

PMT-299 Practicum and Seminar for Pharmacy Technicians

Syllabus

Academic Year 2013-2014

COURSE DESCRIPTION: This course combines group discussion in a seminar setting with an internship program based in a live pharmacy setting. The practicum and seminar are designed to give the student practical experience in the basic roles the technician fulfills in the pharmacy and to complete their preparation for transition to the workplace. The experience component encompasses the steps from customer service to prescription processing and prescription production. The shared learning experience in the weekly seminar will be used as a problem solving group discussion and to prepare the student to apply and compete for work.

CREDITS: 4

INSTRUCTOR: Richard Yost, Pharm.D., Room 111, Chelsea
ryost@bhcc.mass.edu
Tel: 617-228-3366

PREREQUISITES: Complete or place out of ENG 095.

REQUIRED TEXTS: None

COURSE OBJECTIVES:

- Identify practices for effective communication with patients and colleagues.
- Develop an effective personal Resume
- Assemble all the information needed for completion of a job application
- Write a cover letter to apply for a job
- Be able to clearly describe your strengths and weakness in an interview setting
- Apply their knowledge of HIPAA to communication with colleagues and patients/customers in the workplace.
- Demonstrate the ability to accurately interpret prescription information.
- Demonstrate the ability to accurately perform prescription intake and processing.
- Demonstrate the ability to accurately produce a complete prescription.

TEACHING PROCEDURES:

- Short lectures followed discussions based on material presented in class.
- Homework will include preparation of materials the student will ultimately use in the process of applying for jobs and performing in interviews. The seminar will be an informal discussion.

- The student will keep a diary of work performed, experiences, problems encountered and question that arise during their internship. Each week the student will be asked to discuss issues they encountered with the class in seminar.
- The practicum will be directed by the pharmacist or the pharmacist's designee at the work site. It is expected that activity at the work site will be interactive with the student, the pharmacist and other team members.

EDUCATIONAL PHILOSOPHY:

Students are expected to learn and demonstrate study and work skills that will give them the opportunity to succeed in both the classroom and the workplace. Some of the skills that will allow the student to become a "healthcare professional" are having good attendance, being punctual, reading assigned parts of the text, asking questions, taking notes, listening carefully, studying and reviewing class material, and taking part in classroom discussion.

We expect students to demonstrate the respect that every person desires by being courteous to the instructor and to fellow students and by showing consideration to others. In this regard please adhere to the following policies:

- **ALL CELL PHONES MUST BE OFF DURING CLASSROOM AND WORK TIME.**
- UNLESS GROUP WORK IS BEING DONE IN THE CLASSROOM, ONLY ONE PERSON SPEAKS AT A TIME.
- ARRIVING TO CLASS LATE SHOWS DISRESPECTFUL BEHAVIOR AND DISRUPTS THE FLOW OF LEARNING.
- CHEATING IS UNACCEPTABLE BEHAVIOR. IT INCLUDES CHEATING ON TESTS AND COPYING HOMEWORK FROM TEXTBOOKS OR OTHER STUDENTS.

All disrespectful behavior will be addressed according to the academic policies and procedures of the college.

By working together much can be achieved. If the student is having any problems that make it difficult to do this work and or to attend classes, he or she should speak to the instructor immediately. Many times the instructor and staff can work with and assist the student to solve these problems and to succeed in completing the program.

HOMEWORK:

You will be required to complete assigned your assigned homework before coming to class including any handouts or assignments that are given. . You will also be required to keep a diary of daily internship activities and be prepared to discuss the activities in seminar. If you are absent, it is your responsibility to do the homework and pass it in during the **NEXT** scheduled class you attend.

HOW YOUR GRADE IS COMPUTED:

- There will be no tests. You will be graded on your homework, your classroom participation and attendance at the seminar and internship site.
- This course is offered as a pass/fail course.
- Absences from the internship experience must be made up before completion of the program.

Percentage Breakdown of your Final Grade

Practicum	70%
Seminar	
Homework	10%
Class Participation	10%
Seminar Attendance	10%
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	100%

ABSENCE AND LATENESS POLICY:

Attendance will be taken at the beginning of the period. If you arrive after attendance has been taken, it is counted as a late class. Hours of participation in the practicum will be recorded on an internship timesheet. Time missed in the internship must be made up in order to pass the course and complete the certificate program. Make up time must be coordinated with the on-site preceptor and course coordinator. **Frequent absences and lateness may be reasons for a lowered grade or failure of the course.**

It is necessary to call the instructor and/or preceptor if you are absent. Please leave a message on the appropriate phone number **BEFORE** class begins to indicate that you will not be attending class that day. This is what you will be expected to do in a work situation so it is a mandatory part of this program.

Bunker Hill Community College is committed to providing equal access to the educational experience of all students in compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1994. Any students with a documented disability requiring an accommodation should immediately speak to the professor. Students with disabilities, who have not already done so, should schedule an appointment at the Office for Students with Disabilities (Room D106A) to obtain appropriate services.

COURSE OUTLINE

WEEK 1

- **Communication**
 - Give examples of how verbal and non-verbal communication can affect the message.
 - Give examples of body language can effect communication.
 - Explain why telephone communication is important, and why it is more critical.
 - Explain how your appearance and presentation can affect communication.

WEEK 2

- **Application**
 - Application for a job
 - Gathering the elements for the application
 - Stating it clearly and positively
 - What to do about gaps in your record

WEEK 3

- **Interview**
 - Research the company
 - Sell yourself – what do you have to offer
 - Know what questions you want to ask
 - Practice questions

WEEK 4

- **Starting the Internship**
 - Treat this as your first day on the job or a the first day of a job interview
 - How to prep yourself
 - Bring a notebook for your diary
 - Be prepared to listen and learn

WEEKS 5 - 15 Externship begins Week of February 24 and finishes May 9th

- o Internship days to be arranged
- o Friday - Seminar

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