South Central College

PHRM 2117  Community Pharmacy Internship

Common Course Outline

Course Information

Description  In this course, students will take part in a pharmacy practice experience in the community setting to refine skills necessary for employment as a pharmacy technician. Students will participate in their internship experience along with on-line and in-class participation. This course is intended to satisfy goals 1, 2, 6, 7, 8, 9, 10, 11, 12, 14, 15, 16, 17, 18, 19, 20, 21, 24, 25, 26, 27, 28, 29, 31, 32, 33, and 35 of the model curriculum for pharmacy technician training, developed by the American Society of Health-System Pharmacists. Prerequisites: PHRM 1112, 1113, 2114

Total Credits  4.00
Total Hours  192.00

Types of Instruction

Instruction Type  Credits
Internship  160 hours
Lecture  32 hours

Pre/Corequisites

Prerequisite  PHRM 1112, 1113, 2114

Institutional Core Competencies

1  Foundations and skills for lifelong learning: Students will display an understanding of learning as a lifelong process through demonstration of a desire to learn, the willingness to apply learning to other areas of their lives, the ability to think and act independently, be willing to take the initiative to get projects done, and demonstrate the ability to reflect upon what has occurred and how it impacts the student and others.

2  Teamwork and problem-solving: Students will demonstrate the ability to work together cohesively with diverse groups of persons, including working as a group to resolve any issues that arise.

3  Written and oral communication: Students will communicate effectively in a range of social, academic, and professional contexts using a variety of means, including written, oral, numeric/quantitative, graphic, and visual modes of communication.

Course Competencies

1  Demonstrate professional communication skills.
Learning Objectives
Demonstrate professional verbal and written communications.
Demonstrate professional use of technology as it applies to the work setting.
Display effective listening skills.
Apply feedback received from preceptor, altering the method or process as suggested.
Communicate effectively with co-workers, administrative personnel, medical professionals and other staff within and associated with the facility.
Ask questions when unsure or if clarification is needed.
Participate in regular pharmacy meetings and activities applicable to the pharmacy technician.

2 Maintain an image appropriate for the profession of pharmacy.
Learning Objectives
Dress in attire that follows the site’s dress code.
Maintain personal hygiene.
Consistently maintain personal self-control and professional decorum.

3 Demonstrate professional work habits.
Learning Objectives
Complete and adhere to a schedule with the internship supervisor.
Demonstrate initiative and responsibility for learning.

4 Demonstrate ethical behavior at the internship site.
Learning Objectives
Display mature and professional behavior.
Demonstrate respect and dignity to all individuals.
Follow the AAPT code of ethics.
Perform only those tasks pharmacy technicians are legally able to perform.
Differentiate between pharmacist and pharmacy technician tasks.

5 Maintain confidentiality of patient and proprietary business information.
Learning Objectives
Demonstrate knowledge of the need to provide a new patient with a copy of the pharmacy’s privacy policy.
Define what is permissible when a request is received for a patient profile or other health care information for a family member for insurance or tax purposes.
Demonstrate knowledge related to picking up prescriptions and what is allowable under HIPAA and the pharmacy’s privacy policy.
Observe organizational policy for the safe guarding of proprietary business information.
Observe organizational policy regarding the use of social media.

6 Display a caring attitude toward patients in all aspects of job responsibilities.
Learning Objectives
Show compassion with the delivery of pharmacy services.
Explain the concept of “caring” within the context of the delivery of pharmaceutical care.
Display empathy in appropriate situations regarding patients and/or their caregivers.

7 Demonstrates familiarity with patient records.
Learning Objectives
Demonstrate ability to properly build a patient profile.
Navigate through a patient profile.
Explain the benefits and limitations of the electronic medical recording process.
8 Demonstrate knowledge of third party payer billing systems.
   Learning Objectives
   Compare differences regarding formulary drugs, co-payments, and other aspects of reimbursement.
   Submit and resolve a rejected claim for third-party payment.
   Demonstrate how to determine insurance eligibility for a patient.

9 Display the ability to prioritize a work load.
   Learning Objectives
   Triage in-coming phone calls.
   Prioritize job duties.
   Project a calm image when dealing with multiple situations.
   Display the ability to multi-task.

10 Assist the pharmacist in collecting, organizing, and evaluating information for direct patient care, medication use review, and departmental management.
    Learning Objectives
    Effectively query other health care professionals to collect pertinent patient information for use by the pharmacist.
    When collecting patient-specific information for use by the pharmacist, identify situations where the patient requires the attention of the pharmacist.

11 Receive and screen prescriptions for completeness and authenticity.
   Learning Objectives
   Exercise skill in the use of first-person and electronic systems to receive prescription/medication orders.
   Demonstrate knowledge of a complete vs. incomplete prescription/medication order.
   Demonstrate proper protocol to remedy an incomplete prescription/medication order.
   Display tact when communicating information to a patient that will increase their wait time at the pharmacy.

12 Initiate, verify, assist in the adjudication of, and collect payment and/or initiate billing for pharmacy services and goods.
   Learning Objectives
   Accurately identify the customer's/patient's method of payment for a prescription/medication order.
   Interview patients in an appropriate manner to secure patient-specific information.
   Exercise skill in the use of electronic systems to input third party information and to verify third party coverage for a prescription/medication order.
   Verify third party coverage by phone.
   Identify the reason for a rejected claim and to convey that information accurately to the pharmacist and/or patient.
   Formulate an effective strategy that is sensitive to the concerns of the customer/patient for conveying third party payment coverage information and further action to be taken.
   Use effective communication techniques for diffusing strong emotional reactions to third party payment responses.
   Assess prescription transmission adjudication for appropriate payment.
   Demonstrate skill in the operation of a cash register.

13 Demonstrate the ability to correctly bill Medicare for prescriptions.
   Learning Objectives
   Evaluate a prescription for Medicare required components.
   Identify what pharmaceuticals/supplies are covered by the various parts of Medicare.
   Demonstrate ability to explain the Medicare billing process to customers.

14 Purchase pharmaceuticals, devices, and supplies according to an established purchasing program.
   Learning Objectives
Follow an established procedure for purchasing pharmaceuticals, devices, and supplies.
Describe typical procedures for purchasing pharmaceuticals, devices, and supplies.
Describe typical procedures used to expedite emergency orders/prescriptions.
Describe typical procedures used for the purchase of atypical products (e.g., biologics, interferon's, HIV medications, investigational medications, non-formulary products.)

15 Control the inventory of medications, equipment, and devices according to an established plan.

Learning Objectives
Describe the various methods of inventory control.
Follow established policies and procedures for receiving goods and verifying specifications on the original order.
Describe the general tasks involved in receiving and verifying the order of goods.
Describe methods for handling back ordered medications.
Follow established policies and procedures for removing from inventory expired/discontinued/recalled pharmaceuticals.
   f. Explain the importance to cash flow of returning expired or excess inventory goods.
Explain the importance of maintaining an inventory system through accurate documentation.
Identify pharmaceuticals, durable medical equipment, devices, and supplies to be ordered.
Explain the role that judgment plays in supplementing an automated system for determining the timing and amount of pharmaceuticals, durable medical equipment, devices, and supplies to order.
Explain alternative strategies for securing a pharmacy item that is not available.
Explain acceptable methods for communicating changes in product availability to patients, caregivers, and/or health care professionals.

16 Participate in the pharmacy's efforts to deter theft and the misuse of medications.

Learning Objectives
Follow established policies and procedures to deter theft and/or medication diversion.
Explain the difference between tolerance and physical dependence.
Explain the relationship between the prevalence of chemical dependency and medication diversion.
Describe common methods for deterring theft and/or medication diversion.
Describe methods of reporting theft and/or medication diversion.
Follow established policies and procedures to maintain a record of controlled substances received, stored, and removed from inventory.
State the procedure for destroying controlled substances.

17 Understand the pharmacy's procedures for dealing with medication misadventures.

Learning Objectives
Explain the correct process for correcting a medication misadventure.
Explain the characteristics of an effective pharmacy department approach to preventing medication misadventures.
Explain the integral contribution required of the pharmacy technician in a practice setting that is effective in preventing medication misadventures.
List daily tasks of the technician that require special attention to accuracy and double checking to assure that medication misadventures do not occur.
Explain the role of multiple checks in avoiding medication misadventures.
Demonstrate how a medication misadventure could be properly handled.

18 Assist the Pharmacist in managing the daily operations of the pharmacy.

Learning Objectives
Follow correct pharmacy checkout procedures.
Maintain pharmacy equipment and facilities.
Perform adequate documentation as required by pharmacy law.
Dispense, label and package prescriptions per standard operations.
19 Assist the pharmacist in the administration of an immunization.

Learning Objectives
Demonstrate the ability to correctly bill an insurance company for immunizations.
Correctly gather all pertinent information from the patient as necessary for immunization administration.
Demonstrate the proper technique for the preparation of an immunization given by parenteral route.

20 Dispense medications.

Learning Objectives
Assist the pharmacist in the identification of patients who desire/require counseling.
Dispense medications to the appropriate customer using established procedures.

SCC Accessibility Statement
If you have a disability and need accommodations to participate in the course activities, please contact your instructor as soon as possible. This information will be made available in an alternative format, such as Braille, large print, or cassette tape, upon request. If you wish to contact the college ADA Coordinator, call that office at 507-389-7222.

Disabilities page http://southcentral.edu/academic-policies/disability-rights.html