

Class meets: Mondays, 12:00pm-2:05pm
August 31 to December 20 (Full Semester)

Location: MSA 111

Instructor: Christine Tannious MHA, RPhT, ADS

Email Address: tannioc@wlaac.edu

Phone Number: (310) 287-7289

Office Hours: 20 minutes before class or by appointment

Required Text:

Elsevier/ Mosby Pharmacy Technician 4th Edition Textbook:

ISBN: 978-1455753758

Elsevier/Mosby Work book:

ISBN: 978-1455751808

Course Objectives:

Upon successful completion of this course, each student will be able to:

- Understand the historical development of pharmacy in the healthcare system
- Understand the role of pharmacy in the healthcare system and compare and contrast the role of the Pharmacy Technician and Pharmacy Clerk.
- Understand the ethical standards and appropriate conduct of Pharmacy Technicians and Pharmacy Clerks
- Discuss common terms, abbreviations and their meanings.
- Describe the prescription process and discuss the legal part of the pharmacy label.
Prepare a prescription label
- Integrate effective listening techniques, barriers to communications, telephone etiquette to deliver a high level of customer service.
- Discuss problem solving techniques and strategies. Apply problem-solving techniques to common occurrences in the work of the Pharmacy technician and Pharmacy clerk.
- Discuss federal pharmacy laws and regulations for controlled substances
- Describe protected health information covered under the Health Insurance Portability and Accountability Act.

Institutional Student Learning Outcomes addressed in this course:

1. **Communication:** Effectively communicate thought in a clear, well-organized manner to persuade, inform, and convey ideas in academic work, family, and community settings.
Assessment: Students will be evaluated on exams and class exercises on their ability to appropriately use conflict management and problem solving techniques while working in the role of the Pharmacy Clerk
2. **Civic Responsibility:** Apply the principles of civic responsibility and civility to situations in the contexts of work, family, community, and the global world.
Assessment: Student will be evaluated on their understanding of the laws and regulations, ethical principles and confidentiality in a variety of simulated work situations.

Student Responsibilities, policies, and advice:

- Students are required to abide with the Student Code of Conduct and all College policies at all times. These policies may be found in the schedule of classes, course catalog, or online. Remember any disruptive behavior may result in exclusion from the class.
- Electronic devices, such as cell phones, recording devices, ipods, etc. are NOT allowed to be used in the classroom. If you are expecting an emergency call, please inform the instructor before class, set your phone in quiet mode, and leave the classroom silently when you receive the call.
- It is in your best interest to attend every class. Unexcused absences will be handled in accordance with the West Los Angeles College's Attendance policy. If it is necessary to miss a class for any reason, please inform the instructor ahead of time. Documentation will be required in order to have an excused absence
- Exams material will come from anything and everything we cover in this course. Weekly exams and the final exam are the property of the instructor. Copying questions from any exam is an act of cheating. Plagiarism is an act of cheating. Please use references for any ideas, words, sentences, phrases, and paragraphs that you borrow from another source.
- You are to be in class on time and prepared. All readings and homework assignments must be completed ahead of time. **ALL WORK WILL BE COLLECTED AT THE BEGINNING OF CLASS**, unless otherwise stated by instructor.
- Students requiring modifications/ special accommodations should see the instructor to make appropriate arrangements as soon as possible. Please note that make-ups will be at the discretion of the instructor, only when suitable documentation is available. If you know you will be absent, please inform the instructor ahead of time.

*** Please be aware that attendance will affect your grade by 5% is deducted from your total grade for each unexcused absence. Three (3) unexcused tardies constitute one absence.**

Assessment/Grade:

Assignments*	350 Points
Quizzes	100 Points
Final	50 Points
Total of	500 Points

- Assignments include individual and group activities, assignments that are take-home, lab practices, and homework. Assignments are typically due when class ends, unless otherwise stated by the instructor.
- Take home assignments are due at the beginning of the next class. **No late work will be accepted.**
- **No make-up quizzes (by arrangements and/or verifiable proofs only)**

Course letter grade will be based on the following scale:

90-100 % = A
80 to 89 % = B
70 to 79 % = C
60 to 69 % = D
Below 59 % = F

Lower than a 70% is a non-passing grade and constitutes failing this course. A minimum grade of "C" is required to be retained in the Pharmacy Technician Program

COURSE CONTENT OUTLINE:

LECTURE SCHEDULE – Fall 2015

Note: The schedule is tentative, therefore, subject to change depending upon the class progress. You are responsible for all the announcement and materials covered during your absence.

Weeks (Mondays)	Lecture Topics
1	1- Introductions 2- Chapter 1: History, Medicine and Pharmacy
2	No Class Labor Day
3	Quiz #1 (Chapter 1) Handout, Class Activity
4	Chapter 2: Pharmacy Law, Ethics, and Regulatory Agencies
5	Quiz #2 (Chapter 2) Handout, Class Activity
6	Chapter 3: Competencies, Associations, and Settings for Technicians
7	Quiz #3 (Chapter 3) Handout, Class Activity
8	Chapter 5: Dosage Forms and Routes of Administration
9	Quiz #4 (Chapter 5) Handout, Class Activity
10	Chapter 7: Drug Information References
11	Quiz # 5 (Chapter 7) Handout, Class Activity
12	Chapter 14: Medication Safety and Error Prevention
13	Quiz #6 (Chapter 14) Handout, Class Activity
14	Final Review
15	Final Examination