

**PHARM 154A Course Outline as of Fall 2007****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	17.5	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 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 PHT 150 ( or PHARM 150)

**Recommended Preparation:****Limits on Enrollment:****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 PHT 150 ( or PHARM 150)

Recommended:

Limits on Enrollment:

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:**

Certificate Applicable Course

## **COURSE CONTENT**

### **Outcomes and Objectives:**

Upon successful completion of this course the student will be able to:

1. Describe the structure and apply procedures of the pharmacy.
2. Effectively interview patients, their representatives, or their care-givers to collect pertinent information for use by the pharmacist.
3. Apply basic computer skills at a retail pharmacy counter.
4. Apply procedures for obtaining refills on prescriptions that have no refills.
5. Correctly operate a cash register to ring up pharmacy counter purchases.
6. Apply legal and ethical guidelines for safeguarding the confidentiality of patient information.
7. Employ effective strategies for communicating with patients who are non-English speakers, or who are impaired.
8. Maintain personal hygiene, self-control, a dress code, and decorum.
9. Make use of interpersonal and communication skills to effectively manage working relationships.

### **Topics and Scope:**

- I. Pharmacy procedures
  - A. Use of cash register
  - B. Flow of the pharmacy
  - C. Drop-off and pick-up procedures for prescriptions
  - D. Telephone procedures
  - E. Over the Counter (OTC) products
- II. Patient-Pharmacy interaction
  - A. Counseling

- B. Method of payment
- C. Verify third-party coverage, electronically or by telephone
- D. Interpersonal
- 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. Speed impediments
  - D. Developmentally disabled
  - E. Physically disabled
- VIII. Personal hygiene, dress code, and decorum
- IX. Interpersonal relationships.

### **Assignment:**

1. Observe and follow instructions of the licensed pharmacist preceptor while on clinical rotation at the assigned pharmacy site.
2. Complete 8 clinical rotation reports signed off by site preceptor.
3. Complete checklist as listed in Pharmacy Technician competency handbook signed off by site preceptor.
4. Complete one written documentation critique of the retail clinical site.

### **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, Clinical reports, Documentation critique
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Writing 30 - 40%
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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.

Competency checkoffs

Skill Demonstrations  
50 - 60%

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

Multiple choice

Exams  
5 - 10%

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

Participation, documentation

Other Category  
5 - 10%

**Representative Textbooks and Materials:**

Course Syllabus.

Instructor prepared handouts.