PROFESSIONAL SKILLS IN THE PHARMACY
Course Syllabus

Course Number: THRP-0422
OHLAP Credit: No
OCAS Code: None
Course Length: 15 Hours
Career Cluster: Health Science
Career Pathway: Therapeutic Services
Career Major(s): Advanced Pharmacy Technician, Pharmacy Technician

Pre-requisite(s):

Course Description:
This course will prepare the student to meet the public in a pharmacy setting. The student will practice greeting customers, preparing prescriptions and instructing the customer on medication pickup. This course helps students develop employability skills necessary for success in the workplace, such as communication, personal responsibility and time management. Resume writing and practice job interviews will be conducted.

Textbooks:


Pharmacy Calculations for Technicians 5th Edition, text with Study Partner CD

Certification Exam Review 3rd Edition, text with Study Partner CD

Pharmacy Practice for Technicians 5th Edition, text with Study Partner CD

Pharmacy Labs for Technicians, Second Edition, text with NRx Simulation CD

Blackboard

Course Objectives:

A. Practice Greeting Customers
   1. Discuss personal appearance.
   2. Discuss attitude.
   3. Discuss handling customer problems.
   4. Discuss proper telephone etiquette.
   5. Discuss calls that must be transferred to the pharmacist.
   6. Ensure the patient is getting the correct prescription.

B. Gather Patient-Specific Information
   1. Ask the information required on a prescription form.
      a. Patient’s date of birth
      b. Patient’s address
      c. Patient’s medication allergies
      d. Acquired health conditions since last visit
      e. Third party insurance coverage
   2. Be familiar with the pharmacy software package.
   3. Enter all patient information into the patient’s record on the computer.
   4. Enter prescription information into computer.
   5. Print labels.

C. Differentiate Between the Types of Third Party Payment Plans
1. Describe the difference between HMO's and PPO's.
2. List and explain the sources of payment.
3. Process a third party claim:
   a. Electronic
   b. Paper
4. Discuss third party cost control.

D. Use Drug Information Sources To Answer Questions About Medications
1. List items of knowledge that can be identified for a particular drug.
2. Describe the major duties of a pharmacy technician in drug information services.
3. List resources that can be used to access drug information.
4. Identify the best resource to use when answering a specific pharmacy-related question.
5. Distinguish between questions that may be answered by a technician and those that should only be answered by a pharmacist.
6. Successfully answer drug information questions using resources found in the workplace.

E. Preparing for Employment
1. Identify traditional and non-traditional employment sources.
2. Identify present and future employment opportunities (by geographic location).
3. Research prospective employer and services performed.
4. Research job opportunities, including non-traditional careers.
5. Compile an occupational profile.
6. Identify rights and responsibilities of equal employment opportunity laws.
7. Investigate generic and specific employment tests (e.g., civil service exam; drug screening).
8. Interpret job description.
9. Demonstrate ability to accurately complete a job application.
10. Design resume and cover letter.
11. Target resume.
12. Secure references.
13. Demonstrate legible written communication skills using correct grammar, spelling, punctuation, and concise wording.
14. Describe methods for handling illegal questions on job application forms and during interviews.
15. Use proper diction in interviews.
16. Explain critical importance of personal appearance, hygiene, and demeanor.
17. Demonstrate appropriate interview question and answer techniques.
18. Demonstrate methods for handling difficult interview questions using simulated role-playing exercises.
19. Describe procedures for following up after an interview.
20. Use follow-up techniques to enhance employment potential.
21. Compare salary ranges and benefit packages.
22. Evaluate job offers.
23. Give notice to employer of job change.
24. Write letter of acceptance.
25. Write letter of declination.

F. Projecting Professional Image
1. Define professionalism.
2. Exhibit professional appearance.
3. Exhibit professional manner.
4. Project professional attitude.
5. Identify individuals' vital role in organizations.
6. Explain the need for professional and ethical standards.  
7. Explain responsibility of the individual to apply ethical standards.  
8. Identify responsibility to patient(s), customer(s), and employer(s).  
9. Explain consequences of unprofessional and/or unethical behavior.  
10. Explain importance of conflict resolution in the workplace.  

G. Exhibiting Appropriate Work Ethic 
1. Define work ethics.  
2. Identify factors that influence work ethics.  
3. Differentiate between laws and ethics.  
4. Describe how personal values are reflected in work ethic.  
5. Describe how interactions in the workplace affect personal work ethic.  
6. Describe how life changes affect personal work ethic.  
7. Use time-management techniques.  
8. Avoid personal activity during work hours.  
9. Attend work as scheduled.  
10. Adhere to company and/or governmental policies, procedures, rules, and regulations.  
11. Exercise confidentiality.  
12. Demonstrate appropriate human relations skills.  
13. Adhere to roles of conduct.  
15. Offer constructive criticism.  
16. Take pride in work.  
17. Resolve conflict.  
18. Manage stress.  
19. Avoid sexual connotations and harassment.  
20. Adjust to changes in the workplace.  
22. Assume responsibility for personal decisions and actions.  
23. Take responsibility for assignments.  

H. Demonstrating Positive Relations in the Work Place 
1. Identify personality types of self and others.  
2. Identify various management styles.  
4. Support employer decisions.  
5. Accept constructive criticism.  
6. Give constructive feedback.  
7. Adapt to changes in the workplace.  
8. List factors to consider before resigning.  

I. Demonstrating Job Retention Skills 
1. Identify employer expectations regarding job performance, work habits, attitudes, personal appearance, and hygiene.  
2. Exhibit appropriate work habits and attitude.  
3. Demonstrate ability to set priorities.  
4. Identify behaviors to establish successful working relationships.  
5. Identify alternatives for dealing with harassment, bias, and discrimination based on race, color, national origin, sex, religion, handicap, or age.  
6. Identify opportunities for advancement.  
7. List reasons for termination.  
8. List consequences of being absent frequently from job.  
9. List consequences of frequently arriving late for work.  
10. Demonstrate interpersonal relations skills (i.e., verbal and written).
11. Demonstrate negotiation skills.
12. Demonstrate teamwork.
14. Exhibit appropriate job dedication.

J. Exhibiting Characteristics for Job Advancement
1. Display positive attitude.
2. Demonstrate knowledge of position.
3. Perform quality work.
4. Adapt to changing situations and technology.
5. Demonstrate capability/responsibility for different positions.
6. Identify characteristics of effective leaders.
7. Identify opportunities for leadership in work place/community.
8. Demonstrate initiative to affect change in workplace.
9. Participate in continuing education/training program.
10. Responds appropriately to criticism from employer, supervisor, or other employees.
11. Exhibit awareness of corporate culture.
14. Set realistic goals.

K. Applying Decision-Making Techniques
1. Identify decision to be made.
2. Identify ownership of decision to be made.
3. Identify possible alternatives and their consequences.
4. Make decisions based on facts, legality, ethics, goals, and/or culture.
5. Apply time factor(s).
6. Present decision to be implemented.
7. Evaluate decision made.
8. Take responsibility for decision.

L. Applying Problem-Solving Techniques
1. Identify problem.
2. Select appropriate problem solving tools/techniques.
3. Identify root problem cause(s).
4. Track root problem cause(s).
5. Identify possible solutions and their consequences (e.g., long term, short term, crisis).
6. Use resources to explore possible solutions to problem.
7. Contrast advantages and disadvantages of each solution Identify appropriate action.
8. Evaluate results.

M. Managing Personal Finances
1. Explain need for personal management record.
2. Balance checkbook.
3. Identify tax obligation.
4. Analyze how credit affects financial security.
5. Compare types and methods of investments.
7. Compare types and methods of insurance.
8. Compare types of retirement option/plans.
9. Discuss social security.
10. Identify discriminatory vs. non-discriminatory expenditures.

N. Analyzing Effects of Family on Work and Work on Family
1. Identify how family values, goals, and priorities are reflected in work place.
2. Identify responsibilities and rewards associated with paid and non-paid work. 1
3. Identify responsibilities and rewards associated with families. 1
4. Explain how family responsibilities can conflict with work. 1
5. Explain how work can conflict with family responsibilities. 1
6. Explain how work-related stress can affect families. 1
7. Explain how family-related stress can affect work. 1
8. Identify family support systems and resources. 1
9. Identify work-related support systems and resources. 1
10. Communicate with family regarding work. 1

O. Apply Lifelong Learning Skills 1
1. Define lifelong learning. 1
2. Identify factors that cause need for lifelong learning. 1
3. Analyze effects of change. 1
4. Identify reasons why goals change. 1
5. Describe importance of flexibility and adaptability. 1
6. Evaluate need for continuing education/training. 1

P. Demonstrating Teamwork 1
1. Define self-direction. 1
2. Define responsibility. 1
3. Define accountability. 1
4. Differentiate work groups and teams (i.e., internal, external). 1
5. Identify conditions essential to teamwork (e.g., problem solving). 1
6. Explain influence of culture (e.g., corporate, community) on teamwork. 1
7. Identify appropriate situations for using teams. 1
8. Define team structures (e.g., cross functional, quality improvement, task force, quality circles). 1
9. Identify team building concepts. 1
10. Describe characteristics and dynamics of teams. 1
11. Identify characteristics of effective team leaders and members. 1
12. Identify responsibilities of team members. 1
13. Identify methods of involving each member of a team. 1
14. Explain how individuals from various backgrounds contribute to work-related situations (e.g., technical training, cultural heritage). 1
15. Explain the purpose of facilitators. 1
16. Define consensus. 1
17. Define reward/recognition system. 1
18. Define mutual respect. 1
19. Define equality. 1
20. Define "group think". 1
21. Provide feedback. 1
22. Receive feedback. 1
23. Define communication styles. 1
24. Define management styles. 1
25. Define social style. 1
26. Identify purpose of team and intended goal (include time frames). 1
27. Structure team around purpose. 1
28. Define responsibilities of team members (e.g., talents, skills, abilities). 1
29. Contribute to efficiency and success of team. 1
30. Work toward individual and team milestones. 1
31. Analyze results of team project. 1
32. Facilitate a team meeting. 1
33. Assist team member(s) with problem. 1
34. Monitor time frame. 1
35. Stress continuous improvement. 1
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36. Recognize failure as part of learning.¹

¹ ODCTE Objective
All unmarked objectives are TTC instructor developed.

Teaching Methods: The class will primarily be taught by the lecture and demonstration method and supported by various media materials to address various learning styles. There will be question and answer sessions over material covered in lecture and media presentations. Supervised lab time is provided for students to complete required projects.

Grading Procedures:
1. Students are graded on theory and lab practice and performance.
2. Each course must be passed with seventy (70%) percent or better.
3. Grading scale: A=90-100%, B=80-89%, C=70-79%, D=60-69%, F=50-59%.
4. Career Major grades established during coursework are a major criteria in successfully obtaining certification.

Description of Classroom, Laboratories, and Equipment: Tulsa Technology Center campuses are owned and operated by Tulsa Technology Center School District No. 18. All programs provide students the opportunity to work with professionally certified instructors in modern, well-equipped facilities.

Available Certifications/College Credit
The student may be eligible to take state, national or industry exam after completion of the program. College credit may be issued from Oklahoma State University-Okmulgee or Tulsa Community College. See program counselor for additional information.

College Credit Eligibility:
The student must maintain a grade point average of 2.0 or better.