

PHARM 152 Course Outline as of Fall 2024**CATALOG INFORMATION**

Dept and Nbr: PHARM 152 Title: AMBULATORY PHARM PRAC

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:

The student will learn the skills needed to operate effectively in an ambulatory setting, emphasizing receiving and controlling inventory, computerized prescription processing, medical insurance billing, and customer relations.

Prerequisites/Corequisites:

Course Completion or Current Enrollment in PHARM 150

Recommended Preparation:**Limits on Enrollment:****Schedule of Classes Information:**

Description: The student will learn the skills needed to operate effectively in an ambulatory setting, emphasizing receiving and controlling inventory, computerized prescription processing, medical insurance billing, and customer relations. (Grade Only)

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

Recommended:

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 price of the drug and demonstrate a working knowledge of insurance billing.
3. Accurately compound and prepare medication for distribution ambulatory care setting.

Objectives:

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

1. Evaluate purchase invoices and assess them for error.
2. Electronically confirm third-party coverage for a prescription.
3. Verify and complete third-party claim forms for a prescription by phone.
4. Create patient paper and electronic profiles utilizing information obtained from the prescription and the patient.
5. Compound and prepare medication for distribution in the ambulatory care setting.

Topics and Scope:

Lecture-Related Topics and Scope:

I. Prescription Pricing in the Retail Setting

- A. Medication cost
- B. Professional/dispensing fee
- C. Mark-up pricing
- D. Overhead
- E. Turnover
- F. 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
 - 2. Co-pay procedures and record keeping
 - 3. Handling rejects
 - 4. 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/CHAMPVA
 - 3. 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.
 - A. Formulary usage
 - B. Recording sales
 - C. Treatment Authorization Requests (TARs)
 - D. Charge-back and reject summary reports
 - E. Patient profiles
- VIII. Utilize Pharmacy Computer Database System to Enter and Retrieve Accurate Data, Generate Labels and Patient Information.

Assignment:

Lecture-Related Assignments:

- 1. Weekly reading (10-20 pages)
- 2. Create patient profiles manually and electronically
- 3. 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
- 4. Learn brand/generic drug names and their usage (10-20 per week)
- 5. Weekly quizzes, exam(s) (1-2), and final exam
- 6. Written homework

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.

Patient profiles; drug names

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), and 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. 7th ed. Ballington, Don and Anderson, Robert. Paradigm Publishing. 2021.

Law and Ethics for Pharmacy Technicians. 3rd ed. Moini, Jahangir. Cengage Learning, Inc. 2020.

HIPAA for Health Care Professionals. 2nd ed. Krager, Dan and Krager, Carole H. Cengage Learning, Inc. 2018.

Understanding Health Insurance: A Guide to Billing and Reimbursement. 18th ed. Green, Michelle A. Cengage Learning, Inc. 2023.

Pharmacy Labs for Technicians. 4th ed. Sparks, Jason and McCartney, Lisa and Barriera, Nichole and Lubin, Wendy. Paradigm Education Solutions. 2021.

Instructor prepared materials