

**PHARM 154A Course Outline as of Fall 2020****CATALOG INFORMATION**

Dept and Nbr: PHARM 154A Title: RETAIL CLINICAL 1

Full Title: Retail Clinical 1

Last Reviewed: 12/12/2023

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	1.00	Lecture Scheduled	0	17.5	Lecture Scheduled	0
Minimum	1.00	Lab Scheduled	0	8	Lab Scheduled	0
		Contact DHR	3.50		Contact DHR	61.25
		Contact Total	3.50		Contact Total	61.25
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 0.00

Total Student Learning Hours: 61.25

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:**

The practice, in an outpatient environment, of pharmacy technician skills developed in didactic and laboratory training. Activities will be performed by the student and evaluated by a supervising licensed pharmacist.

**Prerequisites/Corequisites:**

Course Completion or Current Enrollment in PHARM 150

**Recommended Preparation:****Limits on Enrollment:**

The student must pass a background check and drug screening.

**Schedule of Classes Information:**

Description: The practice, in an outpatient environment, of pharmacy technician skills developed in didactic and laboratory training. Activities will be performed by the student and evaluated by a supervising licensed pharmacist. (Grade Only)

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

Recommended:

Limits on Enrollment: The student must pass a background check and drug screening.

Transfer Credit:

Repeatability: Two Repeats if Grade was D, F, NC, or NP

## **ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:**

<b>AS Degree:</b>	<b>Area</b>	Effective:	Inactive:
<b>CSU GE:</b>	<b>Transfer Area</b>	Effective:	Inactive:
<b>IGETC:</b>	<b>Transfer Area</b>	Effective:	Inactive:
<b>CSU Transfer:</b>		Effective:	Inactive:
<b>UC Transfer:</b>		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 effective interview skills with the patient, their representative, or their care-givers to collect pertinent information for use by the pharmacist.
2. Interpret legal and ethical guidelines for safeguarding the confidentiality of patient information.
3. Use interpersonal and communication skills to manage working relationships.

### **Objectives:**

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

1. Describe the structure and procedures of the pharmacy.
2. Apply basic computer skills at a retail pharmacy counter.
3. Discuss the process involved at the pharmacy cash register.
4. Employ effective strategies for communicating with patients who are non-English speakers, or who are impaired.
5. Adhere to standards of professional conduct and decorum.
6. Identify and apply procedures for obtaining refills on prescriptions that have no refills.

### **Topics and Scope:**

#### **I. Pharmacy Procedures**

- A. Flow of the pharmacy
- B. Drop-off and pick-up procedures for prescriptions
- C. Telephone procedures
- D. Over the Counter (OTC) products

#### **II. Patient-Pharmacy Interaction**

- A. Counseling
- B. Method of payment
- C. Verification of third-party coverage, electronically or by telephone
- D. Interpersonal communications

### III. Computerized Prescription Filling

- A. New prescriptions
- B. Refill prescriptions
- C. Record patient information
- D. Generate labels
- E. Printing profiles
- F. Patient, doctor, drug, price, and interaction screens

### IV. Prescription Refill When No Refill is Allowed

- A. Transfer information to doctor's office
- B. Obtain information from doctor's office
- C. Procedures for faxing information

### V. Operating a Cash Register

- A. Determine method of payment (cash, check, charge)
- B. Taxable and non-taxable items
- C. Listening/communication skills
- D. Return policies and refunds
- E. Voids
- F. Documentation of third-party sales

### VI. Confidentiality of Patient Information

### VII. Dealing with Impaired Patients

- A. Hearing impaired
- B. Sight impaired
- C. Speech impediments
- D. Developmentally disabled
- E. Physically disabled

### VIII. Professional Standards and Decorum

- A. Personal hygiene
- B. Dress code
- C. Conduct

### IX. Interpersonal Relationships

### Assignment:

1. Observe and follow instructions of the licensed pharmacist or pharmacy technician preceptor while on clinical rotation at the assigned pharmacy site (ungraded)
2. Complete one clinical rotation signed off by site pharmacist or pharmacy technician site Preceptor
3. Demonstrate student competencies (check-off list) signed off by licensed pharmacist or pharmacy technician preceptor
4. Complete and document attendance log of 60-61.25 hours at clinical/retail site
5. Students will journal and critique about their clinical/retail experience each session

### 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.

Journal and critique
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Writing 10 - 20%
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**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.

Clinical rotation, Competency check-off list

Skill Demonstrations  
50 - 60%

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

None

Exams  
0 - 0%

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

Participation, attendance log

Other Category  
20 - 30%

**Representative Textbooks and Materials:**

Instructor prepared materials