



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