

PHARMACY TECHNICIAN DIPLOMA

Course Length: 48 WEEKS

OBJECTIVE

This program provides an overview of the theory, principles, and practices of the expanded role of the pharmacy technician. Areas of study include accurately and safely processing prescriptions, extemporaneous compounding, hospital practice, aseptic techniques, controlling inventory, keeping accurate and confidential records, health care ethics, customer care, third-party billing, acting within relevant legislation, and the importance of effective written and oral communication skills.

Graduates from this program qualify with the Ontario College of Pharmacists to follow the process of becoming a registered pharmacy technician. Upon completion of this program, graduates must open their file with the Ontario College of Pharmacists, write the Jurisprudence exam (administered by OCP), complete a structure practical training period (arranged by OCP) and apply for a certificate of registration, also with OCP.

IS 101 SYSTEM AND COMPUTER FUNDAMENTALS

1 WEEK

This course provides an introduction to the Microsoft® Windows operating system, Internet Explorer browser, and Outlook information manager; word processing, and data processing applications. In addition, this course offers an introduction to applications and procedures specific to Herzing College.

PH 100 PHARMACY PRACTICE

4 WEEKS

The distinct duties and responsibilities of pharmacists and pharmacy technicians are detailed. Topics include the different types of pharmacies; work environments; drug regulation and control, prescription error prevention, and legal and ethical issues. The specific role of the pharmacy technician in the daily operation of the pharmacy is fully explained and demonstrated in the practical application of daily operations.

PH 103 MEDICATION ERRORS

1 WEEK

Students will develop critical thinking to identify causes, prevention, and reporting and risk management of medication errors. They will develop analytical skills to practice safe medication use and to prevent errors in the distribution, preparation, dispensing and administration of medications.

PH 101 PHARMACOLOGY

5 WEEKS

This comprehensive pharmacology course guides students through the general concepts of pharmacology and defines drug classifications as related to their action on various body systems. The therapeutic classifications as defined in the Ontario Drug Benefit Formulary are also explained. The course also discusses various common disease states and their effective treatment, relating the classification of drugs to this treatment. The student is exposed to both generic and brand names of most drugs.

PH104 OTC AND HERBAL PRODUCTS

1 WEEK

This course will provide knowledge to students about over the counter (OTC) and herbal products available for self-care. They will also learn their role in helping the patients and referring them to the pharmacist.

PH102 DRUG PREPARATION AND DOSAGE CALCULATION

4 WEEKS

This course focuses on the hands-on side of measuring techniques: weighing, reducing, calculating dosages, compounds, IV rates, and administrations; as well as preparing and measuring infusions and solutions; applying metric conversions; and using fractions, proportions, ratios, and percentages. Students blend ingredients for ointments, creams, powders, solutions, elixirs, suspensions, and capsules.

PH 120 HOSPITAL PHARMACY

4 WEEKS

The role of the pharmacy as one part of a hospital's health care team is explained. The duties and responsibilities of pharmacy technicians in a hospital environment are detailed. Topics include daily patient drug profiles; unit dose; aseptic techniques; the medication order form, the medication administration record (MAR), and treatment administration record (TAR); hospital inventory control; centralized and decentralized pharmacy systems; regulating agencies and Institutional Long Term Care.

PH 125 ASEPTIC TECHNIQUES

2 WEEKS

This course provides an introduction to intravenous admixture preparation and other sterile products, including total parenteral nutrition, infusion pump cassettes, solutions for irrigation and chemotherapy. Topics include aseptic techniques; facilities, equipment, and supplies utilized in admixture preparation; incompatibility and stability; laminar flow hoods; irrigation solutions; and quality assurance. Upon completion, students should be able to describe and demonstrate the steps involved in preparing intermittent and continuous infusions, total parenteral nutrition, and chemotherapy.

The college reserves the right to modify course content and/or software applications used during training to better meet the demands of the industry

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IS 113 PHARMACY SOFTWARE**2 WEEKS**

This course provides instruction and hands on training with Nexxsys; Pro-Pharm's computerized pharmaceutical dispensary system. Topics include: workbench organization and views; Rx Detail and batch processing; automatic scheduling of tasks; patient record customization; inventory monitoring; security; label generation and customization; supplier and doctor information; and purchase order customization.

PH 202 COMMUNICATION SKILLS**2 WEEKS**

This course is designed to provide the student the opportunity to develop effective communication and listening skills in a pharmacy/healthcare environment. Topics will include verbal and nonverbal communication, active listening skills, barriers to communication, conflict resolution skills, and sensitivities in the communication process.

PH 203 LAW AND ETHICS**3 WEEKS**

The student will be prepared to enter the health field with a basic understanding of pharmaceutical legislation and the ethical concerns that pharmacy employees are facing in the current health system.

PD 201 CAREER DEVELOPMENTS**1 WEEK**

Career Development provides the student with the knowledge, skills, and development of the student's job search path, including written skills for cover letters, résumés, and thank you letters. The course will also provide practical experience pertaining to interviewing process. Best practices and faux pas will be explained and outlined through mock interviews and peer evaluations.

PD 202 CLIENT SERVICES**1 WEEK**

Client Services provides a critical examination of issues embedded in the practice of providing client service. Topics include research about best practices in customer service and communication techniques; psychologically based methods for dealing with the management of customer complaints; and the roles of a customer service employee and supervisor within ethical boundaries and common business practice in a pharmacy.

MA 220 PHARMACEUTICAL MATHEMATICS**4 WEEKS**

This course presents the principles of calculating medication dosages using the formula method $D/H \times Q=X$. The math coverage includes a review covering fraction and decimals, ratio and percent, simple equations, and ratio and proportion. Multiple problems are included to allow students to practice their skills and reinforce learning. The course also stresses the prevention of medication errors and details the implications of any error and how to prevent it. .

SC 251 HUMAN ANATOMY AND PHYSIOLOGY**2 WEEKS**

This course provides instruction in the organization and structure of the body components (anatomy) and their functions (physiology) based on each of the following human body systems: skeletal, muscular, cardiovascular, lymphatic, immune, respiratory, digestive, urinary, nervous, integumentary, endocrine, and reproductive.

MS 107 MEDICAL TERMINOLOGY**3 WEEKS**

This course introduces the foundations of the language of medicine and develops medical vocabulary through the study of the structures, functions, diagnostic procedures, pathology, and treatment procedures of body systems. Topics include medical terminology; the structure of the human body; and the skeletal, muscular, cardiovascular, lymphatic, immune, respiratory, digestive, urinary, nervous, integumentary, endocrine, and reproductive systems.

MS 100 FIRST AID AND CPR**2 DAYS**

This two-day course is designed bring students to the St. John's Ambulance Standard Level First Aid and CPR.

WE 300 PRACTICUM [Retail]**4 WEEKS**

The placement component of the program is the practical application of a student's knowledge and skills in a retail pharmacy environment. The internship requires full-time day attendance working in the industry setting. The duration of the internship is four weeks during which the student must satisfactorily complete a minimum of 150 hours of work experience.

WE 301 PRACTICUM [Hospital]**4 WEEKS**

The placement component of the program is the practical application of a student's knowledge and skills in a hospital pharmacy environment. The internship requires full-time day attendance working in the industry setting. The duration of the internship is four weeks during which the student must satisfactorily complete a minimum of 150 hours of work experience.

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