PHARM 152 Course Outline as of Fall 2013

CATALOG INFORMATION

Dept and Nbr: PHARM 152   Title: AMBULATORY PRACTICE
Full Title: Ambulatory Pharmacy Practice
Last Reviewed: 12/12/2023

Units			Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	2.00		Lecture Scheduled	2.00	17.5	Lecture Scheduled	35.00
Minimum	2.00		Lab Scheduled	0	17.5	Lab Scheduled	0
			Contact DHR	0		Contact DHR	0
			Contact Total	2.00		Contact Total	35.00
			Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 70.00   Total Student Learning Hours: 105.00

Title 5 Category: AA Degree Applicable
Grading: Grade Only
Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP
Also Listed As:
Formerly:

Catalog Description:
An overview of the skills needed to operate effectively in an ambulatory setting, with emphasis on receiving and controlling inventory, processing prescriptions using computerized prescription processing, medical insurance billing, and customer relations.

Prerequisites/Corequisites:
Course Completion or Current Enrollment in PHT 150 (or PHARM 150)

Recommended Preparation:
Eligibility for ENGL 100 or ESL 100

Limits on Enrollment:

Schedule of Classes Information:
Description: An overview of the skills needed to operate effectively in an ambulatory setting, with emphasis on receiving and controlling inventory, processing prescriptions using computerized prescription processing, medical insurance billing, and customer relations. (Grade Only)
Prerequisites/Corequisites: Course Completion or Current Enrollment in PHT 150 (or PHARM 150)

Recommended: Eligibility for ENGL 100 or ESL 100
Limits on Enrollment:
Transfer Credit:
Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree:	**Area**	Effective:	Inactive:
CSU GE:	**Transfer Area**	Effective:	Inactive:
IGETC:	**Transfer Area**	Effective:	Inactive:
CSU Transfer:	Effective:	Inactive:	
UC Transfer:	Effective:	Inactive:	

CID:

Certificate/Major Applicable:
Both Certificate and Major Applicable

COURSE CONTENT

Outcomes and Objectives:
Upon successful completion of this course, students will be able to:
1. Evaluate purchase invoices and assess them for error.
2. Utilize electronic systems to confirm Third Party coverage for a prescription.
3. Verify Third Party claim forms for a prescription by phone when necessary. Complete Third Party claim forms. Properly record the payment for pharmaceuticals.
4. Create patient profiles utilizing information obtained from the prescription and the patient.

Topics and Scope:

I. Prescription pricing in the retail setting
   A. Medication cost
   B. Professional/dispensing fee
   C. Mark-up
   D. Percent Mark-up
   E. Overhead
   F. Turnover
   G. Depreciation
II. Understanding the National Drug Code
III. Purchase orders and the invoices for pharmaceuticals, devices, and supplies
   A. Procedures for purchasing
   B. The "Want Book," shelf stickers and product list
   C. Suppliers
   D. Receiving goods and verifying specifications
   E. Maintenance of inventory
   F. Lab Activities
      1. Preparing purchase orders and invoices
      2. Receiving and handling procedures

3. Stocking goods
IV. Discounts
  A. Cash discounts
  B. Trade discounts
V. Returns, Policies and procedures for outdates, recalls, damaged goods
  A. Adulterated drugs and devices
  B. Misbranded drugs and devices
VI. Materials Safety Data Sheets
VII. Transfer of Schedule II Controlled Substances among registrants
  A. Registrants
  B. Drug Enforcement Agency Form 222 - execution and record keeping
VIII. Transfer of Schedule III, IV, and V Controlled Substances
IX. Lab Activities
  A. Record keeping for Controlled Substances and prescription filing methods
  B. Maintaining Controlled Substances records
  C. Prescription filing
X. Patient Information and Patient Package Inserts
XI. Omnibus Budget Reconciliation Act of 1990
XII. Special procedures and documentation for investigational drugs
XIII. Third party billing
  A. Definitions and terminology
  B. Information required for third party billing
  C. Cost control methods
    1. Brand vs. generic
    2. Dispense-as-written codes
    3. Quantity limits
    4. Refill intervals
    5. Age restrictions
    6. Dollar amounts
    7. Formulary vs. non-formulary
    8. Point of sale
  D. Third Party payers
    1. Blue Cross-Blue Shield
    2. Other common providers
    3. Co-pay procedures and record keeping
    4. Handling rejects
    5. Civilian Health and Medical Program of the Uniformed Services/Civilian Health and Medical Program of the Veterans Administration
    6. Workman's Compensation
    7. MediCAL
      a) Coverage - eligibility
      b) Lab: Third Party insurance claims and forms. Formulary usage. Recording sales. Treatment Authorization Requests.
      c) Charge-back and reject summary reports and patient profiles.
XIV. Computerized dispensing software
  A. General computer functions
  B. Computer codes unique to pharmacy
  C. Enter and retrieve data
  D. Verifying Third Party coverage
  E. Lab Activities: Utilize pharmacy computer database system to enter and retrieve accurate data, generate labels and patient information
XV. Technician functions in assisting pharmacist in improving pharmaceutical care

A. Customer services
B. Ethics
C. Communicating clearly orally and in writing
D. Compassion
E. Confidentiality
F. Dependability
G. Problem-solving
H. Role-playing with customer service and problem solving

Assignment:

1. Practice customer communication skills utilizing handouts for:
   a. sales
   b. sample purchase orders
   c. private medical, state, and federal medical billing forms
   d. third party claim forms
2. Ten pages of reading per week.
3. Answer questions at the end of each chapter on calculating the charge for prescriptions based on cost of drug and professional fee.
4. Learn 10-20 brand/generic drug names and their usage per week.
5. Create patient profiles.
6. Weekly quizzes, 2 midterms, final exam.

Methods of Evaluation/Basis of Grade:

Writing: Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Written homework, patient profiles	Writing 30 - 40%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

None	Problem solving 0 - 0%

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Customer communication skills	Skill Demonstrations 30 - 40%

Exams: All forms of formal testing, other than skill performance exams.

Multiple choice	Exams 30 - 40%

Other: Includes any assessment tools that do not logically fit into the above categories.

None		Other Category 0 - 0%

Representative Textbooks and Materials:
Pharmacy Practice for Technicians, Ballington, D., Anderson, R., 5th Ed., 2013, Paradigm
Publishing