



ALAMO
COLLEGES

NORTHWEST VISTA COLLEGE

The Pharmacy Technician Program

PRECEPTOR HANDBOOK

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Dear Preceptor,

Thank you for participating in training the pharmacy technician students of Northwest Vista College.

This handbook has been created to assist you in understanding the expectations of each student during the student's clinical practicum experience. This information also includes ASHP Guidelines and forms that are required of each student. This handbook includes:

- ASHP Goals and Objectives
- Practicum Skills Checklist
- Preceptor Qualification Form
- Clinical Site Qualification Form

It is our goal to assist you with any questions, comments or concerns that may arise when interacting with our students. Please contact me using the information below anytime you would like to discuss the practicum.

Again, thank you for your support of the Northwest Vista College Pharmacy Technician program. Your time, energy and expertise are appreciated.

Best regards,



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Pharmacy Technician Program Goals

The Pharmacy Technician Program goals are based on the objectives found in the “ASHP Accreditation Standard for Pharmacy Technician Training Programs, Part VII.” After each goal statement, the course(s) in which the goal is an objective will be listed. During the Pharmacy Training Program, the following objectives will be covered:

1. Assist the pharmacist in collecting, organizing, and evaluating information for direct patient care, medication use review, and departmental management.
2. Receive and screen prescriptions/medication orders for completeness and authenticity.
3. Prepare medications for distribution.
4. Verify the measurements, preparation, and/or packaging of medications produced by other technicians.
5. Distribute medications.
6. Assist the pharmacist in the administration of immunizations.
7. Assist the pharmacist in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.
8. Initiate, verify, assist in the adjudication of, and collect payment and/or initiate billing for pharmacy services and goods.
9. Purchase pharmaceuticals, devices, and supplies according to an established purchasing program.
10. Control the inventory of medications, equipment, and devices according to an established plan.
11. Assist the pharmacist in monitoring the practice site and/or service area for compliance with federal, state, and local laws; regulations; and professional standards.
12. Maintain pharmacy equipment and facilities.
13. Assist the pharmacist in preparing, storing, and distributing investigational medication products.
14. Assist the pharmacist in the monitoring of medication therapy.

15. Participate in the pharmacy department's process for preventing medication misadventures.
16. Take personal responsibilities for assisting the pharmacist in improving direct patient care.
17. Display ethical conduct in all job-related activities.
18. Maintain an image appropriate for the profession of pharmacy.
19. Resolve conflicts through negotiation.
20. Understand the principles for managing change.
21. Appreciate the need to adapt direct patient care to meet the needs of diversity.
22. Appreciate the benefits of active involvement in local, state, and national technician and other pharmacy organizations.
23. Appreciate the value of obtaining technician certification.
24. Understand the importance of and resources for staying current with changes in practice.
25. Communicate clearly when speaking and or in writing.
26. Maximize work efficiency through the use of technology.
27. Efficiently solve problems commonly encountered in one's own work.
28. Display a caring attitude toward patients in all aspects of job responsibilities.
29. Maintain confidentiality of patient and proprietary business information.
30. Understand direct patient care delivery systems in multiple practice settings.
31. Efficiently manage one's work whether performed alone or as part of a team.
32. Function effectively as a member of the health care team.
33. Balance obligations to one's self, relationships, and work in a way that minimizes stress.
34. Understand the use and side effects of prescription and nonprescription medications used to treat common disease states.
35. Assist the pharmacist in assuring the quality of all pharmaceutical services.

Pharmacy Technician: Entry-Level Proficiencies

The following proficiencies are those determined by the American Society of Health-System Pharmacists published in the Practice Standards of ASHP.

Upon completion of the program:

- I. The technician should demonstrate appropriate knowledge and understanding of pharmacy's role in the health-care industry, including quality improvement processes that may be used to monitor pharmacy's ability to fulfill its responsibilities within a given health-care system.
- II. The technician should have a thorough knowledge and understanding of the duties and responsibilities of pharmacy technicians, including standards of ethics governing pharmacy practice.
- III. The technician should have a working knowledge of the pharmaceutical and medical terms, abbreviations, and symbols commonly used in the prescribing, dispensing, administering, and charting of medications in the institution.
- IV. The technician should have a working knowledge of the general chemical and physical properties of drugs handled in the manufacturing and packaging operations used in the delivery of pharmaceutical services.
- V. The technician should be able to perform the arithmetical calculations required for the usual dosage determinations and solution preparation.
- VI. The technician should be able to perform the essential functions relating to drug purchasing and inventory control.
- VII. The technician should demonstrate a working knowledge of drug dosages, routes of administration, and mechanical, automatic, or robotic drug delivery systems.
- VIII. The technician should have a working knowledge of the procedures and operations relating to the manufacturing, packaging, and labeling of drug products.
- IX. The technician should have a working knowledge of the procedures and operations relating to aseptic compounding and parenteral admixture operations.
- X. The technician should exhibit the ability to perform the usual technician functions associated with contemporary drug distribution systems.

- XI. The technician should be able to perform the manipulative and recordkeeping functions associated with the dispensing of prescriptions for ambulatory patients, including the completion of universal insurance claim forms when necessary.

Professional Ethics

Since Pharmacy Technicians assist pharmacists in providing patient care, Pharmacy Technician students are expected comply with the following *Code of Ethics* that is published in Practice Standards of ASHP:

Code of Ethics for Pharmacy Technicians

Preamble

Pharmacy technicians are healthcare professionals who assist pharmacists in providing the best possible care for patients. The principles of this code which apply to pharmacy technicians working in all settings, are based on the application and support of the moral obligations that guide all in the pharmacy profession in relationships with patients, healthcare professionals, and society.

Principles

A pharmacy technician's first consideration is to ensure the health and safety of the patient, and to use knowledge and skills most capably in serving others.

A pharmacy technician supports and promotes honesty and integrity in the profession, which includes a duty to observe the law, maintain the highest moral and ethical conduct at all times, and uphold the ethical principles of the profession.

A pharmacy technician assists and supports the pharmacist in the safe, efficacious, and cost-effective distribution of health services, and healthcare resources.

A pharmacy technician respects and values the abilities of pharmacists, colleagues, and other healthcare professionals.

A pharmacy technician maintains competency in practice, and continually enhances professional knowledge and expertise.

A pharmacy technician respects and supports the patient's individuality, dignity, and confidentiality.

A pharmacy technician respects the confidentiality of a patient's records and discloses pertinent information only with proper authorization.

A pharmacy technician never assists in the dispensing, promoting, or distributing of medications or medical devices that are not of good quality or do not meet the standards required by law.

A pharmacy technician does not engage in any activity that will discredit the profession, and will expose, without fear or favor, illegal or unethical conduct in the profession.

A pharmacy technician associates and engages in the support of organizations that promote the profession of pharmacy through the use and enhancement of pharmacy technicians.

Failure to comply with the above is cause for immediate dismissal from the program.

Personal relationships with clinical personnel are strongly discouraged.

Attendance Policy

Regular and punctual attendance on all practicum days is required. Absences or tardies from the practicum for reasons other than health or emergencies will not be tolerated, and the student may be subject to withdrawal from the program. The student must make up all absences, regardless of reason for the absence. The student must notify their preceptor at the pharmacy and their Pharmacy Technician course instructor of all absences or tardies. at the earliest time possible.

A student who is late by 15 minutes or more will be considered officially tardy. Three official tardies will constitute one absence.

If there are excessive absences or tardies the student may be requested by the Pharmacy Technician faculty to withdraw from the Program. The student may request in writing re-entry when able to attend on a regular basis. Excessive absences (or combination of absences and tardies) are defined as three (3).

Blood and Body Substance Exposure

Students who experience an exposure to any potentially infectious materials (needle stick, mucous membrane, or non-intact skin) or airborne inhalation require specific follow-up. It is the responsibility of the individual to report the incident to the instructor and seek medical evaluation/care as soon as possible. Faculty will ensure that copies of the appropriate insurance forms will be made available to the students prior to their first clinical experience.

HIPAA

The Health Insurance Portability Accountability Act (HIPAA) requires that all protected health information be kept private and secure by all persons that handle, or have access to that information. Since health sciences students, faculty, instructors, and staff use protected health information as part of the educational process (i.e. access to client health data to provide care and use of de-identified health data for educational assignments such as case students and care plans), all health science students must complete an online **HIPPA Training Module** on an annual basis to remain in compliance with HIPAA regulations. Students are not allowed to enter the clinical settings / fieldwork until this training has been completed. Any violations of HIPAA regulations will result in disciplinary actions up to and including withdrawal from the program.

Professional Behavior

Northwest Vista College and the Pharmacy Technician Program have certain expectations of behavior. Students while on campus or while representing Northwest Vista College at any clinical agency must conduct themselves in a professional manner as to reflect favorably upon themselves and the Program they represent. Students are expected to assume responsibility for their actions and will be held accountable for them. If at any time a student behaves in a manner which is inappropriate, unprofessional, disrespectful, argumentative, or endangers the health or safety of fellow students, instructors, patients, health care team, they will be referred to the “Student Discipline Policy and Procedures” as outlined in the **NVC Student Handbook** and administered through the office of Student Services. Students will abide by clinical agency policies during each clinical experience.

Students will also be disciplined for academic dishonesty and unprofessional conduct. Unprofessional conduct includes, but is not limited to:

- Verbal or non-verbal language, actions, or voice inflections, or insubordination which compromise rapport or working relations with peers, faculty, patients and their family or healthcare team members.
- Any behavior that may compromise contractual agreements and /or working relations with clinical affiliates, or constitute violations of legal or ethical standards.
- Using or being under the influence of any drug (OTC, prescription, and /or illegal) or alcohol that may alter judgment and /or interfere with safe performance.

Violations of the professional behavior standards can result in immediate removal from the clinical site, probation, or withdrawal from the program.

Safe Clinical Practice

The Pharmacy Technician Programs identify safety as a basic human need. A safety need can be identified as physical, biological, and /or emotional in nature. Safe practices are an academic requirement of each program.

Unsafe clinical practice shall be deemed to be behavior demonstrated by the student which threatens or violates the physical, biological, or emotional safety of the patients, caregivers, students, faculty, staff or self. Unsafe or unprofessional clinical practice may result in:

- a performance conference & written report
- a probation conference & written report
- immediate withdrawal from the program. (If the occurrence is past the official college date for withdrawal from a course, the student will receive a performance grade of “F” for failure or “U” for unsatisfactory.)

The following examples serve as guides to these unsafe behaviors, but are not to be considered all-inclusive.

Physical Safety: Unsafe behaviors include but are not limited to:

- inappropriate use of side rails, wheelchairs, other equipment
- lack of proper protection of the patient which potentiates falls, lacerations, burns, new or further injury
- failure to correctly identify patient(s) prior to initiating care
- failure to perform pre-procedure safety checks of equipment, invasive devices or patient status

Biological Safety: Unsafe behaviors include but are not limited to:

- failure to recognize and correct violations in aseptic technique
- improper medication administration techniques / choices

- performing actions without appropriate supervision
- failure to seek help when needed
- attending clinical while ill
- failure to properly identify patient(s) prior to treatments

Emotional Safety: Unsafe behaviors include but are not limited to:

- threatening or making a patient, caregiver, faculty, staff or bystander fearful
- providing inappropriate or incorrect information
- performing actions without appropriate supervision
- failure to seek help when needed, unstable emotional behaviors

Unprofessional Practice: Unprofessional behaviors include but are not limited to:

- Verbal or non-verbal language, actions, or voice inflections which compromise rapport and working relations with patients, family members, staff, or physicians, may potentially compromise contractual agreements and/or working relations with clinical affiliates, or constitute violations of legal/ethical standards
- Behavior which interferes with or disrupts teaching/learning experiences
- Using or being under the influence of any drug or alcohol that may alter judgment and interfere with safe performance in the clinical or classroom setting.
- Breach of confidentiality in any form

Practicum Dress Code

While on campus and in Pharmacy Technician lectures, students may wear clothing and footwear appropriate for the college learning environment. The student should demonstrate appropriate hygiene.

During clinical rotation, the student must adhere to the dress code of the facility to which he/she is assigned. In addition to the facility's dress code, or if the dress code is optional, the following rules apply:

- If the pharmacy prefers the student wear a uniform which they provide to the student, then the student is not required to wear their lab coat.
- Students must not wear clothing made of denim material of any color.
- Students must not wear t-shirts, unless they are a single color with no words, letters, slogans, graphics, etc., of any kind.
- Students must wear closed-toe shoes (no sandals or canvas shoes) with socks or hosiery.
- Student's hair must be clean and neat. Male students must either shave regularly. Male students choosing to wear a mustache and/or beard must keep them clean and well groomed.
- Students must demonstrate appropriate hygiene. In addition, students must refrain from excessive use of cologne/perfume/aftershave lotion, or makeup.
- Fingernails must be kept clean and at a reasonable length.
- Students must avoid wearing clothes that are overly revealing, which may represent a safety hazard or which may be offensive to patients or fellow personnel.
- Students not conforming to the dress code of the facility or the program may be sent home from the practicum site at the preceptor's or course instructor's discretion.

Pharmacy Tech Practicum Skills Checklist

I. STORAGE AND CONTROL

Circle the number for each skill using the Experience Scale in the footer.

After completing this section, the student will:

- 1 2 3 Follow storage requirements for all classification of drugs.
- 1 2 3 Follow storage requirements of floor stock and controlled drugs in the pharmacy and on nursing units through a floor check.
- 1 2 3 Prepare a controlled drug record. (look at 222,224,ect.)
- 1 2 3 Store caustic, poisonous, and flammable substances.
- 1 2 3 List references used to guide decisions on drug storage and control.
- 1 2 3 Demonstrate the procedures and requirements for medications through a hospice order or other emergency.
- 1 2 3 Demonstrate quantity control of outpatient medications through use of profile or a prescription.

II. DOCUMENTATION

Circle the number for each skill using the Experience Scale in the footer.

After completing this section, the student will:

- 1 2 3 Explain the disposition of various drug classifications from receipt to use (e.g., controlled drug, etc)
- 1 2 3 Prepare required documentation for controlled, investigational, and nonprescription drugs
- 1 2 3 Identify those items a technologist cannot document.
- 1 2 3 Demonstrate the ability to participate in the pharmacy's quality control and medication error prevention plan.
- 1 2 3 Discuss the policy for schedule IV drugs and the requirements needed to purchase.

III. INVENTORY AND PURCHASING

Circle the number for each skill using the Experience Scale in the footer.

After completing this section, the student will:

- 1 2 3 Employ inventory and purchasing procedures to include ordering from wholesaler, want book entry, or returns.
- 1 2 3 Record inventory and purchases.
- 1 2 3 Maintain controlled substances records.
- 1 2 3 Inspect shelves including various automated functions such as returns, credits, expired drugs, or replenishment.
- 1 2 3 Use a computer for inventory and purchases by entering or checking an order from the wholesaler.
- 1 2 3 Perform third party on line adjudication and identify important insurance information required.
- 1 2 3 Complete at least 5 register transactions including RX and OTC purchases.
- 1 2 3 Communicate with third party providers in solving problems or assuring coverage of services.

IV. COMMUNITY PRACTICE

Circle the number for each skill using the Experience Scale in the footer.

After completing this section, the student will:

- 1 2 3 Prepare medications for automated system.
- 1 2 3 Prepare, order, return, or deliver controlled substances with emphasis on security and control.
- 1 2 3 Prepare prescriptions to include interpretation, data entry, retrieval of stock medication, insurance information.
- 1 2 3 Prepare medication for dispensing including counting, pouring, or repackaging.
- 1 2 3 Retrieve discontinued medications from shelves and return accordingly.

V. COMPOUNDING

Circle the number for each skill using the Experience Scale in the footer.

After completing this section, the student will:

- 1 2 3 Use compounding equipment properly.
- 1 2 3 Clean equipment used in compounding.
- 1 2 3 Store equipment used in compounding.

- 1 2 3 Select ingredients.
- 1 2 3 Calculate amount of ingredients.
- 1 2 3 Measure amount of ingredients.
- 1 2 3 Complete worksheet including record of weights and volumes, and manufacturer's lot numbers.
- 1 2 3 Mix product.
- 1 2 3 Prepare product.

VI. PACKAGING AND LABELING

**Circle the number for each skill using the Experience Scale in the footer.
After completing this section, the student will:**

- 1 2 3 Demonstrate selection and preparation of packages/containers and closures.
- 1 2 3 Use proper packaging technique for compounding products, blister packing, and nursing home medications.
- 1 2 3 Demonstrate correct selection and preparation of labels.

VII. IMMUNIZATIONS

**Circle the number for each skill using the Experience Scale in the footer.
After completing this section, the student will:**

- 1 2 3 Uses proper knowledge of aseptic technique to assist the pharmacist in administration of immunizations.
- 1 2 3 Discuss the guidelines and procedures used in immunizations done at a pharmacy and the technician's role.

VIII. INFECTION CONTROL

**Circle the number for each skill using the Experience Scale in the footer.
After completing this section, the student will:**

- 1 2 3 Demonstrate proper hand washing technique.
- 1 2 3 Describe microbial growth and transmission.
- 1 2 3 Demonstrate proper cleaning techniques on work surface areas.

- 1 2 3 Demonstrate work practices that inhibit possibilities of infection transmission.
- 1 2 3 Clean equipment used in drug product preparation.
- 1 2 3 Uses various compounding equipment and perform proper record keeping requirements.

IX. SCOPE OF PRACTICE/PROFESSIONAL CONDUCT

Circle the number for each skill using the Experience Scale in the footer.

After completing this section, the student will:

- 1 2 3 State institutional and departmental policies applicable to each of the pharmacy job responsibilities.
- 1 2 3 Discuss examples of a decision requiring a pharmacist's judgment (DUR, interactions, new prescriptions over the phone).
- 1 2 3 State legal aspects of technologist functions, such as accountability, pharmacy regulations, and use and storage of controlled substances.
- 1 2 3 Demonstrate verbal face-to-face communication as well as correct telephone communication techniques to be used when receiving and initiating calls.
- 1 2 3 Demonstrate the ability to resolve conflicts through negotiation.
- 1 2 3 Appreciates the need to adapt to cultural differences.
- 1 2 3 Takes personal responsibility in direct patient care including information for medication management therapy, completing profiles, and phone interactions when required.

X. RECORDKEEPING AND HIPAA

Circle the number for each skill using the Experience Scale in the footer.

After completing this section, the student will:

- 1 2 3 State at least three reasons for patient information confidentiality.
- 1 2 3 Demonstrate recordkeeping techniques for various medication types (e.g., controlled substances and investigational drugs).
- 1 2 3 Uses knowledge in receiving and screening prescriptions/medication orders for completeness, accuracy, and authenticity.
- 1 2 3 Assists the pharmacist in collecting, organizing, and evaluating information for direct patient care, medication use

review, and medication management therapy.

1 2 3 Assists in monitoring practice site and/or service area for compliance with federal, state, and local laws.

1 2 3 Actively participates in the prevention of medication error through the site's process in multiple practice settings.

XIV. WORKPLACE SKILLS

1= Needs Improvement 2=Acceptable 3=Mastery 4= Not Rated

1 2 3 4 Self-directed and shows initiative when appropriate

1 2 3 4 Communicates in an open and direct manner

1 2 3 4 Demonstrates effective active listening skills

1 2 3 4 Copes with constructive criticism/ negative feedback

1 2 3 4 Questions are concise and appropriate

1 2 3 4 Builds constructive working relationships

1 2 3 4 Works effectively within teams

1 2 3 4 Organized, orderly, and focused

1 2 3 4 Exhibits ability to plan and prioritize; demonstrates time management

1 2 3 4 Willing to stay to complete or correct work

1 2 3 4 Maintains appropriate personal appearance and hygiene for the workplace

1 2 3 4 Exhibits ethical work behavior

1 2 3 4 Recognizes tasks that are beyond capacity of internship

1 2 3 4 Demonstrates flexibility and creativity

Would you recommend this graduate for a position as a pharmacy technician?

If no, please explain:

Additional comments:

Completed by: _____ **(Name & Title)**

Signature: _____ **Date:** _____



Preceptor Qualification Survey

Date: _____

Pharmacy Name:

Pharmacy Address:

Phone Number:

Fax Number:

Preceptor:

Email:

1. Name of pharmacist designated as a preceptor and responsible for extern at the pharmacy

2. Years of pharmacy experience (minimum: 3)

3. List or attach documentation of commitment to pharmacy practice/ patient care for each preceptor (CV/resume is acceptable)

Comments:

NVC Representative

Printed Name

Signature



Practice Site Survey

Qualifications of the Training Site & Pharmacy Services in Accordance to (ASHP) American Society of Health-System Pharmacists Accreditation

SITE:

PHONE:

ADDRESS:

FAX:

FINDINGS:

- 1. Affiliation agreement and attachments provided to site
 - A. ASHP standard for training programs
 - B. Program and Course Descriptions
 - C. ASHP Guidelines: Minimum Standard for Pharmacy in Institutions
- 2. Facility meets ASHP guidelines for training
- 3. Facility conforms to national practice standard
- 4. Facility complies with Federal/State/Local Laws
- 5. Facility fulfills objectives of experiential training
- 6. Facility is neat, orderly and has a professional image.

COMMENTS:

Training site meets acceptable standards: Compliant Partial Compliance Noncompliance

Site will be used for training: Yes No

NVC Representative

Printed Name

Signature

Date