SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE: Professional Practices I – Pharmacy Law and Customer Service

CODE NO. :   PTN106   **SEMESTER:**   1

PROGRAM: Pharmacy Technician

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DATE: June 2015   **PREVIOUS OUTLINE DATED:**   June 2014

APPROVED: *"Marilyn King"*   *Aug. 2015*

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         CHAIR, HEALTH PROGRAMS   **DATE**

TOTAL CREDITS: 3

PREREQUISITE(S):   Registration in Pharmacy Technician Program

HOURS/WEEK: 3

I.   COURSE DESCRIPTION:

Professional Practices I focuses on pharmacy law and professional pharmacy services. Topics to be explored will include the history of pharmacy practice, regulation of pharmacy professionals, customer service and confidentiality. Pharmacy law will include an overview of the regulation of drugs and other controlled substances.

The learners will be introduced to the Standards of Practice; Entry to Practice Competencies; the Code of Ethics .Students will receive an orientation to the path to becoming a Registered Pharmacy Technician. Portfolio development will begin to highlight reflective practice, self-evaluation and life-long learning.

        This course is designed to enable students to attain competencies specified in the National Association of Pharmacy Regulatory Authorities (NAPRA) Professional Competencies for Canadian Pharmacy Technicians at Entry to Practice (March 2014). (Full document available at www.napra.ca)

        This course is designed to enable students to attain the educational outcomes specified in the Canadian Pharmacy Technician Educators Association (CPTEA) Educational Outcomes for Pharmacy Technician Programs in Canada (March 2007). (Full document available at www.cptea.ca)

        This course is designed to enable students to meet and maintain the standards of practice expected within the pharmacy technician's role. The standards are specified in the National Association of Pharmacy Regulatory Authorities (NAPRA) Model Standards of Practice for Canadian Pharmacy Technicians (November 2011). (Full document available at www.napra.ca)

II.   LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1.   discuss how the history of this occupation helps in the understanding of the current role and responsibilities.

     Potential Elements of the Performance:
     - Trace the history of pharmacy practice from ancient humankind through the Renaissance Period
     - Discuss the current status of the profession of pharmacy technicians
     - Understand the scope of the National Association of Pharmacy Regulatory Authorities (NAPRA) Professional Competencies for Canadian Pharmacy Technicians at Entry to Practice March 2014
     - Discuss how to meet and maintain the standards of practice expected within the pharmacy technician's role. (The standards are specified in the National Association of Pharmacy Regulatory Authorities (NAPRA) Model Standards of Practice for Canadian Pharmacy Technicians. November 2011).

2. describe the regulation of pharmacy professionals.

   Potential Elements of the Performance:
   - Name three statutes that regulate the practice of pharmacy in Ontario
   - Explain the purpose of the Regulated Health Professions Act
   - Understand the objectives and application of the Pharmacy Act and the Drug and Pharmacies Regulation Act
   - Describe the role of the Ontario College of Pharmacists
   - List some of the qualities and special responsibilities of a professional
   - Discuss what self-regulation of the pharmacy technician profession means
   - Explain the roles of the pharmacist, the designated pharmacy manager, the pharmacy technician and other pharmacy personnel
   - Describe how the responsibilities of the pharmacy technician contrast with those of the pharmacy assistant

3. describe professional services in both community and hospital pharmacies.

   Potential Elements of the Performance:
   - Explain what is meant by "scope of practice" and why it is important to practice within it
   - Describe the legislation, regulation and guidelines that help define a pharmacy technician's scope of practice
   - Understand which controlled acts pharmacy technicians may perform
   - Describe the privacy legislation that governs pharmacy technician practice
   - Understand the importance of good customer service and how it can contribute to business success, patient safety and reduction of complaints
   - Define the Accessibility for Ontarians with Disabilities Act and explain how it affects customer service
   - Explain some of the common differences between retail pharmacy technician work and the work of pharmacy technicians in hospital pharmacies

4. summarise how drugs and other controlled drugs are regulated.

   Potential Elements of the Performance:
   - List at least 6 legislative or regulatory sources of guidelines for the management of government controlled substances
   - Describe the types and categories of drugs that are subject to special government control
   - Understand the special rules that govern the purchase, reporting, storage and disposal of narcotics, controlled drugs and targeted substances
   - Understand the rules for drug refills and transfers for drugs subject to special control

5. discuss professional ethics and how they apply to pharmacy technicians.

    Potential Elements of the Performance:
    - Provide definitions for the terms ethics, morals and professional ethics
    - Demonstrate familiarity with the College's Code of Ethics for members
    - Explain how the principles in the Code of Ethics might apply to situations you may encounter in the pharmacy
    - Explain the importance of having a specific goal or outcome in mind when conducting ethical reasoning
    - Describe strategies for choosing ethical responses to practice situations

6. create a plan for reflective practice, self-evaluation and life-long learning.

    Potential Elements of the Performance:
    - Create a Learning Portfolio
    - Develop and implement strategies for ongoing self-evaluation
    - Understand what reflective practice entails

III. TOPICS

1. History of pharmacy practice
2. Pharmacy Technician as a regulated Health Professional
3. Standards of Practice for Pharmacy Technicians
4. Pharmacy Laws governing professional practice of pharmacy
5. Pharmacy Laws governing drugs and controlled drugs
6. Ethics
7. Professional Development

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

1. Sault College Learning Management System (D2L)

V. EVALUATION PROCESS/GRADING SYSTEM:

Assignments   40%
  - 2 x 10%
  - 1 x 20%
Tests (2 x 15%)   30%
Final Exam   30%

Total   **100%**

1. The pass mark for the course is 60%. The total grade is composed of marks accumulated as indicated above.

2. All policies and procedures as outlined in the current Student Success Guide related to submitting assignments, scholarly work/academic honesty, tests and examinations will be followed.

3. **No supplements** will be provided for quizzes and the final exam.

4. Students missing tests or the final exam because of illness or other serious reason must contact the professor before the test or exam to inform him/her (by phone or email). Those students who have notified the professor of their absence, according to policy, will be eligible to arrange an opportunity to complete the test or exam at another time. Students must contact the professor on their first day back at school following a missed test or exam. Those students who do not follow the above procedures will receive a zero for that test or exam. The professor reserves the right to request documentation to support the absence.

The following semester grades will be assigned to students:

Grade	Definition	Grade Point Equivalent
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D (Fail)	50 – 59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

Note: For such reasons as program certification or program articulation, certain courses require minimums of greater than 50% and/or have mandatory components to achieve a passing grade.

A minimum of a "C" grade is required to be successful in most PTN coded courses.

It is also important to note, that the minimum overall GPA required in order to graduate from a Sault College program remains 2.0.

If a faculty member determines that a student is at risk of not being successful in their academic pursuits and has exhausted all strategies available to faculty, student contact information may be confidentially provided to Student Services in an effort to offer even more assistance with options for success. Any student wishing to restrict the sharing of such information should make their wishes known to the coordinator or faculty member.

VI. SPECIAL NOTES:

Attendance:
Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

VII. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located in D2L and on the portal form part of this course outline.