

1. 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. During the community pharmacy fieldwork and practical labs, the dispensing of medications accurately and safely will be practiced while using customer service skills. The student will be introduced to third party plans when dispensing prescriptions. Students will also learn how to demonstrate the use of medical devices. Fieldwork in this course is focused on applying dispensing skills in the workplace.

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 (CPTA) Educational Outcomes for Pharmacy Technician Programs in Canada. (March 2007)
Please consult the original documents 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. 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.
- Practice good time management skills with an emphasis on prioritizing duties
- Dispense a specified number of prescriptions in an allotted time

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.
- 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. explore the use of various assistive devices commonly used in retail pharmacy.

Potential Elements of the Performance:

- Identify the various types of glucose meters and continuous glucose monitoring systems
- Describe the steps in measuring blood glucose
- Describe the nondurable medical supplies used in insulin delivery, blood glucose, and lab monitoring
- Identify the various types of blood pressure monitors and explain the methods of measuring blood pressure
- Describe medical supplies used in severe allergic reactions and demonstrate proper use, maintenance, indications, contraindications, storage, and disposal
- Identify various respiratory medical devices

III. TOPICS:

1. 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
- Narcotic Monitoring System

2. 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

3. Compliance Packaging
 - Dispensing procedures
 - Documentation
 - Billing

4. Other Types of Community Processing
 - Group homes
 - Nursing homes

6. Releasing Completed Product
 - check list for independent double check
 - legal requirements concerning patient counselling
 - role of the pharmacist

7. Prescription Pick-up and Delivery
 - legal requirements
 - documentation

8. Generating Reports
 - prescription information
 - tax receipts
 - inventory
 - narcotic reports

9. Communication Skills
 - answering and making phone calls
 - facsimile protocols and use
 - interprofessional interactions
 - interacting with the patient
 - team work
 - receiving verbal prescriptions

12. Medical Devices
 - glucometers
 - inhalation devices
 - blood pressure monitors

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

1. 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
2. Rock, Nora. Law for Pharmacy Technicians. Edmond Montgomery Publications Limited, 2011. ISBN: 978-1-55239-366-6
3. Community Pharmacy Placement Evaluation Handbook
4. e-Therapeutics (access through Sault College library)
5. Sault College Learning Management System (D2L)

V. EVALUATION PROCESS/GRADING SYSTEM:

Assignment	10%
Tests (2 x 10%)	20%
Labs – prescription processing (8 x 5%)	40%
Final exam	30%

Total **100%**

Fieldwork (24 hours) **S or U**

1. To pass this course, students must achieve an overall mark of at least 60% (calculated as indicated above) **and** a satisfactory (S) grade on the fieldwork component.
2. **Fieldwork:** To obtain a satisfactory (S) grade, the student must complete 24 hours of fieldwork in a community pharmacy. The student must also submit all assignments and documentation related to fieldwork as described in the **Community Pharmacy Placement Evaluation Handbook**. If these are not submitted by the established deadline(s), an unsatisfactory (U) will be assigned for the entire fieldwork component.
3. 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.
4. **No supplements** will be provided for labs, tests, or the final exam.
5. Students missing labs, tests or the final exam because of illness or other serious reason must contact the professor before the lab, 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 lab, test, or exam at another time. Students must contact the professor on their first day back at school following a missed lab, test, or exam. Those students who do not follow the above procedures will receive a zero for that lab, test, or exam. The professor reserves the right to request documentation to support the absence.

The following semester grades will be assigned to students:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	3.00
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: 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.

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 on the portal form part of this course outline.