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PHAR 198.01: Retail Internship

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PHAR 198 Internships (Sections 01 and 02) Spring 2015

<i>Instructor:</i> Mary McHugh PharmD, RPh	<i>Class Dates and Location</i> Each student will have two 4-week rotations at 2 different practice sites*
<i>Contact Info:</i> Phone: 243-7813 Cell: 531-2420 Email: mary.mchugh@umontana.edu	<i>Office Hours:</i> By appointment or via phone, email. I will respond to all calls and emails within a 24 hr. period M-F .

Course Description:

Internships: You will participate in training and experience in a variety of hospital and community pharmacy settings under supervision of a pharmacist. This experience will emphasize practical experience in outpatient dispensing, inpatient dispensing, unit-dose systems, IV admixture systems, bulk and sterile compounding, purchasing and inventory control, and effective communications. You will meet once per week with instructor and other students to go over notebooks and to discuss experiences.

Relationship to program:

The internship is a culmination of the learning process begun in the didactic portion of the Pharmacy Technology Program. This experiential learning course is designed to give you hands-on practice, and to allow you to use the knowledge and skills acquired in previous classes, in a working pharmacy environment. It is the final preparation for entering the workforce as a pharmacy technician.

ADMISSION INTO THE INTERNSHIP CLASS WILL BE APPROVED OR DENIED AT THE DISCRETION OF THE PROGRAM DIRECTOR, AND IS NOT BASED SOLELY ON PRIOR ACADEMIC PERFORMANCE.

Texts: Internship Handbook (see in Moodle)

Supplies: A simple calculator, lab jacket for some internships, note book, generic-brand guide, name tag

Expected Student Learning Outcomes:**Assessments**

1. Acquire the necessary information from the patient, and enter it into the computer. Interpret prescription information, enter it into the computer, generate a prescription label, and dispense medication appropriately and correctly, with pharmacist supervision	Demonstration, discussion
2. Alert the pharmacist to potential problems in the filling of prescriptions, such as duplications of therapy, possible adverse reactions or drug interactions, and contraindications	Demonstration, discussion
3. Communicate effectively with patients and other health care professionals, both on the telephone and in person	Demonstration, discussion
4. Perform maintenance, inventory and housekeeping functions in the pharmacy	Demonstration, discussion
5. Assist the pharmacist in the provision of pharmaceutical care, including retrieval of drug information	Demonstration, discussion
6. Handle third-party insurance claims on-line, and troubleshoot claims problems on the telephone	Demonstration, discussion
7. Understand the day-to-day functions in a pharmacy, and specifically those of a pharmacy technician	Demonstration, discussion
8. Have a working knowledge of pharmacy computer software	Demonstration, discussion
9. Understand pharmacy procedures in a hospital setting, especially as they relate to other departments in the hospital	Demonstration, discussion
10. Be capable of preparing sterile IV admixtures under the supervision of a pharmacist	Demonstration, discussion
11. Be capable of preparing non-sterile compounds under the supervision of a pharmacist	Demonstration, discussion
12. Have an understanding of automated dispensing systems used in a hospital setting	Demonstration, discussion
13. Gain knowledge of financial procedures in a pharmacy such as patient billing and supplier invoice handling, as well as buying pharmaceuticals maintenance, and importance of completeness.	Demonstration, discussion
14. Miscellaneous duties as assigned by preceptor	Demonstration, discussion

Student Performance Assessment Methods and Grading Procedures:

You are evaluated by your preceptors via the internship handbook provided to you at the beginning of the course and available on Moodle. These contain evaluation forms that are filled out by the preceptor after each rotation, which are reviewed by the instructor. You are also asked to evaluate the internship site. Grading is on a "Pass-Fail" basis, based on successful completion of hours, favorable reviews by preceptors, and handbook completion.

Course Policies and Other Information:

Attendance:

You are expected to schedule your internship hours, preferably on a forty-hour per week basis, with you preceptors. You are expected to make a written schedule and adhere to it. While flexibility is permitted, you are asked to commit to the forty-hour, eight-week schedule as closely as possible. Lack of consistent attendance will be reported to the instructor, who will counsel you. Excessive absence from internship hours as scheduled may result in loss of internship site privilege.

If your internships are in Missoula, you may be expected to attend weekly meetings with other students and the instructor or participate in Moodle Discussions. If you are out-of-town, you will be visited at least once during each rotation by the instructor as funds and time permits. During these times, progress and experience will be discussed. Assignments must be turned in on-time!

HOW VARIOUS ASSESSMENT METHODS WILL BE USED TO IMPROVE THE COURSE:

- Both preceptors and you fill out evaluation forms, which are reviewed by the instructor.
- Experiential sites are evaluated by you, in order that only the highest quality sites are used for training.
- Your progress is discussed with preceptors and staff at training sites during instructor visits. Suggestions for change or additions to the curriculum are sought.

COURSE OUTLINE:

Refer to the Internship Handbook. You will spend up to four weeks each in community and hospital settings. Alternative sites such as home infusion, insurance companies, compounding pharmacies, and long-term care are also options for internship hours.

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://www.umt.edu/vpsa/policies/student_conduct.php

DISABILITY ACCOMODATION:

Students with disabilities may request reasonable modifications by contacting me. The University of Montana assures equal access to instruction through collaboration between students with disabilities, instructors, and Disability Services for Students (DSS). "Reasonable" means the University permits no fundamental alterations of academic standards or retroactive modifications. Therefore, Eligible students with disabilities must request appropriate accommodations in this course 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.

Technical Requirements

To participate in some courses at The University of Montana, students are expected to be familiar with computers and the Internet. Students are responsible for their own software and computer equipment maintenance and setup. You will need to have access to a CD drive in a computer for some assignments.

IT and Moodle Resources for Students

UMOnline Technical Support: 406.243.4999 or 866.225.1641 (toll-free) or umonline-help@umontana.edu

Online Resources for Students

- General IT help: <http://www.umt.edu/it/default.php>
- General advising help: <http://www.umt.edu/uac/>
- Moodle 101 for new students: <https://moodle.umt.edu/enrol/index.php?id=979>