SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

SAULT COLLEGE

COURSE OUTLINE

COURSE TITLE: Community Pharmacy Dispensing Lab II

CODE NO. : PTN 202   **SEMESTER:** 2

PROGRAM: Pharmacy Technician

AUTHOR: Julie Freestone B.Pharm. R.Ph.

DATE: Jan. 2012   **PREVIOUS OUTLINE DATED:** N/A

APPROVED: "Marilyn King"   Dec. 2011

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CHAIR, HEALTH PROGRAMS   **DATE**

TOTAL CREDITS: 10

PREREQUISITE(S): PTN 102

HOURS/WEEK: Lab 6 hours per week and 60 hours fieldwork

I.   COURSE DESCRIPTION:

Students will continue to improve their skills in the dispensing of medications within the community pharmacy setting. Medication substitutions and interactions will be covered. Within the general pharmacy and simulation labs, the dispensing of medications accurately and safely will be practiced while using customer service skills. Scenarios and case studies will emphasize working with patients in a team environment. The learner will gain experience with third party plans when dispensing prescriptions. All aspects of inventory management as well as the associated documentation will be taught and practiced within the laboratory setting.

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 September 2007. *Please consult the original documents 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) *Please consult the original documents at www.cptea.ca*

II.   LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

1.   process prescriptions using pharmacy software

Potential Elements of the Performance:
- Process patient, physician and drug information into corresponding fields in the database accurately in pharmacy computing software, with attention to Third Party billing information.
- Utilize the relevant resources (e.g. CPS, Ontario Drug Benefit Formulary etc.) appropriately to ease the prescription processing (e.g. drug schedules, drug interchangeability, etc.).

2.   dispense prescriptions with accuracy, speed and efficiency

Potential Elements of the Performance:
- List the steps required to accurately dispense a prescription.
- Demonstrate the ability to prioritise and organise the filling of prescriptions

3.   use effective communication and listening skills
Potential Elements of the Performance:
- Respond to or refer non-therapeutic and therapeutic questions from the patient
- Alert the pharmacist to actual and potential drug therapy problems.
- Inform patients about third party insurance eligibility.

- If legislation permits, transfer or copy a prescription to or from another pharmacy.
- If legislation permits, receiving a verbal prescription.
- Correct procedures for using electronic communication devices e.g. telephone, interactive voice response and facsimile.
- Complete accurate, legible records and documentation.

4. perform an independent check for product release
   Potential Elements of the Performance:
   - Evaluate peer prescription processing and dispensing using the "Independent Double Check"method.
   - Ensure accuracy and quality of final product.
   - Collaborate with the pharmacist in the release of the product.

5. apply knowledge of inventory management
   Potential Elements of the Performance:
   - Maintain computer inventory control systems.
   - Follow policies and procedures for ordering, purchasing and receiving.
   - Follow procedures for proper storage, handling, stock rotation and management of expired products.

III. TOPICS:

1. Introduction

   - Introduction to course
   - Outlines, goals, expectations
   - Review key concepts from Dispensing I

2. Ontario Drug Benefit

   - Limited use
   - OFI (Off Formulary Interchangeability)
   - EAP (Exceptional Access Program)-ICR (Individual Clinical Review) and Nutritional Products
   - Nutrition forms
   - Prescription pricing
   - No substitution

3. Other third party plans

   - Including WSIB, NIHB, Assure, Greenshield, ESI, Johnson ETC..,
   - Deductibles, co-payments
   - OTCs coverage eligibility (including diabetic supplies, medical supplies)
   - Interchangeability
   - Co-ordination of benefits
   - Billing for extemporaneous compounds and intravenous medications
   - Early refills, zero refills
   - Manual claim reversal

4.   <u>Compliance packaging</u>

- Dispensing procedures
- Documentation
- Billing

5.   <u>Other types of community processing</u>

- Group homes
- Nursing homes

6.   <u>New legislation</u>

- Depending on legislation status: Receiving verbal prescriptions and transferring prescriptions

7.   <u>Releasing completed product</u>

- check list for independent double check
- legal requirements concerning patient counselling
- role of the pharmacist

8.   <u>Prescription pick-up and delivery</u>
- legal requirements
- documentation

9.   <u>Using software to generate reports</u>
- prescription information
- tax receipts
- inventory
- narcotic reports

10.   <u>Communication skills</u>
- answering and making phone calls
- facsimile protocols and use
- interprofessional interactions
- interacting with the patient
- team work

11.   <u>Medication errors</u>
- prevention
- handling
- ISMP (Institute for Safe Medication Practices)

12.   Safety concerns
- workplace security
- diversion prevention
- narcotic reconciliation
- health and safety
- disaster and emergency preparedness

IV.   REQUIRED RESOURCES/TEXTS/MATERIALS:

Compendium of Pharmaceuticals and Specialties (CPS). Ottawa: Canadian Pharmacists Association. Most recent edition available.

Community Pharmacy Practices for Pharmacy Technicians-Twenty-Third Edition, 2011-Marie Atlas and Audrey Faris. Caledon East: Pharmacy Tech. Consultants Ltd. ISBN : 978-0-98-9810411-7-9

Introduction to Pharmaceutical Dosage Forms for Pharmacy Technicians,2008-2009-Marie Atlas and Audrey Faris. Pharmacy Tech. Consultants Ltd. ISBN:978-0-98104411-2-4

V.   EVALUATION PROCESS/GRADING SYSTEM:

Assignment	10%
Quizzes (2 @ 10% each)	20%
Labs – prescription processing (8 @ 5%)	40%
Final exam	30%
Total	**100%**
Field work evaluation (Satisfactory or Unsatisfactory)	**S/U**

1. Success in passing this course requires an overall course grade of 60% after completion of ALL components of the course including Satisfactory in Fieldwork.

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

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

4. **No supplements** will be provided for tests.

The following semester grades will be assigned to students:

<u>Grade</u>	<u>Definition</u>	Grade Point <u>Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	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: Mid Term grades are provided in theory classes and clinical/field placement experiences. Students are notified that the midterm grade is an interim grade and is subject to change.

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 <u>all</u> <u>PTN</u> 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.

VI.   **SPECIAL NOTES:**

<u>Attendance:</u>
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 on the portal form part of this course outline.