

PHARM 154A Course Outline as of Spring 2002**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	3.00	15	Lab Scheduled	52.50
		Contact DHR	0		Contact DHR	0
		Contact Total	3.00		Contact Total	52.50
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 0.00

Total Student Learning Hours: 52.50

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 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 preceptor.

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: 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 preceptor. (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:

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 a cash register
 - B. Flow of the pharmacy
 - C. Drop off and pick up procedures for prescriptions
 - D. Telephone procedures
 - E. 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 interactions 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. Personal hygiene and decorum
- IX. Interpersonal relationships

Assignment:

1. Observe and follow instructions of the licensed pharmacist while job shadowing at the assigned pharmacy site.
2. Keep a comprehensive journal of daily experience.

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	Writing 20 - 30%
None	Problem solving 0 - 0%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Lab Demonstrations

Skill Demonstrations
40 - 60%

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

Multiple choice

Exams
20 - 30%

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

None

Other Category
0 - 0%

Representative Textbooks and Materials:
Course Syllabus.
Instructor prepared handouts.