

Missed Assignments

Academic Integrity

Academic Honesty

The HCCS Student Handbook states: "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.

The incorrect documentation or falsifying of any clinic timecard or checklist is considered an act of academic dishonesty. Students who falsify or incorrectly document any clinic timecard or checklist will be dismissed from the program without the ability to apply for re-admission.

Scholastic Dishonesty will result in a referral to the Dean of Student Services. See the link below for details.

Here's the link to the HCC information about academic integrity (Scholastic Dishonesty and Violation of Academic Scholastic Dishonesty and Grievance):

<http://www.hccs.edu/about-hcc/procedures/student-rights-policies--procedures/student-procedures/>

Attendance Procedures

Attendance grade will be based as follows:

	1st Occurrence	>1 Occurrence	>2 Occurrence
Timecard not filled out correctly - not involving dishonestly (per occurrence up to 22%)	-5.5%	-22%	Grade of F
Not having clinic checklist available (per occurrence up to 22%)	-5.5%	-22%	Grade of F
No Call No Show or Dismissal from the Program	-30%	Grade of F	
Not being at clinic site as scheduled when instructor visits (per occurrence up to 22%) (Absence, tardy or early departure-per occurrence up to 22%)	-11%	-22%	Grade of F
Failure to contact clinic faculty regarding schedule change (per occurrence up to 22%)	-11%	-22%	Grade of F
Improper dress (no ID badge, untidy uniform, etc) (per occurrence up to 22%)	-5.5%	-22%	Grade of F

Failing to take the required "30 minute" break for 4 hours or more of clinic -5.5% -22% Grade of F

Student Attendance: ALL ABSENCES MUST BE MADE UP

Students are expected to complete all scheduled clinic hours. Any missed clinic hours due to absence, late arrival or early departure must be made up. Absences, late arrivals and early departures will count against the student's overall clinic course grade. All make-up hours due to absences/tardy, etc. must be coordinated with your clinical instructor and preceptor. Failure to notify preceptor And/or clinical instructor of any absence will result in the immediate dismissal of the student from the Pharmacy Technician Program without the ability for readmission.

For an absence not to count against the student's grade, they must be due to a medical necessity or death of a family member.

1. **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.
2. **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.

Any absence due to medical necessity or death of a family member must be made up. Final decisions on whether absences count against the student's grade will be made by the program director.

Anticipated Absences: The student must notify their clinical instructor and the preceptor of any anticipated absences as early as possible prior to the 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 clinic affiliate supervisor and/or clinical instructor must include student name, clinical site, and a return phone number. If the student leaves a message with someone other than their clinic supervisor, the student must document the name of the person with whom they left the message.

Unanticipated Absences: Students who are absent are required to report into the affiliating institution AND to the Clinical Coordinator as early as possible, **preferably 2 (two) hours before the beginning of the student's clinical shift.** If circumstances prevent the student from notifying the Clinical Coordinator, arrange for someone else to do it for you. Any messages must include student name, clinical site, and a return phone number. If the student leaves a message with someone other than their clinic supervisor, the student must document the name of the person with whom they left the message.

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 the Clinical Coordinator. In addition, no student will be allowed to leave early from a clinical rotation without previous approval from the clinical affiliate supervisor and clinical coordinator. If a student leaves more than 15 minutes early from a clinical shift, they must contact their clinic instructor, prior to leaving the clinical site.

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

Make-Up Policy: All missed minutes and hours must be made-up. All make-up time will be coordinated with the clinical supervisor AND the Coleman College clinical instructor. 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.

No Call/No Show: Any student who does not show up for a scheduled clinic shift and does not, at a minimum, contact their HCC clinic instructor, is considered a "No Call, No Show." One "No Call, No Show" will result in a 22% reduction in the student's overall clinic grade. More than one "No Call, No Show" or a "No Call, No Show" over 2 or more consecutive days will result in the immediate dismissal from the program. At a minimum, the student MUST contact their clinical instructor to prevent a "No Call, No Show" designated absence.

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.

If you do not withdraw before the deadline, you will receive the grade that you have on the last day of the semester as your final course grade. **The withdrawal deadline for Fall semester is October 30, 2020.** Please see calendars on <http://www.hccs.edu/district/events-calendar/academic-calendar/> for more detailed information.

Student Conduct

Disruptive Student(s) Policy:

Pharmacy Technician students who demonstrate disruptive and at-risk behaviors during their clinic rotation compromise patient safety as well as the learning environment.

Disruptive behaviors include but are not limited to:

1. Persistent and/or inappropriate speaking or vocabulary
2. Engaging in activities not related to clinic objectives
3. Use of non-clinic related electronic devices during clinic rotation
4. Sleeping or giving the appearance of sleeping during clinic rotation
5. Frequently arriving to clinic late or leaving early
6. Eating, drinking &/or chewing gum in clinic
7. Dishonestly of any kind
8. Disputing authority and/or arguing with clinic affiliate staff, patients &/or visitors or HCC faculty*
9. Threats of any kind*
10. Harassment of any kind*

11. Physical altercations of any kind*
12. Destruction of property*
13. Any type of behavior that puts the safety of any employee, patient, visitor, instructor or student in jeopardy*

Disciplinary Procedures:

When disruptive behavior occurs at a clinic site,

1. For violations of items #1 – 7 above. The instructor will warn the student verbally & in writing, explaining to the student(s) that his/her behavior or action is disruptive and that it must cease immediately or the student(s) will face removal from the clinic site. If the student(s) fails to comply with the instructor's warning, the student(s) will be asked to leave the clinic site immediately. If the student(s) refuses to leave as instructed, the instructor will summon the appropriate authorities/police to escort the student(s) off the premises.
2. For violations of items #8 – 13 above. The instructor will immediately remove the student from the clinic site. If the student(s) refuses to leave as instructed, the instructor will summon the appropriate authorities/police to escort the student(s) off the premises.

If a student violates items #8-13 above OR has to be removed from the clinic site by the appropriate authorities/police, that student will be dismissed from the pharmacy technician program without the ability for re-admission.

Dismissal Policy

Violation of HCC, Coleman College or the Pharmacy Technician policies may result in the dismissal of a student. A pharmacy technician student will be dismissed from the program if they are found to have violated any of the following pharmacy technician policies as outlined in the PHRA handbook:

- Behavior – Professional
- Confidentiality
- Injuries & Needle sticks
- Safety
- Standards of Practice
- Academic Dishonesty
- Weapons

Examples of other types of behavior that may lead to corrective action and/or immediate dismissal from the Pharmacy Program include:

- Offensive, harassing, abusive, disrespectful, insulting or vulgar language and/or gestures
- Damage, abuse or theft of HCC, Coleman College, pharmacy technician program or any clinical affiliate property
- Insubordination, including willful negligence or refusal to perform tasks in the manner assigned by instructors, instructional support specialists, preceptors, clinical supervisors, or other authority figures
- Time clock violations or excessive tardies and absences
- Fighting, threatening violence or horseplay (which may result in injury)
- Sleeping or giving the appearance of sleeping.
- Physical or psychological negligence to faculty, classmates, staff, patients, or guests.
- Failure to follow instructions and/or policies and procedures which may result in serious consequences.
- Sexually suggestive behaviors and/or actions.

- Any possession, use, distribution or abuse of alcohol, un-prescribed drugs, narcotics, or illegal substances on college or clinical property.
- Not following HCC, Coleman College, or the Pharmacy Technician policies, procedures, guidelines or regulations.
- Disregard for established safety practices in the classroom, lab, or clinic settings
- Failure to protect self, peers, faculty, staff, and patients from actual or potential physical and health hazards.
- Failure to disclose any health disorder (physical or psychological) that could potentially interfere with your being able to professionally perform in any academic, laboratory or clinical setting.

Students are at their clinic site by invitation. A clinic has the right to deny any student access to their site or ask that a student be removed from the site for any reason.

Electronic Devices

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 classroom unless you receive permission from the instructor. Use of recording devices, including camera phones and tape recorders, is prohibited in classrooms, laboratories, faculty offices, and other locations where instruction, tutoring, or testing occurs. 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

Social Media and Social Networking:

The HCC and the pharmacy technician program strive to protect the privacy of patients, students and college personnel. Before making any type of social media post regarding HCC, the pharmacy technician program and its faculty, staff &/or students, be sure you are aware and understand HCC policy regarding discrimination and harassment.

Students in health care programs must adhere to federal laws regarding HIPPA protected information and college policies regarding protection of privacy of the student's patients. Students may not post any photos, videos, patient information, or any other data regarding patients or clinic affiliations on any type of Social Media or Social Networking site, including but not limited to Facebook, Instagram, Snap Chat, Twitter, or YouTube.

In an effort to protect this privacy, the pharmacy technician program prohibits the use of social media/networking at any time during their classroom and lab. Additionally, students are prohibited from making social media posts regarding any specific pharmacy technician program individuals including fellow HCC students, HCC faculty and staff, clinic supervisors, clinic co-workers, clinic employees or clinic patients.

Pharmacy technician students are PROHIBITED from taking and posting photographs/videos that include any HCC Coleman College Pharmacy Technician faculty, staff or student. Also pharmacy technician students are PROHIBITED from taking and posting photographs/videos that include any HCC Coleman College Clinical Affiliate site, affiliate employee, affiliate patient and/or affiliate visitor.

HCC Policies

Here's the link to the HCC Student Handbook <http://www.hccs.edu/resources-for/current-students/student-handbook/> In it you will find information about the following:

- Academic Information
- Academic Support
- Attendance, Repeating Courses, and Withdrawal
- Career Planning and Job Search
- Childcare
- disAbility Support Services
- Electronic Devices
- Equal Educational Opportunity
- Financial Aid TV (FATV)
- General Student Complaints
- Grade of FX
- Incomplete Grades
- International Student Services
- Health Awareness
- Libraries/Bookstore
- Police Services & Campus Safety
- Student Life at HCC
- Student Rights and Responsibilities
- Student Services
- Testing
- Transfer Planning
- Veteran Services

EGLS³

The EGLS³ (Evaluation for Greater Learning Student Survey System) will be available for most courses near the end of the term until finals start. This brief survey will give invaluable information to your faculty about their teaching. Results are anonymous and will be available to faculty and division chairs after the end of the term. EGLS³ surveys are only available for the Fall and Spring semesters. -EGLS3 surveys are not offered during the Summer semester due to logistical constraints.

<http://www.hccs.edu/resources-for/current-students/egls3-evaluate-your-professors/>

Campus Carry Link

Here's the link to the HCC information about Campus Carry:

<http://www.hccs.edu/departments/police/campus-carry/>

HCC Email Policy

When communicating via email, HCC requires students to communicate only through the HCC email system to protect your privacy. If you have not activated your HCC student email account, you can go [to HCC Eagle ID](#) and activate it now. You may also use Canvas Inbox to communicate.

Housing and Food Assistance for Students

Any student who faces challenges securing their foods or housing and believes this may affect their performance in the course is urged to contact the Dean of Students at their

college for support. Furthermore, please notify the professor if you are comfortable in doing so.

This will enable HCC to provide any resources that HCC may possess.

Office of Institutional Equity

Use the link below to access the HCC Office of Institutional Equity, Inclusion, and Engagement (<http://www.hccs.edu/departments/institutional-equity/>)

disAbility Services

HCC strives to make all learning experiences as accessible as possible. If you anticipate or experience academic barriers based on your disability (including long and short term conditions, mental health, chronic or temporary medical conditions), please meet with a campus Abilities Counselor as soon as possible in order to establish reasonable accommodations. Reasonable accommodations are established through an interactive process between you, your instructor(s) and Ability Services. It is the policy and practice of HCC to create inclusive and accessible learning environments consistent with federal and state law. For more information, please go to <http://www.hccs.edu/support-services/disability-services/>

Title IX

Houston Community College is committed to cultivating an environment free from inappropriate conduct of a sexual or gender-based nature including sex discrimination, sexual assault, sexual harassment, and sexual violence. Sex discrimination includes all forms of sexual and gender-based misconduct and violates an individual's fundamental rights and personal dignity. Title IX prohibits discrimination on the basis of sex-including pregnancy and parental status in educational programs and activities. If you require an accommodation due to pregnancy please contact an Abilities Services Counselor. The Director of EEO/Compliance is designated as the Title IX Coordinator and Section 504 Coordinator. All inquiries concerning HCC policies, compliance with applicable laws, statutes, and regulations (such as Title VI, Title IX, and Section 504), and complaints may be directed to:

David Cross
Director EEO/Compliance
Office of Institutional Equity & Diversity
3100 Main
(713) 718-8271
Houston, TX 77266-7517 or Institutional.Equity@hccs.edu
<http://www.hccs.edu/departments/institutional-equity/title-ix-know-your-rights/>

Office of the Dean of Students

Contact the office of the Dean of Students to seek assistance in determining the correct complaint procedure to follow or to identify the appropriate academic dean or supervisor for informal resolution of complaints.

<https://www.hccs.edu/about-hcc/procedures/student-rights-policies--procedures/student-complaints/speak-with-the-dean-of-students/>

Department Chair Contact Information

Program Director: Ms. Janet Pena Email: janet.pena@hccs.edu Phone(713)718-7665