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Welcome
You have chosen to pursue a career in pharmacy as a Pharmacy Technician. The role of a Pharmacy Technician is exciting, challenging, and rewarding. Pharmacy Technicians assist pharmacists in the daily operations of pharmacy which do not require the professional judgment of the pharmacist. The role of a Pharmacy Technician is filled with responsibility. In fact, the level of responsibility cannot be stressed sufficiently for you to fully realize its scope, and you will be faced with it constantly as you go about your daily functions.

This student handbook has been prepared to help you learn and understand some of these responsibilities that apply directly to you as a student Pharmacy Technician. One very important word that you should understand now is **ETHICS**. Ethics is a code of conduct and behavior. A pattern of proper conduct at all times is essential in persons desiring a career in any profession. The ethical responsibilities associated with a career in healthcare make it necessary for those practicing in this domain to carefully consider all of their actions both on and off duty.

It is absolutely essential that all members of the medical team understand that the patient comes first! The regulations embodied in this handbook were all written with this thought in mind. Each student should realize that the contents of the manual are not intended to be discriminatory to anyone. Furthermore, these policies, regulations, and procedures are now in effect. Northland Community and Technical College and this program reserve the right to make changes at any time to reflect current policies, administrative regulations and procedures, and amendments by state and/or federal law. Students are urged to study the contents of this handbook carefully, for they are responsible for observing the regulations contained herein. Any questions or comments concerning material in the student handbook should be addressed to the Pharmacy Technician Program director.

During the first few weeks and months in this training program, you will need to learn cooperation. Your first and closest associates will be your colleagues—those fellow students who occupy the chairs around you. As a member of the class, it is your immediate responsibility to work together. You will need to accept the attitudes and ideas of some class members that can be very different from your own. Whenever there is
discontentment or disharmony within the class, the goals of the class cannot be reached successfully. A student who can discuss, demonstrate, and debate in the proper manner is an individual who will learn. In any profession, in order to be successful, a person must be able to listen, ask questions, express opinions, correct mistakes, and make use of his or her abilities. Try to keep your relationship with your colleagues on an equal level. Help each other. Discuss and solve your problems together. A competitive atmosphere is desirable because competitiveness propagates success.

A copy of the Northland Community and Technical College student handbook may be downloaded from the Northland website at: http://www.northlandcollege.edu/academics/student-handbook/. The policies and procedures noted in this handbook are designed to support the success of the Pharmacy Technician student. Read this handbook in its entirety as you are expected to follow all of the regulations and guidelines that are contained within.

As a Northland Community and Technical College student preparing for a pharmacy career, you are expected to:
- Attend all scheduled classes and labs.
- Demonstrate integrity and honesty on and off campus.
- Use respectful communication.
- Embrace new and different concepts with a positive attitude.
- Complete assignments and course requirements in a timely manner.
- Represent yourself along with Northland Community and Technical College in a professional manner on and off campus, during college field trips, meetings and during your internship experiences.

The faculty and staff at NCTC wish you success in the pursuit of your healthcare career. The academic challenges that await you are rigorous, but dedication and determination will assist you in reaching your career goals.

Welcome to the Pharmacy Technician Program!

Danika Braaten
Pharmacy Technician Program Director
Profession Description

The Pharmacy Technician works as an assistant to a Registered Pharmacist, assisting or relieving the Pharmacist in routine technical and clerical duties and functioning in strict accordance with standard written procedures and guidelines under the supervision of the professional Pharmacist. Pharmacy Technicians perform such tasks as filling prescriptions, packaging doses, performing inventory control, and record keeping.

Pharmacy Technicians have a variety of employment opportunities. They are employed by hospitals, community pharmacies, clinics, homecare, long term care, mail order prescription pharmacies, drug manufacturing companies, and various other settings. Program graduates find excellent employment opportunities both locally and nationally.

You can find additional information about the Pharmacy Technician profession at the American Association of Pharmacy Technicians (AAPT) website www.pharmacytechnician.com

Program Accreditation

The Northland Community and Technical College Pharmacy Technology Program is accredited by the American Society of Health-System Pharmacists (ASHP). Graduates of the Pharmacy Technology program are eligible to take the national certification exam at the first offering after graduation.

The Pharmacy Technician Program will undergo continuous reevaluation, which includes written reports at least every three years and reexamination by site visit at least every six years. To remain
accredited, the Program must follow the “ASHP Accreditation Standard for Pharmacy Technician Training Programs." The Standard consists of six parts: Part 1-Administration, Part 2- Program Faculty, Part 3- Education and Training Program, Part 4- Students, Part 5- Evaluations and Assessments, Part 6- Graduation and Certificate. A copy of the Standard is available from the Program Director. In addition, the Standard will be discussed in more detail during the program.

The purpose of gaining accreditation is to demonstrate that the training program meets or exceeds the requirements of the Standard. As a student and graduate of a training program, accreditation is important for several reasons. First, accreditation ensures that you are receiving training and skills that reflect the national standard. Second, employers will know that the education and training you received meets the Standard’s criteria. Finally, accredited programs must constantly work to remain up-to-date on pharmacy practice trends. Because of this continuous evaluation process, students can be assured that they are learning the most current information available relating to pharmacy.

Furthermore, the pharmacy technician certification board (PTCB) has determined that by 2020 any candidate who wishes to sit for the Pharmacy Technician Certification Exam (PTCE) will have had to graduate from an ASHP accredited Pharmacy Technician Program.

ASHP may be contacted by the following:
   ASHP (American Society of Health-System Pharmacists)
   7272 Wisconsin Ave.
   Bethesda, Maryland 20814
   www.ashp.org
ASHP 45 Goal Area

Goals

Personal/Interpersonal Knowledge and Skills
(1) Demonstrate ethical conduct in all job-related activities.
(2) Present an image appropriate for the profession of pharmacy in appearance and behavior.
(3) Communicate clearly when speaking and in writing.
(4) Demonstrate a respectful attitude when interacting with diverse patient populations.
(5) Apply self-management skills, including time management, stress management, and adapting to change.
(6) Apply interpersonal skills, including negotiation skills, conflict resolution, and teamwork.
(7) Apply critical thinking skills, creativity, and innovation to solve problems.

Foundational Professional Knowledge and Skills
(8) Demonstrate understanding of healthcare occupations and the health care delivery system.
(9) Demonstrate understanding of wellness promotion and disease prevention concepts, such as use of health screenings; health practices and environmental factors that impact health; and adverse effects of alcohol, tobacco, and legal and illegal drugs.
(10) Demonstrate commitment to excellence in the pharmacy profession and to continuing education and training.
(11) Demonstrate knowledge and skills in areas of science relevant to the pharmacy technician’s role, including anatomy/physiology and pharmacology.
(12) Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of contemporary settings.
(13) Demonstrate understanding of the pharmacy technician’s role in the medication-use process.
(14) Demonstrate understanding of major trends, issues, goals, and initiatives taking place in the pharmacy profession.
(15) Demonstrate understanding of nontraditional roles of pharmacy technicians.
(16) Identify and describe emerging therapies.

Processing and Handling of Medications and Medication Orders
(17) Assist pharmacists in collecting, organizing, and recording demographic and clinical information for direct patient care and medication-use review.
(18) Receive and screen prescriptions/medication orders for completeness, accuracy, and authenticity.
(19) Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.
(20) Prepare non-patient-specific medications for distribution (e.g., batch, stock medications).
(21) Distribute medications in a manner that follows specified procedures.
(22) Practice effective infection control procedures, including preventing transmission of blood borne and airborne diseases.
(23) Assist pharmacists in preparing, storing, and distributing medication products requiring special handling and documentation (e.g., controlled substances, immunizations, chemotherapy, investigational drugs, drugs with mandated Risk Evaluation and Mitigation Strategies [REMS]).
(24) Assist pharmacists in the monitoring of medication therapy.
(26) Maintain pharmacy facilities and equipment, including automated dispensing equipment.
(27) Use material safety data sheets (MSDS) to identify, handle, and safely dispose of hazardous materials.

Sterile and Nonsterile Compounding
(28) Prepare medications requiring compounding of sterile products.
(29) Prepare medications requiring compounding of nonsterile products.
(30) Prepare medications requiring compounding of chemotherapy/hazardous products.

Procurement, Billing, Reimbursement and Inventory Management
(31) Initiate, verify, and assist in the adjudication of billing for pharmacy services and goods, and collect payment for these services.
(32) Apply accepted procedures in purchasing pharmaceuticals, devices, and supplies.
(33) Apply accepted procedures in inventory control of medications, equipment, and devices.
(34) Explain pharmacy reimbursement plans for covering pharmacy services.
(35) Apply patient and medication-safety practices in all aspects of the pharmacy technician’s roles.
(36) Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals (e.g., tech-check-tech).
(37) Explain pharmacists’ roles when they are responding to emergency situations and how pharmacy technicians can assist pharmacists by being certified as Basic Life Support (BLS) Healthcare Providers.
(38) Demonstrate skills required for effective emergency preparedness.
(39) Assist pharmacists in medication reconciliation.
(40) Assist pharmacists in medication therapy management.

Technology and Informatics
(41) Describe the use of current technology in the healthcare environment to ensure the safety and accuracy of medication dispensing.

Regulatory Issues
(42) 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.
(43) Maintain confidentiality of patient information.
Quality Assurance

(44) Apply quality assurance practices to pharmaceuticals, durable and nondurable medical equipment, devices, and supplies.

(45) Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or identification of another problem.
NORTHLAND COMMUNITY & TECHNICAL COLLEGE
Program: Pharmacy Technology (Diploma)
(36 credits)
Program Learner Outcomes

1. Students will complete all assigned tasks and duties according to policies and procedures governing hospital, retail, and industrial pharmacy.
2. Students will perform proficiently and professionally as a Pharmacy Technician in hospital, retail, and industrial environments.
3. Students will prepare and interpret pharmacy orders accurately and proficiently.
4. Students will exhibit work ethic characteristics of professionalism, responsibility, and dependability.
5. Students will apply principles of basic sciences to the practice of pharmacy technology.
6. Students will communicate effectively with patients, physicians, and colleagues based upon respect, dignity, and worth of each person.

NORTHLAND COMMUNITY & TECHNICAL COLLEGE
Program: Pharmacy Technology (AAS)
(60 credits)
Program Learner Outcomes

1. Students will complete all assigned tasks and duties according to policies and procedures governing hospital, retail, and industrial pharmacy.
2. Students will perform proficiently and professionally as a Pharmacy Technician in hospital, retail, and industrial environments.
3. Students will prepare and interpret pharmacy orders accurately and proficiently.
4. Students will exhibit work ethic characteristics of professionalism, responsibility, and dependability.
5. Students will apply principles of basic sciences to the practice of pharmacy technology.
6. Students will communicate effectively with patients, physicians, and colleagues based upon respect, dignity, and worth of each person.
Curriculum Design

The didactive component of the Pharmacy Technology program is taught through lecture and laboratory demonstration and practice. The lecture portion reinforces basic pharmacology, sterile technique, calculations, and law, etc. The laboratory portion of instruction is used to demonstrate proper methods of technique and allow the student to practice and demonstrate an expectable level of technical skill and competency. The clinical internship is completed at the end of the program after all of the didactive experiences are completed.

Diploma Program

Pharmacy Technology Diploma

36 credits

Fall Semester

<table>
<thead>
<tr>
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<th>Course Title</th>
<th>Credits</th>
<th>Lec/Lab/OJT</th>
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<td>PHRM 1002</td>
<td>Pharmacy Calculations</td>
<td>2</td>
<td>2/0/0</td>
</tr>
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<td>PHRM 2001</td>
<td>Pharmacy Prin/Prac I</td>
<td>4</td>
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<tr>
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<td>3</td>
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</tr>
<tr>
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<td>MN Transfer Elective</td>
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Spring Semester

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<td>BIOL 1004</td>
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Summer Semester

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## AAS Program

### 60 credits

#### 1st Fall Semester

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#### 1st Spring Semester

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<td>MATH 1102</td>
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<td>College Algebra</td>
<td>3</td>
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<tr>
<td>PSYC 1105</td>
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#### 2nd Fall Semester

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<td>Microbiology</td>
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<td>Intro to Chemistry</td>
<td>4</td>
<td>3/1/0</td>
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<td>Pharmacy Prin/Prac I</td>
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#### 2nd Spring Semester

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<tr>
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<td>2/3/0</td>
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#### Summer Semester

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<tbody>
<tr>
<td>PHRM 2010</td>
<td>Experiential/Hospital</td>
<td>3</td>
<td>0/0/3</td>
</tr>
<tr>
<td>PHRM 2012</td>
<td>Experiential/Retail</td>
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Course Descriptions

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<th>Course Title</th>
<th>Credits</th>
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<tbody>
<tr>
<td>CPTR 1104</td>
<td>Intro to Computer Tech</td>
<td>3 credits</td>
<td>2/1/0</td>
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<tr>
<td>HLTH 1106</td>
<td>Medical Terminology</td>
<td>2 credits</td>
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<td>PHRM 1001</td>
<td>Fund Concepts of Pharmacy</td>
<td>1 credit</td>
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<td>Pharmacy Calculations</td>
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<td>PHRM 2004</td>
<td>Pharmacy Law/Practice</td>
<td>3 credits</td>
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<tr>
<td>PHRM 2010</td>
<td>Experimental/Hospital</td>
<td>3 credits</td>
<td>0/0/3</td>
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</table>

This course covers the operation of the personal computer hardware and software. The course is an overview of a personal computer operating systems, word processing, spreadsheets, presentation, e-mail, scheduling, internet, and database management software. Prerequisite: None.

This course covers prefixes, suffixes, and roots used to compose medical terms. The student learns to spell, pronounce, define, analyze, and formulate terminology related to body structure, disease, diagnosis, and treatment. Medical abbreviations are also included. Prerequisite: None.

This course introduces the student to the organization and function of the hospital and retail pharmacy. Emphasis is placed upon the duties and responsibilities of the pharmacy technician, and the calculations required to accurately prepare patient medications for distribution. Prerequisite: None.

This course introduces the student to the calculations required to accurately prepare patient medication for distribution. Prerequisite: MATH0080 or an Accuplacer score of 50 or higher.

This course covers drug names, classifications and mechanisms of action, the use of computers in pharmacy and their practical applications. The student will be introduced to hospital and retail dispensing techniques as well as basic customer service. Prerequisite: None.

This course covers intravenous drug admixture, TPN compounding, critical care intravenous admixture, and unit dose medication dispensing to nursing units. Emphasis is placed upon medication storage and stability, diabetic supplies, and chemotherapy storage and admixture. Prerequisites: PHRM 1001, PHRM 1002, and PHRM 2001.

This course introduces pharmacy law and subjects pertaining to professional practice, including compounding products, resumes and interviewing, and reimbursement for pharmacy services. Prerequisite(s): PHRM1001, PHRM1002, PHRM 1002, & PHRM2001.

This supervised instructional experience in the clinical setting introduces the student to tasks performed by the pharmacy technologist. Prerequisites: All required courses.
<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credits</th>
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<td>Experiential/Retail</td>
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<td>Anatomy &amp; Phys II</td>
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</table>

This supervised instructional experience in the clinical setting introduces the student to tasks performed by the pharmacy technologist. Prerequisites: All required courses.

This course is designed to help the student gain an awareness of and improve upon human relationships especially appropriate to the workplace. This course is a study of human relations as it relates to an employee’s relationship with him/herself, co-workers, supervisors, and customers. Emphasis will be placed on team building, sexual harassment, and cultural diversity in the workplace. Prerequisite: None.

This course will discuss morphology, classification, growth requirements, transmission, control, and culturing of bacteria and other microorganisms of economic importance. Prerequisite: High School Biology.

This course covers basic anatomy and physiology. Topics and areas covered: study of cell, tissues, organs of the different body systems and structures. Systems studies: integumentary, skeletal, muscular, circulatory, lymphatic and respiratory. Prerequisite: None.

This course builds on BIOL 150 (Anatomy & Physiology I). Structures and processes associated with the following systems will be covered: nervous, endocrine, digestive, urinary and reproductive. Metabolism, nutrition and basic genetic concepts will also be covered. Prerequisite: None.

This course is designed to provide the student with an understanding of principals and theories of chemistry, atomic and molecular structure, elements, compounds, mixtures, the periodic table, the nature of gasses, liquids and solid states, chemical reactions and stoichiometry. Prerequisite: MATH 0094 or MATH 0098 or appropriate math assessment score.

This course is an introduction to college-level writing, focusing on descriptive, narrative, and expository essay. Prerequisite: ENGL 0095, or appropriate writing assessment test score.

This course is an introduction to basic principles and theories of human behavior and mental processes. It will examine biological, psychological and social aspects of human interaction with self and environment. Prerequisite: None.

This course focuses on three areas: providing an overview of the process of communication and public speaking, developing an understanding of the principles needed for speech preparation, and application of these principles in preparing and delivering various types of speeches. Prerequisite: none.

This course covers basic algebraic operations, linear and quadratic equations and inequalities, variation, functions and their graphs, binomial expansion, theory of equations, rational equations, conic sections, exponential and logarithmic functions, and systems of equations. Students who have taken MATH 1113 will not receive credit for this course. Prerequisite: MATH 0094, or MATH 0098, or appropriate Math assessment test score.
The Pharmacy Technician Career

The Pharmacy Technician profession can be a very rewarding and challenging career and therefore includes certain academic rigors along with legal aspects which have to be met in order to complete the program. Northland Community and Technical College students must be prepared to dedicate their time in order to be successful in their coursework. As students progress through their coursework they continue to build on their professional development skills leading them to become successful graduates of the Pharmacy Technician Program. In order to be successful in the academic and professional field of pharmacy, you must have:

- Valid driver’s license or transportation to your internship site
- Clear criminal history*
- Required immunizations
- Ability to work through conflict
- Time management skills
- Communication skills
- Multi-tasking skills
- Ability to perform the essential job functions of a Pharmacy Technician

*Minnesota law requires that any person who provides services that involve direct contact with patients and residents in a healthcare or child care facility licensed by the Minnesota Department of Health complete a Minnesota Department of Health background study conducted by the state.

PHARMACY TECHNOLOGY

Applicants accepted into the Pharmacy Technician Program must be approved by the Pharmacy Technician Program Director. They must also be able to meet the minimum technical standards and essential functions of the pharmacy technician profession.

Applicants must successfully complete a Minnesota Department of Health background study, qualifying the applicant to have direct patient contact.

Program Application Process

The NCTC Pharmacy Program selection process is based on a first come first serve basis; based on the following criteria.

1. Minimum 2.0 grade in all required course work.
2. Available clinical training sites.
3. Completion of 25 program general education credit or in progress for AAS.

Prospective students are given all information about the selection process.
The Pharmacy Technology Program director or designee reserves the right to evaluate prospective students academic qualifications for admissions to the Diploma or AAS program(s) if the number exceeds a cap of 20 for PHRM 2001. This is done without regard to race, gender, age, or any other factor considered discriminatory.

Program Policies

College-wide policies and procedures are outlined in the NCTC Student handbook and are applicable to all NCTC students. The Pharmacy Technology program has additional policies that pharmacy technology students must adhere to. The specific program guidelines and policies are listed below.

Admissions policies

Be sure to have ALL of your required information submitted by the deadline given. Failure to do so, will result in you being dropped from the program.

Federal Criminal Background:

A National Criminal Background Study. I have attached a document with instructions as to how to access the Verified Credential background study. The cost of the study is $50.00, you will need a credit card in order to complete the order. You will be required to pay for and order the study.

MN background check:

To be compliant with internship facility requirements, a criminal background check will be required both at the beginning of the Pharmacy Technician Program as well as annually each year that you are in the program. Minnesota law requires that any person who provides services that involve direct contact with patients and residents at a healthcare or child care facility licensed by the Minnesota Department of Health have a background study conducted by the state.

An individual who is disqualified from having direct patient contact as a result of the background study, and whose disqualification is not set aside by the Commissioner of Health, will not be permitted to participate in an internship in a Minnesota licensed healthcare facility. Failure to participate in the internship placement that is required for this program will result in ineligibility to participate in the hospital/retail experiential and therefore will not graduate from the Pharmacy Technician Program.
**Immunizations:**

Due to regulations within our pharmacy community, Pharmacy Technician students are required to show proof of their immunization status prior to internship placement. Failure to present this information prior to an internship will result in the internship being delayed to another semester.

<table>
<thead>
<tr>
<th>Vaccination</th>
<th>Requirement can be met by the following</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measles, Mumps and Rubella (MMR)</td>
<td>2 immunizations given after 12 months of age</td>
</tr>
<tr>
<td></td>
<td>Documentation of disease by provider</td>
</tr>
<tr>
<td></td>
<td>Titer results indicating immunity</td>
</tr>
<tr>
<td>Tetanus/Diphtheria (Td) or Tetanus, Diphtheria and Pertussis (Tdap)</td>
<td>Immunization within past 10 years (documentation)</td>
</tr>
<tr>
<td></td>
<td>Titer results indicating immunity</td>
</tr>
<tr>
<td>Chickenpox (Varicella)</td>
<td>Documentation of disease from provider</td>
</tr>
<tr>
<td></td>
<td>Date of vaccine</td>
</tr>
<tr>
<td></td>
<td>Titer results indicating immunity</td>
</tr>
<tr>
<td>Hepatitis B</td>
<td>Documentation of the <em>required 3 immunizations</em> within the Hepatitis B series</td>
</tr>
<tr>
<td></td>
<td>Titer results indicating immunity</td>
</tr>
<tr>
<td>Two Step Mantoux</td>
<td>Documentation of current Two Step Mantoux upon admission to the program</td>
</tr>
<tr>
<td>One Step Mantoux</td>
<td>Documentation of current one step Mantoux 1 year after two step Mantoux</td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>Provide documentation of annual vaccine each year in program.</td>
</tr>
</tbody>
</table>
Technical Standards and Essential Functions

The following essential functions outline reasonable expectations of a student in the Pharmacy Technician Program. The student must be able to apply the knowledge and skills necessary to function in a variety of classroom, lab and internship situations. These requirements are in place for successful completion of the program along with employment after graduation. If a student reviews the essential functions and feels they may not be able to complete one or more of these functions they are to visit Northland Community and Technical College’s Academic Success Center for further assessment.

Observation
- Visually discriminate increment readings on syringe
- Read instrument scales
- Enter and review data during use of computer equipment
- Visually discriminate different colored and shaped objects
- Recognize and interpret facial expressions and body language
- Assess the environment at a distance
- Recognize and respond to soft voices or voices under protective garb
- Recognize and respond to voices over the telephone, via a speaker, or from a microphone speaker in a drive-thru

Communication
- Able to elicit information
- Assess nonverbal communications
- Transmit information to patients, fellow students, faculty and staff, and members of the healthcare team
- Receive, write and interpret written communication in both academic and internship settings

Motor
- Hand-eye coordination and finger dexterity required to achieve the psychomotor objectives (use of a spatula and tablet counter, mortar and pestle, balance and weight set, needles, syringes, and the skills of counting and pouring)
- Lift up to 50 pounds
- Stand for long periods of time (8-12 hours)

Behavior and Social Attributes
- Manage heavy academic schedules and deadlines
- Perform in fast paced internship situations
- Display flexibility
- Sustain professional activities for protracted periods under conditions of physical and emotional stress
- Demonstrate emotional health required for full utilization of intellectual abilities and exercise good judgment
- Demonstrate integrity, concern for others, interpersonal skills, interest and motivation
- Accept responsibility and accountability for one’s own actions
- Develop mature, sensitive and effective relationships with patients and others
- Comply with the professional standards of the pharmacy

Intellectual
- Read and comprehend relevant information in textbooks, prescriptions and medication orders, medical records and professional literature
- Measure, calculate, reason, analyze and synthesize
- Utilize intellectual abilities, exercise good judgment and complete tasks, within required time limits
- Retain information
- Apply knowledge to new situations and problem solving scenarios
Laptop Computer

Laptop computers with networking capabilities are required as an integral part of the student’s learning in the Pharmacy Technology Program. Information concerning the required computer specifications is available from the NCTC and the Computer Help Center on campus. All NCTC policies concerning laptops application will apply.

Health Insurance

Students participating in clinical experiences are highly encouraged to carry their own health insurance. NCTC, the Pharmacy Technology Program, and related clinical facilities do not provide general health insurance coverage for students.

Blood Borne Pathogens

Possible student exposure to blood borne pathogens will be addressed according to the NCTC Blood Borne Pathogens policy.

Clinical Facility Requirements

Clinical affiliates may require proof of these health documents before students are allowed to practice in their clinical facilities.

Confidentiality

Patient confidentiality cannot be emphasized enough. The patient has the legal right to confidentiality of all aspects of his/her care. The pharmacy technician has a legal responsibility to safeguard the patient’s confidentiality. Students may not give information about a patient or occurrence to anyone not on a clinical facility staff. A student may not sign as a witness on any legal documents.

Conversations pertaining to patients are permitted only in the clinical area or in the classroom. Information about patients or clinical occurrences are not to be discussed in public areas such as cafeteria, elevator, or at home.
**Dress Code**

1. While on campus and in Pharmacy Technician lectures, students may wear clothing and footwear appropriate for the college learning environment. The student will maintain proper body hygiene, free of body sprays, perfume, natural and unnatural scents (i.e. smoke, incense and body odor).

   PHRM 2004 Profession Practice and Law will require professional dress.

2. During Pharmacy Technician labs the student must follow the below guidelines:
   
   a. Students may wear scrubs. Scrubs are to fit appropriately, free of stains, rips/tears along with being wrinkle free.
   
   b. Students must wear sturdy closed-toe shoes, absolutely no open-toed shoes. It is recommended to carry your clinical shoes to your lab and or internship site and put them on there. Wearing our work shoes outdoors will make them look worn and less professional. Socks or nylons must be worn with shoes at all times.
   
   c. Students must keep hair clean and neat. If long, hair must be tied back. This is required in order to be in compliance with safety standards when working within the pharmacy. Male students must either shave regularly, or if they choose to wear a mustache and/or beard, they must keep them clean and well groomed.
   
   d. Students will not chew gum; this is to be in compliance of safety standards when working in a laboratory setting and handling patient specimens.
   
   e. Students will keep fingernails clean and at a reasonable length. No nail polish is allowed in pharmacy labs. Artificial nails are not allowed.
   
   f. The student will maintain proper body hygiene, free of body sprays, perfume, natural and unnatural scents (i.e. smoke, incense and body odor).

During the Pharmacy Technician Internships, the student must adhere to the dress code of the facility to which he/she is assigned. The dress code of the facility may require the student to purchase scrubs or casual dress clothes. The student is responsible for the purchase of these items if required.

Students not conforming to the dress code of the facility or the program may be sent home from their internship site at the preceptor’s or internship coordinator’s discretion. The rescheduling of internship hours will be done in a prompt, professional fashion.

**Confidentiality**

Students must remember at all times that the information in a pharmacy is confidential. Students shall not tell patients, parents, friends, relatives, or non-pharmacy employees any information regarding protected health information. Refer to the regulations in the Health Insurance and Portability Accountability Act (HIPAA). Failure to comply with HIPAA or any applicable laws may carry serious penalties, including, but not limited to, dismissal from the program and legal action.

http://www.hhs.gov/ocr/privacy/
Professional Ethics

Responsibility, initiative and enthusiasm are important in gaining knowledge and skills. It is expected that each student display these attributes during all of their classes. You must represent the Northland Community and Technical College Pharmacy Technician Program in a professional manner in all campus classes, activities, field trips and external learning. It will be expected that you adhere to the following professional behavior guidelines:
- Be polite and courteous
- Wear appropriate attire
- Be on time
- Conduct yourself with respect toward faculty, staff, internship coordinators, patients and personnel at all times.

General Course policies

All students in the Pharmacy Technology program are expected to follow these general class policies for class instruction:

1. No eating or drinking will be allowed in lab.
2. No equipment will leave the lab without permission from the instructor.
4. Students will be required to wear their lab jackets in clinical lab classes.
5. Cell phones and pagers are not allowed in the classroom, lab, or on clinical experiences.
6. Faculty will be available during office hours or by appointment.
7. No student will be allowed to leave early unless class is dismissed or with prior approval from the instructor.

Absence and Illness Policy

In case of unavoidable absence from class, the student must call or email his/her instructor. If the instructor is unavailable, please leave a message. In case of unavoidable absence from clinical internship, both the internship supervisor and the program director must be notified. Failure will result in an unexcused absence.
Missed classes or labs will not be made up, but you are responsible for knowing the missed information by the next class period. This includes assignments, and clinical lab assignments and procedures.

Program Dismissal Policy

The following violations of ethical and professional conduct by the student may constitute reason for potential program dismissal including but not limited to:

1. Repeated tardiness and/or absenteeism
2. Falsification of any class records or assignments
3. Insubordination
4. Discourteous treatment of patients, hospital staff, public, fellow students or College faculty and staff
5. Any dishonest practices demonstrated by the student which includes academic dishonesty.

All students have the right to appeal the program dismissal decisions through the academic appeals process.

Email Accounts and Student Contact Information

All students are required to check their email at least three (3) times per week for communication from course instructors and the department. Students are also required to maintain updated contact information (e-mail, telephone, and address) with the Pharmacy Technician Program Director as well as Northland Community and Technical College.

Social Media Policy

Northland community and Technical College’s Pharmacy Technician Program does not seek to control a student's right to personal communications on his or her own time. However publishing and engaging in conversations on the internet via a social media site may affect NCTC's Pharmacy Technician Program as well as the college as a whole. Appropriate use of systems and features, as well as the appropriate content of electronic communication, is a must. Northland Community and Technical College will not tolerate any form of abuse, profanity, or breech of privacy.

- The use of the internet for purposes not authorized by the College or College faculty and use of social media or networking sites during class or internship time is strictly prohibited.
• All applicable laws, regulations and NCTC’s policies should be followed when communicating on a social media site (HIPAA, anti-harassment, etc.)

• Students are prohibited from posting any content that includes personal patient health information (information such that someone could identify the person referenced in the posting) including patient images, on any social media site.

• Students should be respectful and professional regarding fellow students, college faculty and staff, employees, and business partners of the Pharmacy Technician Program along with Northland Community and Technical College.

• Students are legally responsible for their postings and, therefore, may be held liable if the posts are found to be defamatory, harassing, tortuous or in violation of any other applicable law.

• Anyone who believes this policy has been violated should report these findings to the Pharmacy Technician Program Director.

Any violation of this policy by a Northland community and Technical College Pharmacy Technician student may result in corrective action which may result in dismissal from the Pharmacy Technician Program.

Cell Phones

Cell phones **MUST** be muted during class. If you must answer a call during class or lab, please excuse yourself from the class to make/take the call. Do **NOT** answer the phone during class or lab. **NO** texting is allowed during class. Likewise, cell phones should be muted and **not** carried on your person when at internship sites. IPods, MP3 players, etc. are not allowed in class nor at your internship site. If you do not follow this policy the faculty member may ask you to leave the class resulting in an absence in the class.

Proprietary Class Content

Please note that scholarly and educational materials, whether verbal, written, or electronic in format, produced by the instructor of this course, are copy-written and the sole property of the instructor. Any notation of scholarly and educational materials must be referenced according to academic standards. Written permission must be obtained for photo, video, or audio recording of lectures for any purpose.
NORTHLAND COMMUNITY AND TECHNICAL COLLEGE

Student Statement of Understanding and Release

Health Division Program

I, ________________________________________, am a student at Northland Community and Technical College who is enrolled in a health division program. I acknowledge that I have been informed of the following and that I understand the following:

1. That the health division program I have enrolled in may involve exposure to human body fluids and cell and tissue cultures that may carry infections such as HIV (Human Immunodeficiency Virus) and Hepatitis B Virus (HBV) and Hepatitis C Virus (HCV).

2. That exposure to infectious blood and other body fluids and cultures by contact through eye, mouth, blood, non-intact skin, or other method may put me at risk of contracting a bloodborne infection.

3. That to protect myself from exposure to blood and other body fluid and cultures, I will wear protective apparel according to OSHA (Occupational Safety and Health Administration) standards and comply with applicable policies of the College and any hospital or clinical affiliate that I am attending.

4. That if I should become exposed by eye, mouth, blood, non-intact skin, or other method to blood or other human fluids or cultures, I will immediately report such incident to the program instructor or clinical affiliate supervisor.

5. That if such exposure should occur, I hereby authorize the College or the clinical affiliate to administer such immediate first aid as is deemed appropriate until medical help can be obtained.
6. That I hereby release and hold harmless Northland Community and Technical College, its employees, officers, agents, and representatives, including all hospital and clinical affiliates, from any liability for any and all injury, illness, disability, or death, including all costs for medical care, resulting from my exposure to infectious blood or other human fluids or cultures or the administration of emergency first aid after such exposure, during the course of my participation in the health division program, whether caused by the negligence of the College or otherwise, except that which is the result of gross negligence or wanton misconduct by the College.

Student Name ______________________________
(Please Print) __________________________________ Major
Student Signature ____________________________ Date ___________________________
Instructor Signature __________________________ Date ___________________________
Clinical Experience:

At the onset of affiliation between Northland community and Technical College and another institution for the purpose of clinical experience for Pharmacy Technology students, an agreement is signed by: the affiliating agency Administrator, the Dean of Allied Health and Nursing. This to assure the college that the agency will complete the education of the assigned student as agreed (unless alternative arrangements are made by mutual consent); and, it assures the affiliating agency that the support material and supplies will be available as agreed. Each agency designates a Preceptor to oversee all phases of this experiential.

The Role of the Preceptor:

1. Schedule the student in such a manner that the student will receive the maximum educational experience available.
2. Monitor the progress of the student through the course of the experiential.
3. Review the student work-observing, spot checking, repeating, verifying, requesting duplicate data, etc. as is deemed necessary.
4. Maintain attendance records and complete the clinical evaluation forms.
5. Evaluate the progress at specific intervals during the course of the experiential.
6. Expand the curriculum as time and educational experience permits.

The Role of the Student:

1. Discuss any difficulties that may arise with the Preceptor; this includes problems with equipment and/or methods, as well as matters such as problems with personnel, and those personal problems that may impact on the clinical experience.
2. Follow the established personnel policies and procedures of the clinical affiliate for the employees and/or students.
3. Notify the Preceptor of any absences minimum of one-half hour prior to the scheduled shift.
4. Assume all responsibility for own meals and lodging.
The Role of NCTC:

1. Maintain all student records.
2. Remain in contact with the student and the clinical affiliate throughout the course of the experiential. This will include a minimum of one formal discussion/evaluation visits as well as telephone conversations as necessary to discuss student progress.
3. Be available to the Preceptor should any difficulties arise.
4. Provide the Preceptor with all required forms, evaluation forms, and other mandatory documentation of the experiential experience of the student.

Student Work:

All student work must be monitored for accuracy. Once the student has demonstrated a suitable level of competence, their work will still need to be monitored but this will be at the Preceptors discretion. Spot-checking, direct observation, one-on-one discussion, etc. are some suggested means of monitoring student progress once competence has been demonstrated.

Internship Hours:

The student is required to complete 320 hours during the experiential. This typically is scheduled in 40-hour weeks over an 8-week period (8 hours per day). The experiential rotation should be divided so the student spends one-half of the time in a retail pharmacy setting and the other one-half spent in a hospital pharmacy setting.

Evaluations:

The Preceptor will evaluate student progress with input from the various areas in which that student is scheduled. Evaluation forms will be provided to the facility by the college. These evaluation forms will be used in large part, to determine the final internship grade. Questions regarding the completion of these forms should be directed to the program director.

Evaluation of the student progress will also be made through:

1. Telephone visits with the student and/or the Preceptor.
2. Evaluations of students progress by the Preceptor or Agency.
3. A minimum of one visit by Pharmacy Technology program staff.
As part of these evaluations mechanisms, NCTC staff will discuss the student’s progress with both the student and the Preceptor. Should it be indicated, additional visits will be made.

At the completion of the internship, there will be formal evaluation of such things as: technical abilities, aptitude, attitude, ability to get along with other workers, ability to except job responsibilities, etc. This evaluation will be discussed in depth and the student will be given the opportunity to respond.

**Orientation:**

The Preceptor is responsible to see that the student is orientated to the particular general policies of the affiliating agency. The physical layout of the agency and the basic rules and regulations governing all institution employees and students should be thoroughly discussed. The student should be made aware that they would be required to adhere to all institution rules and regulations unless specifically told of any exceptions.

Each agency should orientate the student to the various hazards present (i.e. fire, explosions, handing of caustic reagents, contaminated specimens, etc.). The student should be impressed with the responsibility they have in providing a safe working area for themselves and their fellow workers. Students should be acquainted with the location and use of fire extinguishers, emergency showers, eyewashes, and other safety equipment available.

**Absence:**

If a student must be absent, the student must notify the Site Supervisor a minimum of a ½ hour prior to the start of the scheduled shift. The student must also notify the Pharmacy Technology Program Director of the absence immediately. If the student needs to request an absence for a planned activity (i.e. a job interview, or appointment), approval for the absence must be sought from the Site Supervisor and the Program Director prior to the activity.

Any time missed is required to be made up, at the discretion of the Pharmacy Technology Program Director and the preceptor. Time may be made up at the end of the experiential or as arranged by the Preceptor.

**Meals and Lodging:**

The student assumes responsibility for all personal expenses.
Eligibility for the Pharmacy Technician Internships:

Pharmacy Technician internship sites are not easily acquired. Availability of sites may vary from semester to semester. There is no guarantee that the student will receive his/her desired internship site. The Pharmacy Technician student will participate in two different internships at the end of the program. The Pharmacy Technician internships are unpaid and supervised. The student must have successfully completed all of the Pharmacy Technician prerequisite coursework to be eligible to apply for the internship. A student is required to pay all costs associated with the internship, including travel, parking, and uniforms.

Additional Comments:

The student has been taught one way to do a procedure and has been cautioned that there are many different ways of doing a particular procedure. This should be considered whenever new procedures are introduced to the student and variations should be thoroughly explained.

New or additional skills should be introduced to the student when the Preceptor feels that the student can comfortably handle those skills already assigned. Students may be a bit slow when attempting skills for the first time but they are expected to attain an acceptable level of speed and accuracy in a reasonable length of time.

Students should be closely monitored until it has been ascertained that the student exhibits behavior comparable to the expected of institution staff.

Disciplinary Policy

NCTC’s Pharmacy Technician Program is focused on providing a safe and orderly environment where all students can learn and prosper. Students shall demonstrate appropriate behavior and mutual respect for all persons and property. Student behavior which interferes with an effective learning environment is not tolerated. This policy includes behavior which occurs on college property, while the Pharmacy Technician student is engaged in or attending a college related, sponsored or approved activity, or where the student is a representative of the college and his/her behavior could have a negative impact on Northland Community and Technical College.

Each instructor implements and enforces rules to maintain appropriate classroom discipline. If a breach of conduct occurs in the classroom, lab, college activity, or internship the instructor and/or Pharmacy Technician Program Director may enforce discipline, including the removal of the student.
from the class. If necessary, the instructor and/or Pharmacy Technician Program Director may recommend probation, and/or suspension or removal from Northlands Community and Technical College’s Pharmacy Technician Program.

**NCTC – Pharmacy Technology Policy Agreement**

Date:_______________________

I have reviewed the Pharmacy Technology Program Handbook, and understand the terms of the policies and agree to abide by the standards established therein. I have reviewed and understand the ASHP accreditation standards as presented in the handbook.

I expect that any violation I commit of said policies would result in administrative action.

___________________________________
Student Signature

___________________________________
Faculty Signature

This copy will be retained in the student’s permanent file.