

PHARM 154A Course Outline as of Fall 2024**CATALOG INFORMATION**

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

Full Title: Retail Externship 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 students will participate in a practical externship in an outpatient pharmacy environment. The student will perform advance laboratory activities that a supervising licensed pharmacist or pharmacy technician will evaluate.

Prerequisites/Corequisites:

Course Completion or Current Enrollment in PHARM 150

Recommended Preparation:**Limits on Enrollment:**

The healthcare facilities in which students are placed require that the students must comply with all of the following before they are allowed onsite: Up to date on all immunizations, including annual flu shots, possess current annual tuberculosis clearance, clear a background check and pass a urine drug screen.

Schedule of Classes Information:

Description: The students will participate in a practical externship in an outpatient pharmacy environment. The student will perform advance laboratory activities that a supervising licensed pharmacist or pharmacy technician will evaluate. (Grade Only)

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

Recommended:

Limits on Enrollment: The healthcare facilities in which students are placed require that the students must comply with all of the following before they are allowed onsite: Up to date on all immunizations, including annual flu shots, possess current annual tuberculosis clearance, clear a background check and pass a urine drug screen.

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 effective interaction with the patient, their representative, or their caregivers to collect pertinent information for use by the pharmacist.
2. Demonstrate an adherence to legal and ethical guidelines in order to safeguard the protected health information of patient.

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 and/or who have disabilities.
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. Pharmacy workflow
 - 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, billing/charge)
- B. Taxable and non-taxable items
- C. Listening and communication skills
- D. Return policies and refunds
- E. Voids
- F. Documentation of third-party sales

VI. Confidentiality of Patient Information

VII. Dealing with Patients with Disabilities

- 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. Demonstrate student competencies (check-off list) signed off by licensed pharmacist or pharmacy technician preceptor
3. Complete and document attendance log of 61.25 - 62 hours at clinical/retail site signed off by site pharmacist or pharmacy technician site preceptor.
4. 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

Writing
10 - 20%

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.

Attendance log; participation

Other Category
20 - 30%

Representative Textbooks and Materials:

Instructor prepared materials