

**PHM 110**  
**INTRODUCTION TO PHARMACY**

**COURSE DESCRIPTION:**

Prerequisites: Enrollment in the Pharmacy Technology program or permission of the program director  
Corequisites: PHM 111 and PHM 115

This course introduces pharmacy practice and the technician's role in a variety of pharmacy settings. Topics include medical terminology and abbreviations, drug delivery systems, law and ethics, prescription and medication orders, and the health care system. Upon completion, students should be able to explain the role of pharmacy technicians, read and interpret drug orders, describe quality assurance, and utilize pharmacy references. Course Hours Per Week: Class, 3. Semester Hours Credit, 3.

**LEARNING OUTCOMES:**

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

- A. Reference course outline and learning outcomes
- B. Provide an overview of pharmacy practice and the health care system
- C. Explain key pharmaceutical care concepts
- D. Describe the institutional and ambulatory pharmacy settings and their functions
- E. Name key pharmacy organizations
- F. Define purpose of important pharmacy laws and professional ethics
- G. Delineate the roles and duties of pharmacy technicians and pharmacists
- H. Name and describe use of pharmacy information sources
- I. Define medication dosage forms, routes of administration and drug delivery systems
- J. Describe introductory quality assurance concepts
- K. Explain meaning of terminology and abbreviations in prescription and medication orders
- L. Process and interpret prescription and medication orders
- M. Describe financial aspects of health care
- N. Explain impact and phases of drug development
- O. Identify characteristics of professionalism and effective communication skills
- P. Explain the significance of ASHP (American Society of Health-System Pharmacists) accreditation of pharmacy technician training programs
- Q. Identify sources for continuing education opportunities
- R. Describe job positions and descriptions
- S. Explain the purpose of performance evaluation

**OUTLINE OF INSTRUCTION:**

- I. Familiarize self with course outline and learning outcomes
- II. Provide an overview of pharmacy practice and the health care system
- III. Explain key pharmaceutical care concepts
- IV. Describe pharmacy settings and functions

## PHM 110

- A. Organization of institutional pharmacies
  - B. Organization of outpatient pharmacies
  - C. Organization of home health care facilities
  - D. Organization of long-term care facilities
- V. Name key pharmacy organizations
- A. American Pharmacists Association (APhA)
  - B. American Society of Health-System Pharmacists (ASHP)
  - C. North Carolina Association of Pharmacists (NCAP)
  - D. American Association of Pharmacy Technicians (AAPT)
  - E. North Carolina Association of Pharmacy Technicians (NCAPT)
  - F. National Pharmacy Technician Association (NPTA)
  - G. Pharmacy Technician Educators Council (PTEC)
  - H. National Association of Boards of Pharmacy (NABP)
- VI. Define pharmacy laws, regulations, standards of practice and professional ethics
- A. Laws and regulations governing pharmacy practice
  - B. Joint Commission on the Accreditation of Healthcare Organizations
  - C. North Carolina Board of Pharmacy
  - D. Practice standards in pharmacy
  - E. Patient confidentiality
  - F. Work ethics guidelines
- VII. Delineate the roles and duties of pharmacy technicians and pharmacists
- A. Pharmacy technician duties/responsibilities
  - B. Pharmacy technician skills profile
  - C. Pharmacy technician critical competencies
  - D. Restrictions on pharmacy technician duties/responsibilities
  - E. Pharmacist duties/responsibilities
  - F. Educational requirements for pharmacist's licensure
  - G. Educational background for pharmacy technicians
  - H. Voluntary certification of pharmacy technicians
  - I. Continuing education
  - J. Professionalism and communication
  - K. Expanded roles for certified pharmacy technicians
- VIII. Name and describe use of pharmacy information sources
- A. Primary, secondary and tertiary references
  - B. Use of electronic resources for medical information
  - C. Utilization of textbooks, compendia, drug information handbooks, journals and newsletters
  - D. Written assignments related to reference utilization
  - E. Reading assignments from current pharmacy journals
- IX. Define medication dosage forms, routes of administration and drug delivery systems
- A. Medication dosage form classifications
  - B. Routes of drug administration
  - C. Currently used drug delivery systems

## PHM 110

- X. Describe introductory concepts of quality assurance principles
  - A. Goal of quality assurance programs
  - B. Benefits of quality assurance programs
  - C. Continuous Quality Improvement/Total Quality Management
  - D. Drug Quality Reporting System (DQRS)
  - E. Current Good Manufacturing Practices
  
- XI. Explain meaning of terms/abbreviations/symbols in prescriber medication orders
  - A. Medical terms and abbreviations
  - B. Dispensing abbreviations and symbols
  - C. Chemical symbols and nomenclature
  - D. **“Do Not Use”** abbreviations
  
- XII. Process and interpret prescription and medication orders
  - A. Prioritizing and verifying the prescription/medication order
  - B. Establishing the patient profile record
  - C. Interpreting the physicians' orders
  - D. Written assignments on prescription and medical order interpretation
  
- XIII. Describe financial aspects of health care
  - A. Growth of hospital expenditures
  - B. Managed health care
  - C. Cost controls
  
- XIV. Explain impact and phases of drug development
  - A. Cost of research and development
  - B. Phases of clinical trials
  
- XV. Identify characteristics of professionalism and effective communication skills
  - A. Professional decorum with patients/customers
  - B. Interdepartmental work coordination
  - C. Following directions
  - D. Initiative and adaptability
  - E. Professional oral/written communications
  - F. Etiquette
  - G. Conflict resolution
  - H. Teamwork
  
- XVI. Explain the significance of "ASHP Accreditation Standard for Pharmacy Technician Training Programs"
  - A. Program accreditation
  - B. Outcome competency review
  
- XVII. Analyze current job positions and descriptions
  - A. Review of a typical entry-level pharmacy technician's job description
  - B. Review of various specialized job descriptions

## PHM 110

- XVIII. Explain the purpose and use of performance evaluations
- A. Quality and quantity of work
  - B. Professional behavior and attitude
  - C. Work organization
  - D. Adaptability, dependability and flexibility
  - E. Effective communications
- XIX. Identify sources of and requirements for continuing education
- A. Sources of continuing education
  - B. Requirements for renewal of certification
  - C. Written summary of assigned reading
  - D. Oral summary of assigned continuing education article

### **REQUIRED TEXTBOOKS:**

Manual for Pharmacy Technicians. American Society of Health-System Pharmacists. 3rd ed. 2005.

### **STATEMENT FOR STUDENTS WITH DISABILITIES:**

Students who require academic accommodations due to any physical, psychological, or learning disability are encouraged to request assistance from a disability services counselor within the first two weeks of class. Likewise, students who potentially require emergency medical attention due to any chronic health condition are encouraged to disclose this information to a disability services counselor within the first two weeks of class. Counselors can be contacted by calling 686-3652 or by visiting the Student Development Office in the Phail Wynn Jr. Student Services Center, room 1309.