

PHARM 152 Course Outline as of Fall 2019**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	1.50	17.5	Lecture Scheduled	26.25
Minimum	2.00	Lab Scheduled	2.50	17.5	Lab Scheduled	43.75
		Contact DHR	0		Contact DHR	0
		Contact Total	4.00		Contact Total	70.00
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 52.50

Total Student Learning Hours: 122.50

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, 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, 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

Student Learning Outcomes:

At the conclusion of this course, the student should be able to:

1. Demonstrate correct utilization of specific computer software used in ambulatory pharmacies.
2. Accurately compute the charge for a prescription based on the cost price of the drug and the professional fee, identify the customer's payment methods, and demonstrate a working knowledge of insurance billing to include Federal, State and private medical insurance.

Objectives:

Upon successful completion of this course, students will be able to:

1. Evaluate purchase invoices and assess them for error.
2. Electronically 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 paper and electronic 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 and verifying goods
- E. Maintenance of inventory
- 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. Safety Data Sheets
- VII. Transfer of Schedule II Controlled Substances Among Registrants
 - A. Registrants
 - B. Drug Enforcement Agency (DEA) Form 222 - execution and record keeping
- VIII. Transfer of Schedule III, IV, and V Controlled Substances
- IX. Patient Information and Patient Package Inserts
- X. Omnibus Budget Reconciliation Act of 1990 (OBRA '90)
- XI. Special Procedures and Documentation for Investigational Drugs
- XII. Third Party Billing and Insurance
 - A. Definitions and terminology
 - B. Information required for third party billing
 - 1. coverage
 - 3. co-pay procedures and record keeping
 - 4. handling rejects
 - 2. eligibility
 - 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. Workers' Compensation
 - 4. discount card programs
 - E. Government programs
 - 1. MediCAL/Medicaid
 - 2. TRICARE
 - 3. CHAMPVA
 - 4. Medicare
- XIII. Computerized Dispensing Software and Hardware
 - A. General computer functions
 - B. Computer codes unique to pharmacies
 - C. Entering and retrieving data
 - D. Verifying third party coverage
- XIV. Technician Functions In Assisting Pharmacist Toward Improving Pharmaceutical Care
 - A. Customer service
 - B. Ethics

- C. Communicating clearly, orally and in writing
 - D. Compassion
 - E. Confidentiality: Health Insurance Portability and Accountability Act (HIPAA)
 - F. Dependability
 - G. Problem solving skills
 - H. Role-playing with customer service and problem solving
- XV. Medicolegal Issues and the Pharmacy

Lab Activities and Content

- I. Preparing purchase orders and invoices
- II. Receiving and handling procedures
- III. Stocking goods
- IV. Record keeping for Controlled Substances records
- V. Maintaining Controlled Substances records
- VI. Prescription filling
- VII. Third Party Insurance Claims and Forms. Formulary Usage. Recording Sales. Treatment Authorization Requests (TARS). Charge-back and Reject Summary Reports and Patient Profiles.
- VIII. Utilize pharmacy computer database system to enter and retrieve accurate data, generate labels and patient information.

Assignment:

Lecture-Related Assignments:

- 1. Create patient profiles manually and electronically
- 2. 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
- 3. Ten pages of reading per week
- 4. Answer questions at the end of each chapter on calculating the charge for prescriptions based on cost of drug and professional fee (not graded)
- 5. Learn 10-20 brand/generic drug names and their usage per week (not graded)
- 6. Weekly quizzes, 1-2 exams, final exam

Lab-Related Assignments:

- 1. Skill demonstrations of lab activities including
 - a. Customer service
 - b. Ethics
 - c. Communicating clearly, orally and in writing
 - d. Compassion
 - e. Confidentiality: Health Insurance Portability and Accountability Act (HIPAA)
 - f. Dependability
 - g. Problem solving skills
 - h. Role-playing with customer service and problem solving

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; Lab activities

Skill Demonstrations
30 - 40%

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

Quizzes, exam(s), final exam

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. 6th ed. Ballington, Don and Anderson, Robert. Paradigm Publishing. 2017

Medical Insurance for Pharmacy Technicians. Liles, Janet and Newby, Cynthia. McGraw-Hill. 2010 (classic)