RETAIL PHARMACY OPERATIONS  
Course Syllabus

Course Number: THRP-0124  
OHLAP Credit: No

OCAS Code: None
Course Length: 30 Hours
Career Cluster: Health Science
Career Pathway: Therapeutic Services
Career Major(s): Advanced Pharmacy Technician, Pharmacy Technician

Pre-requisite(s): This course will prepare the student to function in a retail pharmacy setting. The student will practice purchasing, inventory and quality assurance tasks.

Course Description:
This course will prepare the student to function in a retail pharmacy setting. The student will practice purchasing, inventory and quality assurance tasks.

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. Describe the Functions of Ambulatory Care Pharmacy Practice.
1. Discuss the history of ambulatory care pharmacy.
2. Describe current practices of ambulatory care pharmacy.
3. List the similarities and differences between the various ambulatory care practice sites.
   a. Chain
   b. Independent
   c. Clinic
   d. Managed care
   e. Mail order
4. Explain the importance of customer service and communication skills in ambulatory care practice.
5. Describe the typical prescription distribution process in an ambulatory care pharmacy.
6. Describe the role of the technician in ambulatory care pharmacy.
7. Describe the various third-party payment programs.
8. Explain how third-party payment programs affect prescription processing in ambulatory care.

B. Demonstrate Knowledge of Overall Pharmacy Operations
1. Identify the components of a complete prescription or medication order.
2. Prioritize prescriptions and medication orders on the basis of pertinent criteria.
3. Identify the necessary steps in processing a prescription or medication order.
4. List information normally found in a patient profile.
5. Identify the proper language to be used on medication labels.
6. List the information needed to make a medication label complete.
7. Accurately count and fill prescriptions.
8. Describe how automation impacts the drug distribution process.
9. Describe the different automation needs for institutional pharmacy.
10. Describe the different automation needs for ambulatory care pharmacy.
11. List three applications for bar coding in health care.
12. Describe the difference between decentralized and centralized automated dispensing systems.
13. Describe the limitations of automated dispensing systems.

C. **Demonstrate Knowledge of Pharmacy Inventory Control**
1. Demonstrate an understanding of the formulary system and its application in a purchasing and inventory system.
2. State the information that must be included in a pharmacy purchase order.
3. Apply the proper principles and processes when receiving and storing pharmaceuticals.
4. Identify key techniques for reviewing packaging, labeling, and storage considerations when handling pharmaceutical products.
5. Define the temperature requirements for drug storage.
   a. Cold
   b. Cool
   c. Room temperature
   d. Warm
   e. Excessive heat
6. List pharmaceutical products that should be refrigerated.
7. Demonstrate both an understanding and the application of appropriate processes for maintaining and managing a pharmaceutical inventory.
8. Complete the appropriate processes in the handling of pharmaceutical recalls.
9. Complete the appropriate processes in the disposal of pharmaceutical products.
10. Demonstrate an understanding of pharmaceutical products that require special handling within the purchasing and inventory system.
11. Describe the advantages of using automation for inventory control.
12. Describe the features of an automated narcotic control system.
13. Execute the proper procedures for borrowing and lending pharmaceuticals between pharmacies.
14. Describe the methods of inventory control that may be utilized to maintain adequate stock of pharmaceuticals and medical devices.
15. Describe ordering and inventory procedures for recalled products.
16. Describe ordering and inventory procedures for controlled substances.
17. Describe ordering and inventory procedures for investigational drugs.

D. **Demonstrate Knowledge of Medication Errors**
1. Describe the different types of medication errors.
2. Identify causes or factors that contribute to medication errors.
3. Describe things that can be done to prevent medication errors from occurring.
4. List examples of common errors.
5. Recognize possible consequences of actual medication errors.
6. Describe steps to be taken when an error has been identified.
7. Understand the role of quality assurance monitoring of medication errors.
8. Discuss the role of the pharmacy technician in preventing medication errors.
E. Demonstrate Knowledge of Pharmacy Automation

1. Demonstrate ability to use pharmacy robot (example ScriptPro)

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.