Indian River State College

3209 Virginia Avenue, Fort Pierce, Florida 34981-5596

Pharmacy Technician Program Student Handbook

IRSC OVERVIEW

INDIAN RIVER STATE COLLEGE (IRSC) is a public, comprehensive college with a statewide and national reputation for excellence. Located in Florida's Treasure Coast region, each of the College's five campuses provide unparalleled educational environments.

IRSC serves approximately 30,000 students annually and offers more than 100 programs leading to Bachelor's degrees, Associate degrees, technical certificates and applied technology diplomas. Continuing a 60-year tradition of responsiveness to community needs, IRSC is committed to advancing educational, cultural, career training, workforce and economic development in its service area.

IRSC was distinguished as the 2019 winner of the prestigious Aspen Prize for Community College Excellence, an honor that recognizes outstanding quality in the areas of completion & transfer, labor market outcomes, learning, equity and more. IRSC is one of the few colleges in the nation to earn the Achieving the Dream™ Leader College designation. The College is identified by the United States Department of Education as the most affordable college in Florida and the third-most affordable college in the country.

EA/EO STATEMENT

Indian River State College provides equal employment and educational opportunities to all without regard to race, color, national origin, ethnicity, sex, pregnancy, religion, age, disability, sexual orientation, marital status, veteran status, genetic information, and any other factor protected under applicable federal, state, and local civil rights laws, rules and regulations. The following person has been designated to handle inquiries regarding non-discrimination policies:

Adriene B. Jefferson, *Dean of Northwest Center,*
Equity Officer/Title IX Coordinator
IRSC Main Campus • 3209 Virginia Ave. • Fort Pierce, FL 34981
772-462-7101

To Students

You forfeit your chance for life at its fullest when you withhold your best effort in learning. When you give only the minimum to learning, you receive only the minimum in return. Even with your parent's best example and your teachers' best efforts, in the end it is *your* work that determines how much and how well you learn. When you work to your full capacity, you can hope to attain the knowledge and skills that will enable you to create your future and control your destiny. If you do not, you will have your future thrust upon you by others. Take hold of your life, apply your gifts and talents, and work with dedication and self-discipline. Have high expectations for yourself and convert every challenge into opportunity.

The National Commission On Excellence In Education

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Introduction

The Indian River State College Pharmacy Technician program is a 1050 clock-hour certificate program which prepares students to assist a pharmacist with the technical tasks that take place in the pharmacy. Under the direct supervision of a pharmacist, the graduates from this program are qualified to work as a pharmacy technician in retail, hospital and other health care settings, performing duties such as interpreting prescription orders, maintaining patient records, packaging and labeling medications, maintaining drug supplies, preparing sterile and non-sterile products and performing computer data entries. Program completers sit for the National Pharmacy Technician Certification Exam administered by the Pharmacy Technician Certification Board. Pharmacy technicians who successfully pass the exam are *Certified Pharmacy Technicians (CPhT).*

A nationwide shortage of pharmacists and a growing consumer demand for prescription medications have allowed pharmacy technicians the opportunity; to play a continually more important roll in today's pharmacy industry. With this growing opportunity; however, has also come increased responsibility, and this increased responsibility has made the National Pharmacy Technician Certification an important issue to many industry employers and even to some state legislatures.

National Pharmacy Technician Certification is obtained by sitting for and passing a comprehensive exam. 70% percent of employers provide increased compensation to pharmacy technicians once they become nationally certified, and certified pharmacy technicians as a whole regularly receive higher pay than their non-certified counterparts. Currently, over 100,000 pharmacy technicians have sat for and passed the certification exam.

Philosophy, Purpose and Goal

Health Science Division Purpose Statement

The Indian River State College Health Science Division supports the mission of IRSC by preparing students to function effectively as members of the healthcare team. The division is committed to advancing healthcare by providing innovative educational programs through excellence in teaching, clinical leadership and service to the health care of the community.

Philosophy of the Pharmacy Technician Program

The philosophy of the Pharmacy Technician program, at Indian River State College, supports and assists the implementation of the philosophy and purposes of the College and the Health Science Division. The College, the Health Science Division and the Healthcare facilities provide a rich learning experiences and resources that enable students to develop the competencies necessary for employment as a pharmacy technician.

Purpose Statement

The purpose of the Pharmacy Technician program is to provide the various populations of the community with certified pharmacy technicians through a diversified program with innovative educational programs, excellence in teaching, clinical leadership and service to the community.

Program Goal

The goal of the program is to graduate competent pharmacy technicians that will promote the safe, efficacious and cost effective dispensing, distribution and use of medications in the community.

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 any and all settings, are based on the application and support of the moral obligations that, guide the pharmacy profession in relationships with patients, healthcare professionals and society.

Principles

A pharmacy technician's technicians' first consideration is to ensure the health and safety of the patient, and to use knowledge and skills to the best of his/her ability in serving others.

1. pharmacy technician support 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.

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

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

4. A pharmacy technician maintains competency in his/her practice, and continually enhances his/her professional knowledge and expertise.

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

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

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

8. 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.

9. A pharmacy technician associates with and engages in the support of organizations which promote the profession of pharmacy through the utilization and enhancement of pharmacy technicians.

PHARMACY TECHNICIAN PROGRAM CURRICULUM
(1050 CLOCK-HOURS)

Course		Hours
HSC 0003	Introduction to Healthcare	90
HSC 0540	Body Structure and Function	80
PTN 0000	Pharmacy Technician Orientation	75
PTN 0032L	Pharmacy Operations I	80
PTN 0015	Pharmaceutical Calculations	75
PTN 0023	General Pharmacology	90
PTN 0033L	Pharmacy Operations II	80
PTN 0030	Introduction to Community Pharmacy (Clinical)	200
PTN 0031	Introduction to Institutional Pharmacy (Clinical)	205
PTN 0093	Pharmacy Technician Review Course	75

TOTAL PROGRAM HOURS.................1050

NOTE: High school graduates of a Medical Academy may be exempt from HSC 0003 and HSC 0540 based on articulated credit. **Meet with an academic advisor for clarification.**

Academic Standards

Academic standards are those measures by which the faculty of the program determines a student's quality of performance. They are composed of guidelines for advancement in the program as well as the regulations for grading, probation/requested withdrawal and dismissal.

Requirements for Progression

The Pharmacy Technician program is cohort based, meaning that students work through a curriculum together to achieve the same degree. Students must progress through the curriculum with their cohort. If a student is not able to take the required courses as scheduled, the student will be withdrawn from the program and will have to reapply for admission to the program with a future cohort.

Due to the sequential nature of the curriculum, students must successfully complete all courses for a given semester before becoming eligible to take courses in the subsequent semester. It is essential that students master the knowledge and skills of each Pharmacy Technician course (determined by a minimum grade of "C" or better.) In the event that the student obtains a grade lower than a "C" in any of the Pharmacy Technician courses, they will be required to withdraw from the program and will have to reapply for admission to the program with a future cohort.

Grading

1.	Students must achieve a minimum of "C" for the final grade in **ALL COURSES** that are required for completion of the program.

2.	A student must complete minimal performance standards in laboratory prior to progressing to the next level of academia or performing those skills in a clinical setting. Competency rating scales are computed on a scale of 100 points with 76 or above passing.

3.	The grading scale used by the program is:
	A = 93 to 100
	B = 85 to 92
	C = 76 to 84
	F = 75 and below

4.	An incomplete grade (I) is given to a student who, although passing the majority of the given course, has not completed the full class requirements. At the time that grades are submitted, the student will be given a list of work not yet completed and an explanation of how completion of the requirements will contribute to the final grade.

5.   If a student withdraws from or fails the program during the first semester, he/she must reapply to the program. The student's application will be given the same consideration as all other applicants applying for the Pharmacy Technician program.

6.   All clinical and classroom assignments are to be handed in on time.

7.   Individual course syllabi further detail specific academic standards relative to any given course.

8.   Attendance is mandatory.

9.   If a student has not taken classes in the pharmacy technician program for a period of one (1) year or longer, they must reapply to the program.

Attendance

1.   An accurate record of attendance is kept for each class and clinical.
2.   Students are required to be in attendance in the classroom and/or clinical setting on assigned days. Attendance policies are outlined in course syllabi.
3.   If the student is late to class, the student should inform the instructor at the end of the class period indicating the reason for the tardiness. It is the responsibility of the student to be certain that all information, assignments, etc., be obtained.
4.   Absence from lecture and clinical:
   The following are defined as an EXCUSED ABSENCE:
   - "A student's serious illness" means a condition such as pneumonia, surgery, hospital conferment or valid medical reason. A physician's note verifying illness must be presented by the student should the faculty member request it.
   - "Death in the immediate family" is interpreted to mean mother, father, spouse, child, brother, sister, grandparents or significant other. Documentation must be provided.
   - "Statutory governmental responsibilities" refers to such matters as jury duty or subpoena for court appearance. Documentation must be provided.

   If a student expects to be absent from class:
   - The student must contact the instructor directly or leave a message for the instructor at least 30 minutes prior to the scheduled class time.
   - It is the responsibility of the student to obtain all lecture/laboratory materials and if necessary, schedule a time to meet with the instructor for specifics.
5.   Students must notify the instructor prior to absence from class or clinical. Students must notify the instructor and the healthcare facility of intended absence prior to clinical. A "NO CLASS, NO SHOW" will result in probation and may be grounds for failure or dismissal.

6. Excessive absences may be grounds for dismissal from the program. Individuals will be evaluated on their grades, clinical performance, attitude, reasons for absence as well as the total number of absent hours. The instructor will require a counseling session for any student absences. Twenty (20) hours of absence during any course will result in a failing grade for that course.

7. Tardiness and absences are cumulative throughout the program. Students who are absent 60 or more hours will be dismissed from the program and are not eligible for readmission.

Internet Access, Computer Requirements, Blackboard & RiverMail

All of the program courses are web-enhanced, and some may be provided entirely online using the College's learning management system and/or other course delivery systems. While students are not required to have their own internet access, students are required to access these online resources.

Course instructors will communicate with students using their RiverMail as well as the built-in messaging tools in the LMS. Students are required to check their messages at least once a day.

Transportation

Students must have reliable transportation to and from IRSC and to and from the assigned clinical facility. No transportation will be provided by the College, faculty or clinical facility.

Patient Confidentiality

All hospital and patient records are confidential in nature. Request for information concerning a patient must be referred to a clinical instructor or designate. Students are required to maintain the confidentiality in a professional manner. Students must comply with Health Insurance Portability and Accountability Act (HIPAA) and respective policies of each facility. Failure to maintain confidentiality may result in immediate dismissal from the program. All students will be asked to sign a confidentiality statement upon admittance to the program.

Accidents

All accidents that occur while on clinical assignments resulting in patient, hospital personnel or personal injury to the student and/or damage to equipment must be reported in a timely manner (24 hours or less). All incidences should be immediately reported to the Supervisor and the Instructor/Program Director.

Student Employment

Clinical rotation scheduling will not be arranged around a students employment schedule. It is expected that the student's education comes first. Employment should in no way interfere with the students academic or clinical responsibilities. Employment will in no way be substituted for clinical education.

Drug Screening, Background Check and Health Records

Refer to the IRSC website at **www.irsc.edu**. Click **Programs, Meta Major** and then **Health Science Meta Major**. Go to **Pharmacy Technician** and select **Background Check and Drug Screening Requirements**.

Criminal Background Checks

Refer to the IRSC website at **www.irsc.edu**. Click **Programs, Meta Major** and then **Health Science Meta Major**. Go to **Pharmacy Technician** and select **Background Check and Drug Sceening Requirements.**

When submitted, these records will become the property of the College, and will not be available for copying or for use to meet the requirements of outside employers. Students who are out of the program for six months or more must submit new records.

Any changes in criminal or medical history must be reported to the Program Director immediately.

Health/Medical Record

A completed medical health form must also be submitted and approved by the Program Director. This health record will contain results from a physical examination and laboratory tests including immunization records. The form is located on the IRSC website at **www.irsc.edu**. Click **Programs, Meta Major** and then **Health Sciences Meta Major**. Go to **Pharmacy Technician** and select **Health Science Physical Exam and Immunization Form.**

Applicants who do not meet the standards of good physical and mental health, as required by clinical facilities for safe patient care, may reapply and be considered for application to a Health Science program after resolution of the health problem. An updated health record, verified by a licensed physician, physician's assistant or an ARNP must be submitted.

Indian River State College and partnering clinical sites require all health science students who register for clinical courses to have personal health insurance. Students will be asked to show proof of personal health insurance by presenting their insurance policy number, the name of the insurance provider and the telephone number of the provider to clinical preceptors or administrators.

If students do not have health insurance or do not provide proof of health insurance, they will not be eligible for clinic rotation which will result in termination from program. Personal health insurance may be purchased through the Health and Wellness Department. Call them at 772-462-7825 for more information.

Indian River State College Student Identification

Students are <u>required</u> to have an official College Identification badge.

The badge will have the student's full name, picture and the title "Pharmacy Technician Program" below their name. These badges must be obtained from Student Services on Main Campus in the KSU building.

NOTE: Student identification badges are to be worn in class, lab and clinical.

Documentation

Any information that is scribed by a student while in clinic must be followed by the appropriate signature.

Students are required to sign all documentation as follows:

1. First initial of first name
2. Last name in full
3. Followed by Pharmacy Technician Student

   Example: M. Jones, Pharmacy Technician Student

   NO ABBREVIATIONS!

Student Dress Code

The personal appearance and demeanor of Pharmacy Technician students at Indian River State College reflect both the College and program standards and are indicative of the student's interest and pride in their profession.
CLEANLINESS IS ESSENTIAL!!! Uniforms are to be supplied and laundered by the student. **Uniforms are to be worn at all times while on duty at all designated Clinical Education Centers and attendance at all classes/lab on- and off-campus.**
Any student reporting to the class, lab or clinic in improper attire will be sent home by the Supervisor and/or College Instructor.

MALE/FEMALE PHARMACY TECHNICIAN
STUDENT UNIFORM

1.   White, Lab coat short in Length—optional.

2.   Shoes are to be plain white duty type. No canvas, high heels, open-toed shoes, sandals or clogs may be worn. Leather tennis-type shoes with no color or markings may be worn if they can be polished, kept clean and have been purchased for school use only. Shoes are to be kept clean at all times.

3.   All white socks.

4.   Program Scrubs (2 sets). (Available at the bookstore).
      Brand Dickies   style
      Color Caribbean Blue   Women: DK730 and DK120
      Name Badge   Men: DK 610 and DK 110

Personal Hygiene:

1.   Hair: Clean, neat and well groomed. Hair must be cut above the collar. Trimmed mustaches are permitted. Beards are allowed if kept short and neatly trimmed (no longer than one (1) inch). No extreme hairstyles, dyeing, bleaching or tinting is permitted. Must keep hair back off the face at ALL times. Hair that falls on the shoulders at the sides must be tied back in a pony-tail or worn up in the back.

2.   Fingernails: Must be short, neat and clean. **NO** nail polish will be worn.

3.   Jewelry: Limited to a watch and wedding ring.

4.   No aftershave, cologne, etc.

5.   Makeup: Discreet use of makeup will be accepted. AVOID heavy use of eyeshadow, eyeliner and blush. Perfume is NOT to be used at all. No make-up allowed in the clinical setting.

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*   No visible body-piercing rings are permitted. This includes, but is not limited to earrings, tongue rings, nose rings, eyebrow rings, etc.

*   All body art/tattoos must be covered with clothing.

Classroom and On Campus Lab Standards

Note: Failure to adhere to any classroom or clinical standards may result in dismissal from the program.

1. NO food is allowed in the classroom. Clear drinks ONLY. This is a privilege.

2. Prompt and regular attendance is expected at all class and clinical days. Students should arrive 5-10 minutes prior to the start of class or clinical shift. Accurate records of attendance are kept for class and clinical laboratory. Orientation to clinical facilities is mandatory.

3. Only students enrolled in the class are permitted in the classroom. No children are allowed in class or clinical facilities.

4. All cell phones and any other type of technical equipment are to be on vibrate only. This is allowed for emergency contact only. Class disruptions due to cell phones will be cause for (1) warning, (2) probation.

5. Audio recording devices may be used in the classroom only with the instructor's permission. Under no circumstances are visual devices or cameras to be used in the classroom or clinical setting.

6. Students are to notify their instructor at least 30 minutes prior to absence in class.

7. Students wearing inappropriate attire will be counseled and will enter the disciplinary process.

8. Students must adhere to the concept of confidentiality regarding all tests/examinations. Information about the nature of items on any exam may not be shared with other individuals.

9. Students making poor progress in a course or who have irregular attendance, will be given written notice of unsatisfactory progress and will be required to meet with the Program Director.

Clinical Rotation/Experience Standards

Students will be assigned clinical rotation to area healthcare facilities. Convenience of a clinical site will be given when possible. However, clinical experience is vital in the completion of the program objectives. Final decisions on clinical placement will be made by the Program Director.

1.   Students will be required to attend clinical rotations a minimum of 25 hours per week.

2.   Students are expected to exhibit conduct in accordance with the established qualities of professionalism at all times. A student may be given a failing grade in a clinical component if the student does not meet the course competencies.

3.   Students must adhere to the concept of confidentiality regarding the patients and their records. Information about patients may not be shared with other persons nor with staff who are not assigned to their case. Patient or hospital records may not be photocopied. Students are not allowed access to patients' records other than those of assigned patients. HIPAA regulations and "need to know only" are enforced.

4.   Students are required to adhere to the policies and procedures of each institution according to the contractual agreement between the College and healthcare institution.

5.   In order to participate in clinicals, students must hold and maintain current American Heart Association CPR BLS certification and must have current health records on file in the Health Science department at all times.

6.   Attendance is mandatory at all clinical facility orientations.

7.   Clinical assignments will be made by the Program Director. Students are expected to thoroughly prepare prior to the clinical experience.

8.   Students are expected to arrive 15 minutes prior to the assigned start time.

9.   Written objectives for the clinical courses are shared with agency staff. The instructor may confer with the healthcare agency staff on the progress of each student as necessary.

10.   Students are required to notify instructor and clinical supervisor of absence from clinical at least 30 minutes before scheduled time of arrival. "No call, no show" will result in probation; second offense, student will be dismissed.

11.   Students are requested to take as little money, keys, notebooks, purses, wallets, etc., as possible into the agency and to store things at the agency in the designated place.

12.   A student involved in an accident or injury to self or to a patient must notify instructor immediately.

13. The Program Director must be informed of any incident involving a student ASAP, no later than 24 hours.

Program Progression

In order to ensure the student possesses math and English proficiency sufficient to fulfill the requirements of the program and job responsibilities, the student must obtain passing TABE scores (657+ Math, 597+ in reading and 608+ in language) prior to their second semester. Students who fail to do so will be withdrawn from the program. Once successful TABE scores are obtained the student will then be eligible to reapply to the program. Once readmitted, the student can then register for second semester courses in the next semester they are offered.

It is recommended that the student take the TABE within the first 4 weeks of the first semester. If the student does not produce successful scores they will be given a prescription from the ASC lab for remediation and will be able to retake the exam once they have completed all remediation work. This can be a lengthy process, therefore the student should make every attempt to complete the exam as early as possible in their first semester.

Unsafe and Unprofessional Clinical Practice Defined

UNSAFE CLINICAL PRACTICE shall be deemed to be behaviors demonstrated by the student which threaten or violate the physical, biological or emotional safety of the patient, staff, peers or others.

UNPROFESSIONAL PRACTICE shall be deemed to be behaviors demonstrated by the student which are inappropriate to the student-instructor, student-personnel or student-patient interactions which may be taken to be unsafe practice or to reflect negatively upon the Pharmacy Technician program or Indian River State College.

Examples of unprofessional practice (not inclusive)—verbal or non-verbal language, actions or voice inflection which compromise rapport or working relations with patients, family members, staff, physicians, or instructors, contractual agreements or with clinical affiliates, or constitutes violations of legal or ethical standards.

Program Completion

In order to obtain the certificate of completion, the student must meet the following requirements:

- Successfully complete program requirements.

- Students must not have any financial holds and all fees must be paid for by the student.

- Students must comply with TABE requirements by scoring 657+ in math, 597+ in reading and 608+ in language or have an A.A. Degree, A.S. Degree or higher degree or qualify for an exemption under Senate Bill 1720.

Upon completing the specified requirements, the student is eligible to be granted a certificate of completion from Indian River State College and apply for a FL state license as well as take the Certification exam. Information on the exam will be provided during the Pharmacy Technician program.

The College provides a formal ceremony to recognize the graduates' completion of the Pharmacy Technician program. Students will be notified of the date, time and place when it is set by the College.

INDIAN RIVER STATE COLLEGE

PHARMACY TECHNICIAN PROGRAM

APPENDIX A:

FORMS

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Authorization To Release Reference Information

I authorize the IRSC Pharmacy Technician Program Director to release information regarding my performance while enrolled in the program.

This information may be released to prospective employers whom I have given as a reference to the Program Director.

This information may be given out by telephone, email or letter.

Indian River State College

_____
Printed Name of Student

_____   _____
Signature of Student   Date

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Confidentiality Statement

The patient has a right to every consideration of privacy concerning his own medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. Those not directly involved in his care must have the permission of the patient to be present. The patient has the right to expect that all communications and records pertaining to his/her care should be treated as confidential.

A Patient's Bill of Rights (1975)

I am aware that as a student of the Indian River State College Pharmacy Technician program, I have access to patient information that will remain confidential. I agree to respect and protect the confidentiality of all patient information.

_____

Printed Name of Student

_____   _____

Signature of Student   Date

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Grounds For Dismissal

The Grounds for Dismissal are listed below. It should be pointed out that a student may be dismissed from the program at any time during his/her training for violation of any one of the grounds listed.

1.   Failing grades in Pharmacy Technician and/or College courses

2.   Insubordination

3.   The conviction and/or known use of, distribution of or possession of illegal drugs/controlled substances

4.   Failure to accomplish clinical assignments and objectives

5.   Unprofessional or unethical conduct

6.   Cheating (academic dishonesty) or falsification of official college documents

7.   Breach of confidentiality

8.   If any clinical site refuses to allow a student on the property for violations such as theft or misconduct, or behavior that threatens the safety of patients, themselves or others, the student will not be permitted to continue.

_____
Printed Name of Student

_____   _____
Signature of Student   Date

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Agreement To Terms

By my signature below, I acknowledge that I have received and read the IRSC Pharmacy Technician Handbook and the Health Science Division Student Handbook. I am aware of the handbooks' content and have an understanding of all that is required of me, and I agree to abide by all of the rules, regulations and procedures of the program.

I am aware there are clinical components necessary for completion of the program. Clinical rotations will include travel and the hours/days vary. Community Pharmacy Clinical is usually Monday thru Friday between the hours of 7 a.m. to 9 p.m. Hospital pharmacy Clinical is Monday thru Friday between the hours of 7 a.m. to 6 p.m.

I am also aware that in order to continue in the Pharmacy Technician program, I must maintain satisfactory progress (as outlined by Program Grading) and maintain a "C" average or higher in each Pharmacy (PTN) course. I also understand that if I obtain a "F" in any Pharmacy (PTN) course, I will be dismissed from the program.

I am also aware that the Pharmacy Technician program reserves the right to make any revisions, deletions or additions to the regulations or procedures which, in the opinion of the faculty and/or Indian River State College, serve in the best interest of the program and its students.

_____

Printed Name of Student

_____   _____

Signature of Student   Date

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