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Prerequisites:

Corequisites:"Pqpg

This course introduces pharmacy practice and the technician's role in a variety of pharmacy settings. Topics include medical terminology and abbreviations, drug delivery systems, law and ethics, prescription and medication orders, and the health care system. Upon completion, sm292.538(-2.446(-0.038Tw 14.279b538)11w 90.09

IV. Describe pharmacy settings and functions

- A. Organization of institutional pharmacies
- B. Organization of outpatient pharmacies
- C. Organization of home health care facilities
- D. Organization of long-term care facilities

V. Name key pharmacy organizations

- A. American Pharmacists Association (APhA)
- B. American Society of Health-System Pharmacists (ASHP)
- C. North Carolina Association of Pharmacists (NCAP)
- D. American Association of Pharmacy Technicians (AAPT) 29.1 (Te) 3.1582(o)-0.9TJ 0 -14.16 TD (a)

- X. Describe introductory concepts of quality assurance principles
 - A. Goal of quality assurance programs
 - B. Benefits of quality assurance programs
 - C. Continuous Quality Improvement/Total Quality Management
 - D. Drug Quality Reporting System (DQRS)
 - E. Current Good Manufacturing Practices

- XI. Explain meaning of terms/abbreviations/symbols in prescriber medication orders
 - A. Medical terms and abbreviations
 - B. Dispensing abbreviations and symbols
 - C. Chemical symbols and nomenclature
 - D. **o No** abbreviations

- XII. Process and interpret prescription and medication orders
 - A. Prioritizing and verifying the prescription/medication order
 - B. Establishing the patient profile record
 - C. Interpreting the physicians' orders
 - D. Written assignments on prescription and medical order interpretation

- XIII. Describe financial aspects of health care
 - A. Growth of hospital expenditures
 - B. Managed health care
 - C. Cost controls

- XIV. Explain impact and phases of drug development
 - A. Cost of research and development
 - B. Phases of clinical trials

- XV. Identify characteristics of professionalism and effective communication skills
 - A. Professional decorum with patients/customers
 - B. Interdepartmental work coordination
 - C. Following directions
 - D. Initiative and adaptability
 - E. Professional oral/written communications
 - F. Etiquette
 - G. Conflict resolution
 - H. Teamwork

- XVI. Explain the significance of "ASHP Accreditation Standard for Pharmacy Technician Training Programs"
 - A. Program accreditation
 - B. Outcome competency review

- XVII. Analyze current job positions and descriptions
 - A. Review of a typical entry-level pharmacy technician's job description
 - B. Review of various specialized job descriptions

- XVIII. Explain the purpose and use of performance evaluations
- A. Quality and quantity of work
 - B. Professional behavior and attitude
 - C. Work organization
 - D. Adaptability, dependability and flexibility
 - E. Effective communications
- XIX. Identify sources of and requirements for continuing education
- A. Sources of continuing education
 - B. Requirements for renewal of certification
 - C. Written summary of assigned reading
 - D. Oral summary of assigned continuing education article