

Course Objectives/Course Outline
Spokane Community College

Course Title: Community Pharmacy Dispensing and Management
Prefix and Course Number: PHARM 124

Course Learning Outcomes:

By the end of this course, a student should be able to:

- State the overall role of the technician in a community pharmacy setting.
- List the professional and technical tasks required in a community pharmacy (noting respective state board rules and regulations).
- Explain the primary responsibilities of a technician in filling a prescription under the supervision of a pharmacist.
- Describe those functions in a community pharmacy not assignable to a technician.
- Master appropriate communication skills for dealing with customer and other healthcare professionals through role playing assignments.
- Explain what a medication error is and methods for prevention.
- Discuss aspects of third party billing (formulary, contracts)
- Recognize and explain narcotic inventory systems as presented in class. Accurately keep inventory on Schedule II medications in lab.
- Demonstrate ability to use metric conversions and Roman numerals.
- Use reference materials appropriately as they apply to lab assignments and be able to identify several avenues for obtaining information necessary to practice community pharmacy.
- Recognize chemical symbols and compounds frequently used in pharmacy practice.
- Identify storage requirements for medications commonly used in the community pharmacy.
- Apply dispensing skills.
- Categorize common OTC medications.
- Correctly interpret Latin and medical abbreviations and terminology commonly used in prescription and medication order writing.
- Comply with pharmacy law and regulations and ethical standards of practice.
- Demonstrate employability skills and behaviors including good personal hygiene, grooming and work habits.
- Demonstrate and/or explain confidentiality of patient information.

Course Outline:

- I. Explore the origins and history relating to the pharmaceutical procurement and development
 - A. Historical Events Affecting Pharmacy Practice Today
 - B. Medical Terminology Related to a Prescription
 - C. HIPAA Guidelines for Patient Confidentiality
- II. Discover the various practice sites and specialized function options available to Pharmacy Technicians in the 21st Century
 - A. Unique Characteristics of Ambulatory Settings
 - B. Prescription Counting Techniques
 - C. Stock Shelves – Pour, Count, and Label
 - D. Information Contained on Bulk Rx Containers
 - E. Utilizing Reference Materials as Needed for Prescription Dispensing
- III. Cultivate and have a working knowledge of all basic aspects relating to cash handling and customer service
 - A. Calculating the Actual Cost per unit

Print Date: 8/6/14

- B. Establishing Pricing Scales and Fee Schedules
 - C. Cash Register Usage
 - D. Processing and Inventory Pharmacy Drug Orders from Wholesalers
 - E. Regulations Relating to Proper Labeling
 - F. Patient Information Leaflet, the 3rd Party Signature Log, and the HIPAA Disclosure Statements
- IV. Explore 3rd party reimbursement, Pharmacy Benefit Management, and Public Health Insurance
- A. Billing Codes
 - B. Washington State Medicaid Coupons
 - C. Co-pays and Deductibles
- V. Overview of Over the Counter Medication (OTC)
- A. Patient Package Information
 - B. Typical Retail Pharmacy Layouts
 - C. Dietary and Herbal Supplements
- VI. Computer/Data Entry
- A. Pharmacy Software
 - B. Typing and Keyboarding Skill of 30wpm or Greater
 - C. Scrolling and Retrieving Ancillary Information
 - D. Adding New Patients to the Data System
 - E. Calculating Retail Prices of Prescriptions
- VII. Review the Benefits and Responsibilities Associated with Relating to Other Professional Health Care Providers
- A. Refill Authorizations for Primary Care Physicians
 - B. Washington State Law Regarding Refill Authorization and Duration