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## PHAR 104.01: Pharmacy Dispensing Lab

Mary McHugh

*University of Montana - Missoula, mary.mchugh@umontana.edu*

Kathy Brauer

*University of Montana - Missoula, kathy.brauer@umontana.edu*

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**Pharmacy Dispensing Lab**  
**PHAR 104-01**  
**Fall 2013**

<i>Instructors:</i> Mary McHugh, Pharm.D., R.Ph. Kathy Brauer, B.A.Ed., CPhT.	<i>Class Dates and Location:</i> M,T, or W 1:00-3:00 AND Fri 10:00-12:00 or 12:30-2:30 GH9C
<i>Contact Info for Mary:</i> Phone: (406)243-7813 Email: <a href="mailto:mary.mchugh@umontana.edu">mary.mchugh@umontana.edu</a> <i>Contact Info for Kathy:</i> Phone: (406)370-8693 Email: <a href="mailto:kathy.brauer@umontana.edu">kathy.brauer@umontana.edu</a>	<i>Office Hours:</i> <i>Posted on office door and feel free to schedule ahead via phone, email. I will respond to all calls and emails within a 24 hr. period <b>M-F</b>.</i>

**Course Description:**

*Dispensing:* In addition to lectures, students receive hands-on experience in dispensing prescriptions, computer order entry, labeling, patient profiles, non-sterile compounding, and sterile IV admixture preparation. Guest speakers and video presentations supplement lectures and skills practice. Good communication skills are emphasized. Practice PTCE questions will be reviewed for preparation of the certification test.

**Relationship to program:**

This course gives students "hands-on" skills in medication dispensing, non-sterile compounding, and sterile product preparation. It also continues to build upon the knowledge attained in the prerequisite courses, allowing the student to use that knowledge in a practical manner. The course explores the day-to-day operations of both retail and hospital pharmacy. The student will continue to build communication skills through various means, including a group project with a presentation. In addition, this course prepares the student to for the internships next semester.

**Texts:** No text is required. Students will use worksheets, in-class reading, handouts, and internet resources.

**Suggested reference materials:** References materials will be available in the lab.

**Supplies:** A simple calculator

Class Schedule for M-W Labs:

DV2:AA12A TE	Week #	Lab	Prep for Lab	assessments	Points
26-Aug-13	Week 1	Basics	learn basic abbreviations	completion of all tasks required	10
2-Sep-13	Week 2	Intepret and enter prescription sig codes for various med forms and routes	Chpt 13 in Manual-Processing Orders and Prescriptions review basic abbreviations, read chpt 12	completion of Rx assignment	10
9-Sep-13	Week 3	Patient information Physician information	look up NPI information and DEA information	quiz	10
16-Sep-13	Week 4	Communication	read chpt 8 and complete assessment at: <a href="http://www.humanmetrics.com/cgi-win/jtypes2.asp">http://www.humanmetrics.com/cgi-win/jtypes2.asp</a>	will assess how you handle difficult patient	10
23-Sep-13	Week 5	Narcotics, refriger, freezer	Pharm Tech Letter assign	quiz on assigned reading	10
30-Sep-13	Week 6	Vaccines	Pharmacy Technician's Letter 2010; 17(10):261004-The Basics of Immunization and Vaccines		10
7-Oct-13	Week 7	Investigational Drugs	none	completion of task	10
14-Oct-13	Week 8	Tech check Tech and Telepharmacy	Review Montana Rules	completion of tasks	10
21-Oct-13	Week 9	Pyxis, Unit dose, Code Blue Tray	Review Chpt 4 in Manual	completion of tasks	10
28-Oct-13	Week 10	Oral syringes	none	completion of task	10
4-Nov-13	Week 11	Balances	<a href="http://pharmlabs.unc.edu/">http://pharmlabs.unc.edu/</a>	completion of task	10
11-Nov-13	Week 12	Compounding	Chpt 15 in Manual-Nonsterile Cpd watch video on cpding at: <a href="http://pharmlabs.unc.edu/">http://pharmlabs.unc.edu/</a>	completion of task	10
18-Nov-13	Week 13	Third party topics	Chpt 20 in Manual-Billing and Reimbursement Pharmacy Technician's Letter Online Training Course Preparing for Pharmacy Audits	handle 3rd party RX correctly	10
25-Nov-13	Week 14	DME/Inventory	Chapter 19 in Manual-Inventory Medicare's Durable Medical Equipment (DME) Requirements Volume 2012, Course No. 318 Self-Study Course #120318	completion of task	10
2-Dec-13	Week 15	Review and Final			20
9-Dec-13	Finals				
	Total Points				160

**Expected Student Learning Outcomes:****Assessments**

1. Correctly interpret prescriptions, enter the information into the computer, produce labels and price the prescriptions. Correctly choose the medication to fill the prescription, count the correct amount, and place the label on the container. The student will learn the importance of checking their work and having a pharmacist perform the final check.	Assignments, discussions, and/or tests
2. Perform the necessary techniques in sterile and non-sterile compounding, and will use pharmacy calculations knowledge to correctly prepare the ingredients.	Assignments, discussions, and/or tests
3. Understand work-flow and pharmacy arrangement, gaining skill in assisting the pharmacist in the dispensing of medications. Role-definitions will be discussed, as well as communication with customers and other health care professionals.	Assignments, discussions, and/or tests
4. Assist with filing claims with third-party prescription payers, both "on-line" and manually. The student will have a general understanding of the various types of insurance coverage, including Medicaid and Medicare.	Assignments, discussions, and/or tests
5. Have knowledge of durable medical equipment and other home health care items, and how to correctly bill Medicare, Medicaid, or other insurance carriers.	Assignments, discussions, and/or tests
6. Practice good phone and listening skills, and learn to understand how to handle stressful situations and difficult customers.	Assignments, discussions, and/or tests
7. Understand the importance of housekeeping in a pharmacy, ensuring cleanliness and orderliness.	Assignments, discussions, and/or tests
8. Understand the ordering of supplies from wholesalers or directly from manufacturers, inventory control, and the importance of checking for outdated products.	Assignments, discussions, and/or tests
9. Be familiar with the computerized patient profile, its	Assignments, discussions,

maintenance, and importance of completeness.	and/or tests
10. Be alert to potential medication errors. The student will identify and alert the pharmacist to any potential problems such as interactions or inappropriateness of therapy, based on their knowledge and that which is generated through computer software programs (DUR or Drug Utilization Review). The student will be aware of the reporting procedure for errors, and of quality assurance in the pharmacy.	Assignments, discussions, and/or tests
11. Understand how to work within a group, delegate duties within a group, and evaluate peers by participating in a group project that will include a presentation to the rest of the class.	Assignments, discussions, and/or tests

### **Student Performance Assessment Methods and Grading Procedures:**

The grading scale for this class is as follows:

90-100	A	
80-89	B	<b>must score 'B' or above to go to internships</b>
70-79	C	
60-69	D	
below 60	F	

Students in the Pharmacy technology program must have a "B" or better final grade in each pharmacy class (those course numbers starting with "PHA") to progress within the programs.

### **Course Policies and Other Information:**

1. **Attendance:** The purpose of this course is to increase practical and hands-on skills, it is **imperative** that students attend every class session. Attendance and promptness are expected (just as if you were employed), and roll will be taken and used to calculate the final grade.
2. **Tests must not be missed!** If you have a legitimate reason for missing a test, let me know ASAP. You may be asked to provide a written verification for your excuse (e.g. note from physician). Please do not request extra credit assignments or other "make up" for missed classes. If you missed a class during which a take-home assignment was given, please get the assignment and information from a class-mate.
3. **Assignments must be turned in on-time!** If a take-home assignment is not turned in on-time, I will automatically deduct 20% of the total points possible for every day it is late. If you do the math, on day 5 after the assignment is due, you will get a "0" on the assignment. In-class assignments must be turned in during that class period to receive any credit. If there is a legitimate reason why an assignment is not turned, talk to me and an exception might be made.

4. **Naming & Submitting Assignments:** Assignments may be saved in any of these file formats: Microsoft Word, RTF, .doc, or PDF. Please name your files with your last name and an abbreviated name of the assignment, like this: mchugh\_antibiotics1. You can use an underscore ( \_ ) or a period ( . ) to separate your name from the name of the assign. Do not use other symbols (such as: # \$ @ \* & - ? , etc.) in your file names as I won't be able to open the file.
5. **ACADEMIC INTEGRITY:** All students must practice academic honesty. Academic misconduct is subject to an academic penalty by the course instructor and/or a disciplinary sanction by The University. All students need to be familiar with the Student Conduct Code. The Code is available for review online at [http://life.umt.edu/vpsa/student\\_conduct.php](http://life.umt.edu/vpsa/student_conduct.php) .
6. **DISABILITY ACCOMODATION:** Eligible students with disabilities will receive appropriate accommodations in this course when requested in a **timely way**. Please speak with me after class or in my office. Please be prepared to provide a letter from your DSS Coordinator. For more information, visit the Disabilities Services website at <http://www.umt.edu/dss/> or call 406-243-2243 (voice/text)  
Note: Instructor reserves the right to modify syllabi and assignments as needed based on faculty, student, and/or environmental circumstances.
7. **Technical Requirements:** Content in some modules may include PDF files, videos and external links (links that take you to web sites outside of Moodle). Some of these files require special programs to allow you to view them. If you don't have the needed application on your computer hard drive, you can download plug-ins (or free viewers) from the UOnline web site.
8. ***No food or drinks in the lab except in designated areas! No gum chewing, baseball caps or other hats in the IV and dispensing labs!***
9. Computers may be used for **academic purposes only** – no game playing or internet-surfing.
10. Please leave baseball caps, dangling jewelry at home, and also any rings except plain bands. Hair, if long, needs to be secured in a barrette or ponytail holder for the IV and dispensing portions of the lab. Refer to internship dress code in Handbook.
11. Your labs will somewhat simulate the pharmacy work environment. While we all want to be relaxed and have fun, we also need to keep it as professional as possible. Leave the areas as clean and orderly (or better!) than you found them.