Pharmacy Technician Program Overview

The Pharmacy Technician program prepares students for entry-level employment as a pharmacy technician in either a retail or health-system pharmacy. It discusses the pharmacy team and the fundamentals of assisting the pharmacist, including interacting with customers, medication preparation, inventory control, and counting and labeling of medications. It also provides instruction in medical and pharmaceutical terminology, pharmacy calculations, pharmacology, body systems and disorders, English usage, ethics and professionalism, and finding a job in healthcare.

Program Objectives

- To define and explain different learning styles and learning strategies.
- To identify the parts of speech, the parts of sentences, and sentence type.
- To demonstrate knowledge of guidelines for grammar, punctuation, editing.
- To identify and define common medical prefixes, suffixes, and roots.
- To define anatomical and pharmaceutical terminology and identify relevant abbreviations.
- To describe the duties of a pharmacy technician.
- To identify the correct way to interact with customers and patients face-to-face and over the telephone, while protecting patient confidentiality.
- To explain the various laws and ethical standards that affect the pharmacy technician occupation.
- To explain the similarities and differences between retail and health-system pharmacies.
- To identify the forms of technology utilized in the pharmacy setting.
- To describe the process for inventory management and insurance billing.
- To perform relevant pharmacy calculations, including dosage calculations and measurement conversions.
- To explain dosage formulations and administration, as well as the effects of drugs on the body.
- To identify drug classifications.
- To describe the body systems and related diseases, disorders and treatments.
- To identify the different needs of pediatric and geriatric patients.
- To demonstrate knowledge of proper workplace etiquette.
- To define and explain the importance of medical ethics.
- To describe the process for writing effective resumes and cover-letters.
- To describe how to proactively search for work as a pharmacy technician.

**Program Outline**

**Unit I: Blackstone’s Skills for Success**
- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study
- Chapter 4: Keyboarding

**Unit II: Introduction to Computers, Keyboarding, and Office Technology**
- Chapter 1: Introduction to Computers
- Chapter 2: The Internet
- Chapter 3: Other Types of Office Technology

**Unit III: Anatomy and Medical Terminology 1: An Introduction**
- Chapter 1: Basic Elements of Medical Terms
- Chapter 2: Prefixes
- Chapter 3: Roots and Suffixes
- Chapter 4: Body Structure

**Unit IV: Anatomy and Medical Terminology 2**
- Chapter 5: The Skeletal System
- Chapter 6: The Muscular System
Chapter 7: The Integumentary System
Chapter 8: The Respiratory System

Unit V: English Usage and Written Communication
Chapter 1: Parts of Speech
Chapter 2: Parts of a Sentence
Chapter 3: Pronouns, Verbs, and Agreement
Chapter 4: Sentence Types and Punctuation
Chapter 5: Written Communications

Unit VI: Time & Stress Management
Chapter 1: LifeTime Patterns (Values)
Chapter 2: The Power of LifeTime Habits
Chapter 3: Goals, Objectives, and Outcomes
Chapter 4: Choosing Your Priorities
Chapter 5: Planning and Scheduling Activities
Chapter 6: Interruptions, the #1 TimeThief
Chapter 7: TimeLogs
Chapter 8: TimeTips
Chapter 9: Self-Esteem and Time Management
Chapter 10: Stress Management

Unit VII: Anatomy and Medical Terminology 3
Chapter 9: The Cardiovascular System
Chapter 10: The Urinary System
Chapter 11: The Digestive System
Chapter 12: The Nervous System

Unit VIII: Anatomy and Medical Terminology 4
Chapter 13: The Endocrine System
Chapter 14: Eyes and Ears
Chapter 15: Blood, Lymphatic, and Immune Systems
Chapter 16: The Reproductive System
Unit IX: Fundamentals of Pharmacy Practice
  Chapter 1: History of Pharmacy Practice
  Chapter 2: The Professional Pharmacy Technician
  Chapter 3: Communication and Customer Care
  Chapter 4: Pharmacy Law and Ethics
  Chapter 5: Terminology and Abbreviations

Unit X: Community and Institutional Pharmacy
  Chapter 6: Dosage Formulations and Routes of Administration
  Chapter 7: Referencing and Drug Information Resources
  Chapter 8: Retail Pharmacy
  Chapter 9: Health-System Pharmacy
  Chapter 10: Technology in the Pharmacy
  Chapter 11: Inventory Management

Unit XI: Pharmacy Calculations
  Chapter 12: Insurance and Third-Party Billing
  Chapter 13: Over-the-Counter (OTC) Products
  Chapter 14: Introduction to Compounding
  Chapter 15: Introduction to Sterile Products
  Chapter 16: Basic Math Skills
  Chapter 17: Measurement Systems

Unit XII: Pharmacology
  Chapter 18: Dosage Calculations
  Chapter 19: Concentrations and Dilutions
  Chapter 20: Alligations
  Chapter 21: Parenteral Calculations
  Chapter 22: Business Math

Unit XIII: Creating an Effective Workplace Environment
  Chapter 1: Aspects of a Positive Workplace Environment
  Chapter 2: Communication
Chapter 3: Diversity in the Workplace
Chapter 4: Team Building

Unit XIV: Critical Thinking Skills
Chapter 1: Introduction to Critical Thinking and the PANIC Method
Chapter 2: Inference and Judgment
Chapter 3: Metacognition
Chapter 4: Forming Strong Conclusions through Predicting
Chapter 5: Rhetorical Strategies
Chapter 6: Critical Theories
Chapter 7: Deductive Reasoning
Chapter 8: Emotional Intelligence and Critical Thinking

Unit XV: Body Systems, Diseases and Pharmaceutical Treatments
Chapter 23: The Body and Drugs
Chapter 24: The Skin
Chapter 25: The Eyes and Ears
Chapter 26: The Gastrointestinal System
Chapter 27: The Musculoskeletal System
Chapter 28: Respiratory System
Chapter 29: The Cardiovascular, Circulatory, and Lymph Systems
Chapter 30: The Immune System
Chapter 31: The Renal System
Chapter 32: The Endocrine System
Chapter 33: The Reproductive System
Chapter 34: The Nervous System

Unit XVI: Special Topics in Pharmacology
Chapter 35: Medication Errors
Chapter 36: Workplace Safety and Infection Control
Chapter 37: Special Considerations for Pediatric and Geriatric Patients
Chapter 38: Biopharmaceuticals
Unit XVII: Professional Development and Medicolegal Ethics
  Chapter 1: Professional Development
  Chapter 2: Medicolegal Ethics
  Chapter 3: HIPAA for the Allied Healthcare Worker

Unit XVIII: How to Find a Job as a Pharmacy Technician
  Chapter 1: Job Search Correspondence
  Chapter 2: The Job Search
  Chapter 3: Job Interviews