Pharmacy Technician Professional

PROGRAM OUTLINE

PROGRAM GOAL AND OUTCOMES

Program Goal

To prepare students to take the Pharmacy Technician Certification Exam (PTCE) or NHA ExCPT exam, and gain entry-level employment as a pharmacy technician

PTCE Knowledge Domain and Area	ASHP Goals	Program Outcomes	Courses	Evidence of Learning
1.0 Pharmacology for Technicians (13.75%)	Demonstrate knowledge and skills in areas of science relevant to the pharmacy technician's role, including anatomy/ physiology and pharmacology.	Demonstrate knowledge and skills in areas of science relevant to the pharmacy technician's role, including anatomy/ physiology and pharmacology.	PHT103: Pharmacology, Drug Class, and Body Systems, Part 1	Multiple-choice lesson exams
			PHT104: Pharmacology, Drug Class, and Body Systems, Part 2	Multiple-choice lesson exams
			PHT300: Pharmacy Technician Externship	Performance evaluation
2.0 Pharmacy Law and Regulations (12.5%)	Demonstrate understanding of healthcare occupations and the health care delivery systems.	Compare and contrast the roles of pharmacists and pharmacy technicians in ensuring pharmacy department compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.	PHT101: Pharmacy Technician Orientation	Multiple-choice lesson exams
	Demonstrate commitment to excellence in the pharmacy profession and to continuing education and training.		PHT105: Pharmacy Practice Law and Regulations	Multiple-choice lesson exams
	Demonstrate understanding of major trends, issues, goals, and initiatives taking place in the pharmacy profession.		PHT200: Pharmacy Management and Operations	Multiple-choice lesson exams
	Identify and describe emerging therapies.		PHT305: Pharmacy Technician Externship	Performance evaluation
	Explain pharmacists' roles when they are responding to emergency situations and how pharmacy technicians can assist pharmacists by being certified as a Basic Life Support (BLS) Healthcare Provider.			

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	Compare and contrast the roles of pharmacists and pharmacy technicians in ensuring pharmacy department compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.			
	Maintain confidentiality of patient information.			
3.0 Sterile and Non-Sterile Compounding (8.75%)	Demonstrate understanding of the preparation and process for sterile and nonsterile compounding.	Describe the steps, skills, and knowledge needed to prepare medications requiring compounding of sterile products, chemotherapy/ hazardous products, and nonsterile products Apply standard procedures used when compounding nonsterile products	PHPT106: Pharmacy Calculations	Multiple-choice lesson exams
	Prepare non-patient-specific medications for distribution (for example, batch, stock medications).		PHT107: Pharmacy Sterile and Nonsterile Compounding	Multiple-choice lesson exams
	Practice effective infection control procedures, including preventing transmis-sion of blood borne and airborne diseases		PHT203: Pharmacy Management Software	Multiple-choice lesson exams
	Prepare patient-specific medications for distribution.		PHT305: Pharmacy Technician Externship	Performance evaluation
	Prepare medications requiring compounding of nonsterile products			
4.0 Medication Safety (12.5%)	Demonstrate under-standing of wellness promotion and disease prevention concepts, such as use of health screenings; health practices and envi-ronmental factors that impact health; and adverse effects of alcohol, tobacco, and legal and illegal drugs.	Explain patient- and medication-safety practices in all aspects of the pharmacy technician's roles	PHT107: Pharmacy Sterile and Nonsterile Compounding	Multiple-choice lesson exams
	Assist pharmacists in the monitoring of medication therapy.		PHT200: Pharmacy Management and Operations	Multiple-choice lesson exams

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	Assist pharmacists in preparing, storing, and distributing medication products requiring special handling and documentation [(for example, controlled substances, immunizations, chemotherapy, investigational drugs, drugs with mandated Risk Evaluation and Mitigation Strategies (REMS)].		PHT300: Pharmacy Technician Externship	Performance evaluation
	Use material safety data sheets (MSDS) to identify, handle, and safely dispose of hazardous materials.			
	Assist pharmacists in medication therapy management.			
5.0 Pharmacy Quality Assurance (7.5%)	Maintain pharmacy facilities and equipment, including automated dispensing equipment.	Demonstrate knowledge of quality assurance practices for pharmaceuticals, durable and non-durable medical equipment, devices, and supplies	PHT107: Pharmacy Sterile and Nonsterile Compounding	Multiple-choice lesson exams
	Apply patient- and medication-safety practices in all aspects of the pharmacy technician's roles.		PHT200: Pharmacy Management and Operations	Multiple-choice lesson exams
	Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals (for example, tech-check-tech).		PHT305: Pharmacy Technician Externship	Performance evaluation
	Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.			
6.0 Medication Order Entry and Fill Process (17.5%)	Demonstrate understanding of the pharmacy technician's role in the medication-use process	Apply the steps in the medication order entry and fill process and interpret medication orders	PHT106: Math Calculations for Pharmacy Technicians	Multiple-choice lesson exams
	Assist pharmacists in collecting, organizing, and recording demographic and clinical information for direct patient care and medication-use review.		PHT200: Pharmacy Management and Operations	Multiple-choice lesson exams

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	Receive and screen prescriptions/ medication orders for completeness, accuracy, and authenticity.		PHT203: Pharmacy Management Software	Multiple-choice lesson exams
	Distribute medications in a manner that follows specified procedures.		PHT305: Pharmacy Technician Externship	Performance evaluation
7.0 Pharmacy Inventory Management (8.75%)	Assist pharmacists in the identification of patients who desire/ require counseling to optimize the use of medications, equipment, and devices.	Demonstrate knowledge of quality assurance practices for pharmaceuticals, durable and non-durable medical equipment, devices, and supplies	PHT200: Pharmacy Management and Operations	Multiple-choice lesson exams
	Apply accepted procedures in purchasing pharmaceuticals, devices, and supplies		PHT201: Pharmacy Billing and Reimbursement	Multiple-choice lesson exams
	Apply accepted procedures in inventory control of medications, equipment, and devices.		PHT203: Pharmacy Management Software	Multiple-choice lesson exams
	Demonstrate skills required for effective emergency preparedness.		PHT300: Pharmacy Technician Externship	Performance evaluation
8.0 Pharmacy Billing and Reimbursement (8.75%)	Initiate, verify, and assist in the adjudication of billing for pharmacy services and goods, and collect payment for these services.	Describe the steps needed to initiate, verify, and assist in the adjudication of billing for pharmacy services and goods, and collecting payment for these services	PHT201: Pharmacy Billing and Reimbursement	Multiple-choice lesson exams
	Explain pharmacy reimbursement plans for covering pharmacy services.		PHT203: Pharmacy Management Software	Multiple-choice lesson exams
			PHT305: Pharmacy Technician Externship	Performance evaluation
9.0 Pharmacy Information System Usage and Application (10%)	Assist pharmacists in medication reconciliation.	Describe the use of current technology in the healthcare environment to ensure the safety and accuracy of medication dispensing	PHT200: Pharmacy Management and Operations	Multiple-choice lesson exams
	Describe the use of current technology in the healthcare environment to ensure the safety and accuracy of medication dispensing		PHT203: Pharmacy Management Software	Multiple-choice lesson exams
	Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or identification of another problem.		PHT305: Pharmacy Technician Externship	Performance evaluation

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	Demonstrate ethical conduct in all job-related activities. Present an image appropriate for the profession of pharmacy in appearance and behavior. Communicate clearly when speaking and in writing. Demonstrate a respectful attitude when interacting with diverse patient populations. Apply self-management skills, including time management, stress management, and adapting to change. Apply interpersonal skills, including negotiation skills, conflict resolution, and teamwork. Apply critical thinking skills, creativity, and innovation to solve problems.	Explain the skills and strategies needed for professional and appropriate personal behavior and interpersonal communication	CRB100: Career Readiness	Multiple-choice lesson exams

PROGRAM STRUCTURE

SYP106: Starting Your Program

Lesson 1	**Starting Your Program**

PHT101: Pharmacy Technician Orientation

Lesson 2	**Introduction to Pharmacy Technician**

CRB100: Career Readiness

Lesson 3	**Personal Skills**
Lesson 4	**People Skills**
Lesson 5	**Workplace Skills**

PHT103: Pharmacology, Drug Class, and Body Systems, Part 1

Lesson 6	**Basics of Pharmacology**
Lesson 7	**Cardiovascular Systems**
Lesson 8	**Respiratory and Endocrine Systems**
Lesson 9	**Gastrointestinal, Urinary, and Reproductive Systems**

PHT104: Pharmacology, Drug Class, and Body Systems, Part 2

Lesson 10	**Integumentary and Musculoskeletal Systems**
Lesson 11	**Sensory Organs and Nervous System**
Lesson 12	**Immune System, HIV, and Cancer**
Lesson 13	**Antibiotics, Vitamins, Minerals, and Herbs**

PHT105: Pharmacy Practice Law and Regulations

Lesson 14	**Law for the Pharmacy Technician**
Lesson 15	**Ethics for the Pharmacy Technician**
Lesson 16	**Confidentiality for the Pharmacy Technician**

PHT106: Math Calculations for Pharmacy Technicians

Lesson 17	**Basic Math Skills, Measurements, and Measurement Conversion**
Lesson 18	**Medication and Prescription Orders and Their Calculations**
Lesson 19	**Special Medication Calculations and Business Math**
Digital Textbook	***Math Calculations for Pharmacy Technicians***

PHT107: Pharmacy Sterile and Nonsterile Compounding

Lesson 20	**Sterile Compounding Essentials**
Lesson 21	**Sterile Compounding Procedures**
Lesson 22	**Hazardous and Nonsterile Compounding and Pharmacy Management**
Digital Textbook	***Mosby's Sterile Compounding for Pharmacy Technicians***
Digital Textbook	***Mosby's Pharmacy Technician: Principles and Practice***

PHT200: Pharmacy Management and Operations

Lesson 23	**Drug Information References**
Lesson 24	**Community, Institutional, and Additional Practice Settings**
Lesson 25	**Medication Safety and Error Prevention**

PHT201: Pharmacy Billing and Reimbursement

Lesson 26	**Reimbursement Methodologies for Pharmacy Technicians**
Lesson 27	**Pharmacy Billing and Inventory Management**

PHT203: Pharmacy Management Software

Lesson 28	**Community Pharmacy Practice**
Lesson 29	**Institutional Pharmacy Practice**
Lesson 30	**Reports and Assessment**
Lesson 31	**Pharmacy Technician Practical Labs**
Digital Textbook	***Pharmacy Management Software for Pharmacy Technicians***

PHT301: Pharmacy Technician Certification Review

Lesson 32	**Pharmacy Technician Workbook & Certification Review**
Digital Textbook	***The Pharmacy Technician Workbook & Certification Review***

PHT305: Pharmacy Technician Externship

Lesson 33	**Pharmacy Technician Externship**

COURSE DESCRIPTIONS AND OBJECTIVES

SYP106 Starting Your Program

Starting Your Program is designed to help you become a successful Penn Foster student, including learning how to use all available tools and resources.

By the end of this course, you'll be able to do the following:

- Identify all unit components and materials in your program
- Identify ways to use Penn Foster's helpful services and academic resources
- Identify Penn Foster's academic and behavioral policies
- Choose effective study and time management skills

PHT101 Pharmacy Technician Orientation

In this course, students will be introduced to the practice of pharmacy, including the history of pharmacy, technician roles in various practice settings, and pharmacy ethics and professionalism. In addition, students will learn about advancing and emerging opportunities for technicians now and in the future.

By the end of this course, you'll be able to do the following:

- Examine the role and responsibilities of the pharmacy technician profession over time

CRB100 Career Readiness

In this course, students learn about personal, interpersonal, and workplace qualities and skills that employers look for in their employees. They examine elements of professionalism, communication strategies, and methods for being a good leader and learn how to work with technology and how to work effectively with a team.

By the end of this course, you'll be able to do the following:

- Explain personal, interpersonal, and workplace qualities and skills that are essential to effective work environments

PHT103 Pharmacology, Drug Class, and Body Systems, Part 1

This course will familiarize you with various body systems including structure, function, diseases, disorders, and treatments. You'll also learn drug delivery systems, drug administration routes, drug classifications, and commonly used medications for various organ system disorders.

By the end of this course, you'll be able to do the following:

- Summarize the basic principles of pharmacology
- Identify the anatomy, physiology, diseases, and treatments of the cardiovascular and hematologic systems
- Identify the anatomy, physiology, diseases, and treatments of the respiratory and endocrine systems
- Identify the anatomy, physiology, diseases and treatments of the gastrointestinal, urinary, and reproductive systems

PHT104 Pharmacology, Drug Class, and Body Systems, Part 2

This course is a continuation of Pharmacology, Drug Class and Body Systems, Part 1. You'll continue to learn about various body systems, drug delivery systems, drug administration routes, drug classifications, and commonly used medications for various organ system disorders. You'll also learn basic medication calculations, storage, how to assist patients with administration, and proper documentation.

By the end of this course, you'll be able to do the following:

- Identify the anatomy, physiology, and diseases and treatments of the integumentary and musculoskeletal systems
- Identify the anatomy, physiology, and diseases and treatments of the sensory and nervous systems
- Identify the anatomy, physiology, and diseases and treatments of the immune system
- Explain how the Six Rights of Drug Administration dictate proper drug administration and storage

PHT105 Pharmacy Practice Law and Regulations

In this course, students will learn how law affects healthcare practitioners, the origin of law that affects medical professionals, the basics of the process of litigation and its alternatives, the common-law basis for the confidentiality of healthcare information, and the laws regulating healthcare information collected and maintained by government agencies.

By the end of this course, you'll be able to do the following:

- Interpret civil and criminal laws related to pharmacy practice
- Assess ethical issues healthcare professionals face today
- Apply confidentiality laws and regulations

PHT106 Math Calculations for Pharmacy Technicians

This course introduces the pharmacy technician student to basic math, algebra, and pharmaceutical calculations used in pharmacy practice.

By the end of this course, you'll be able to do the following:

- Categorize basic math skills needed for pharmacy technician practice
- Perform calculations related to prescription orders
- Perform special medical and business math calculations used in the pharmacy

PHT107 Pharmacy Sterile and Nonsterile Compounding

This course introduces students to sterile and nonsterile compounding. A strong emphasis is placed on proper aseptic technique and compliance with USP 797 and 800. Compounding practices and equipment are also discussed.

By the end of this course, you'll be able to do the following:

- Define sterile compounding, requirements and processes for IV medications, and the pharmacy technician's role
- Explain best practices for sterile compounding following USP guidelines
- Explain best practices for compounding, including hazardous drugs following USP guidelines, quality management, and safety

PHT200 Pharmacy Management and Operations

This course introduces the pharmacy technician student to pharmacy operations. Students will discuss the differences between pharmacy settings, examine the business applications of pharmacy, and review drug information resources, including how and when to use them. Students will also learn how to handle medication safely, and the steps involved in error prevention.

By the end of this course, you'll be able to do the following:

- Examine drug information references and their proper use
- Differentiate the responsibilities of pharmacy technicians in various pharmacy settings
- Describe the importance of reporting medication errors and the preventive measures taken to reduce them

PHT201 Pharmacy Billing and Reimbursement

In this course, you'll learn about the pharmacy reimbursement process. You'll study third party healthcare plans, reimbursement systems, and claims processing to see how medical services are billed in healthcare institutions. You'll also learn about various health insurance programs, how they're funded, and which types of patients they cover.

By the end of this course, you'll be able to do the following:

- Explain reimbursement methodologies related to pharmacy practice settings
- Explain the elements of pharmacy billing and proper inventory management

PHT203 Pharmacy Management Software

This course is designed to facilitate your mastery of computer and practical skills needed to perform various pharmacy technician-related responsibilities in community and institutional pharmacy practices. The course entails a series of lab activities that walk you through entering and filling prescription orders, including TPN and IV admixtures.

By the end of this course, you'll be able to do the following:

- Use database software for performing prescription processing and related community pharmacy tasks
- Use database software for the processing of medical orders and related institutional pharmacy tasks
- Prepare pharmacy reports and show comprehension of software laboratory exercises
- Demonstrate pharmacy technician skills in a simulated environment

PHT301: Pharmacy Technician Certification Review

This course is designed to strengthen your working knowledge of the concepts essential for pharmacy technician practice and serves as a review to prepare you to take the Pharmacy Technician Certification Exam.

By the end of this course, you'll be able to do the following:

- Demonstrate preparedness for the Pharmacy Technician Certification Exam

PHT305: Pharmacy Technician Externship

This course introduces the student to the pharmacy technician externship. The externship process and requirements are discussed. Further discussion is held on State Boards of Pharmacy regulations and requirements as they apply to each state. The pharmacy technician externship provides students hands-on training in community and institutional pharmacy practice. The goal of the externship is to produce a competent pharmacy technician by developing the essential skill sets through hands-on experience. Students will practice under the direct supervision of a registered pharmacist. This externship consists of 160 hours of clinical experience in a community pharmacy, to be completed in 8 to 12 weeks.

By the end of this course, you'll be able to do the following:

- Demonstrate pharmacy technician skills learned throughout the program

Note: The titles of your learning materials may be different from those listed on your program outline. There is no need to call your instructor about these differences. While the titles of certain learning materials may differ, the educational content is the same. All learning materials are designed to give you the finest education in your field. If you need instructional assistance, however, be sure to call for help. We reserve the right to revise the program of study and the instructional materials and to substitute for the items of equipment offered.