Brookes College

Pharmacy Assistant Diploma

Course Curriculum: Pharmacy Software-Kroll

Brookes College Pharmacy Assistant Program
Pharmacy Software-Kroll
Course Curriculum

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Course Syllabus: Pharmacy Software-Kroll

Course Description:

This course takes a hands-on learning approach to learning Kroll to optimize operations and enhance customer experience, improve processes with features such as Rx filling (patient, drug, doctor, and SIG), adjudication, label printing, inventory, accounts receivable, extensive reporting and audit trails.

Course Duration:

- 80 hours
- 20 hours per week
- 4 weeks
- 10 hours of online synchronous instruction per week
- 10 hours of self-directed learning per week

Course Goals:

- Mastery of Kroll Interface: Develop a robust command over the Kroll pharmacy software interface.
- Prescription Filling Proficiency: Execute prescription filling tasks accurately and efficiently, encompassing patient, drug, doctor, and SIG information.
- Adjudication Expertise: Attain mastery in adjudication processes for precise insurance claim processing.
- Precision Label Printing: Generate compliant prescription labels with precision using the software.
- Effective Inventory Management: Proficiently manage pharmacy inventory within the software, covering stock levels and expiration date tracking.
- Seamless Accounts Receivable: Handle accounts receivable and payments seamlessly through the Kroll system.
- Comprehensive Reporting: Produce diverse reports to comprehensively assess pharmacy performance.
- Audit Trail Management: Create and manage meticulous audit trails to ensure compliance and accountability.

Course Format:

- Engaging lectures, curated readings, multimedia resources, and practical case studies.

- Interactive discussions and collaborative group activities to foster engagement.
- Valuable insights from guest speakers within the healthcare domain for real-world perspectives.
- Weekly assignments designed to apply theoretical knowledge to practical scenarios.

Course Outcomes: By the end of this course, students will be able to:

- Confidently navigate and operate the Kroll pharmacy software interface.
- Successfully perform prescription filling tasks, incorporating patient, drug, doctor, and SIG information.
- Execute accurate adjudication processes for insurance claims.
- Generate and print prescription labels with meticulous precision.
- Efficiently manage pharmacy inventory using the software's functionalities.
- Skillfully manage accounts receivable and payments within the Kroll system.
- Produce a variety of reports to evaluate pharmacy performance comprehensively.
- Maintain meticulous audit trails to meet compliance standards.

Textbook: e-texts have Power Point slides, Instructor manual, tests, and test banks to support instructional delivery:

- E-text - "Pharmacy Software-Kroll Guide: Enhancing Pharmacy Operations with Kroll" (Included in the course platform).

Course Outline:

Week 1: Introduction to Kroll Software and Prescription Filling

- Introduction to Pharmacy Software-Kroll and its pivotal role in pharmacy operations.
- Overview of the prescription filling process, encompassing patient, drug, doctor, and SIG information.
- Hands-on experience in inputting prescription data into the Kroll system.

Week 2: Adjudication and Label Printing

- In-depth understanding of adjudication in insurance claims.
- Step-by-step processing of insurance claims through the Kroll software.
- Precise and compliant prescription label printing.

- Practical exercises in adjudication and label printing processes.

Week 3: Inventory Management and Accounts Receivable

- Effective strategies for pharmacy inventory management using Kroll software.
- Monitoring stock levels, tracking expiration dates, and implementing restocking procedures.
- Skillful handling of accounts receivable and payment processes through the software.
- Practical exercises involving inventory management and accounts receivable operations.

Week 4: Reporting and Audit Trails

- Generating an array of reports to comprehensively assess pharmacy performance.
- Recognizing the significance of audit trails in ensuring compliance and accountability.
- Practical experience in establishing and maintaining audit trails within the software.
- Comprehensive review and assessment of all course topics.

Assessment and Review**:**

- Active participation in online instruction and completion of self-directed learning activities.
- Weekly quizzes designed to assess core concept understanding.
- Completion of practical exercises related to prescription filling, adjudication, inventory management, and reporting.
- Culminating project: Generating a comprehensive report and meticulously maintaining an audit trail using Kroll software.

Assessment and Review**:**

- Participation: 20%
- Weekly Assignments: 30%
- Midterm Assessment: 20%
- Final Assessment: 30%

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Grading Scale:

Percentage Range	Letter Grade	Grade Points	Description
90 – 100	A+	4.0	**Excellent (4)**
85 – 89	A	4.0	
80 – 84	A-	3.7	
77 – 79	B+	3.3	**Proficient (3)**
73 – 76	B	3.0	
70 – 72	B-	2.7	
67 – 69	C+	2.3	**Competent (2)**
63 – 66	C	2	
60 – 62	C-	1.7	
55 – 59	D+	1.3	
50 – 54	**D**	**1.0**	**Developing (1)**
0 – 49	F	0.0	**Not Evident (0)**

Important Dates:

- Midterm Examination: [Date]
- Final Project Presentation: [Date]
- Final Examination: [Date]

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Module Plans: Comprehensive Training in Pharmacy Software-Kroll Utilization

Course Duration:

- 4 Weeks; 80 hours
- 20 hours per week
- 10 hours of online synchronous learning each week
- 10 hours of online self-directed learning each week

Course Description:

This comprehensive training program equips pharmacy assistants with in-depth proficiency in using the Kroll pharmacy software, ensuring efficient pharmacy operations and optimal customer experiences. The course combines synchronous instruction and self-directed learning for a comprehensive learning experience.

Course Format:

The course is structured as a blend of synchronous instruction and self-directed learning. Each week consists of two sessions, each lasting 2.5 hours of synchronous instruction and 2.5 hours of self-directed learning.

Textbook: e-texts have Power Point slides, Instructor manual, tests, and test banks to support instructional delivery:

- "Pharmacy Software-Kroll Guide: Enhancing Pharmacy Operations with Kroll"

Module Outlines:

Week 1: Introduction to Kroll Software and Prescription Filling

Learning Outcomes: By the end of this module, students will be able to:

- Understand the significance of pharmacy software in modern pharmacy operations.
- Navigate the Kroll software interface.

Session 1: Introduction to Pharmacy Software-Kroll and Interface Navigation

Synchronous Instruction **(2.5 hours)**

Topics:

- Introduction to Pharmacy Software-Kroll and its benefits.
- Overview of the Kroll user interface and main features.

Activities:

- Guided tour of the Kroll interface
- Quiz to assess understanding of the interface

Self-Directed Learning**: (2.5 hours)**

Activity:

- Explore additional Kroll features through the provided e-text.

Assessment:

- Reflective journal entry on the potential impact of Kroll software on pharmacy operations.

Session 2: Prescription Filling Process and Data Input

Synchronous Instruction **(2.5 hours)**

Topics:

- The prescription filling process
- Data input for patients, drugs, doctors, and SIG.

Activities:

- Practical exercise: Filling sample prescriptions using Kroll.
- Peer review of prescription entries.

Self-Directed Learning **(2.5 hours)**

Activity:

- Research and create a step-by-step guide for data input in Kroll.

Assessment:

- Submission of a comprehensive guide for data input in Kroll software.

Week 2: Adjudication and Label Printing

Learning Outcomes: By the end of this module, students will be able to:

- Understand the adjudication process and its importance.
- Process insurance claims using Kroll software.

Session 1: Insurance Adjudication and Claims Processing

Synchronous Instruction **(2.5 hours)**

Topics:

- Importance of insurance adjudication in pharmacy operations.
- Performing insurance adjudication through Kroll.

Activities:

- Step-by-step walkthrough of the adjudication process
- Simulate insurance claim processing

Self-Directed Learning **(2.5 hours)**

Activities:

- Review insurance regulations relevant to pharmacy claims.

Assessment:

- Presentation on the key steps and challenges in insurance adjudication.

Session 2: Accurate Prescription Label Printing
Synchronous Instruction **(2.5 hours)**

Topics:

- Generating compliant prescription labels with Kroll.

Activities:

- Label printing demonstration
- Label printing exercise with sample prescriptions.

Self-Directed Learning **(2.5 hours)**

Activities:

- Explore label customization options in Kroll and create sample labels.

Assessment:

- Submission of customized prescription labels designed in Kroll.

Week 3: Inventory Management and Accounts Receivable

Learning Outcomes**:** By the end of the module, students will be able to:

- Manage pharmacy inventory efficiently within Kroll.
- Handle accounts receivable and payments using the software.

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Session 1: Effective Inventory Management

Synchronous Instruction **(2.5 hours)**

Topics:

- Inventory management using Kroll software.
- Tracking stock levels, expiration dates, and restocking alerts.

Activities:

- Inventory management simulation
- Discussion on best practices in stock management.

Self-Directed Learning **(2.5 hours)**

Activities:

- Inventory management using Kroll software.
- Tracking stock levels, expiration dates, and restocking alerts.

Assessment:

- Submission of a comprehensive report on inventory management in pharmacy operations.

Session 2: Accounts Receivable and Payment Handling

Synchronous Instruction **(2.5 hours)**

Topics:

- Managing accounts receivable and payment tracking in Kroll.

Activities:

- Practice session: Processing payments and managing accounts.
- Case study: Managing a patient's account in Kroll.

Self-Directed Learning **(2.5 hours)**

Activities:

- Review case studies of successful accounts receivable management in pharmacies.

Assessment:

- Presentation on effective accounts receivable management strategies.

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Week 4: Reporting and Audit Trails

Learning Outcomes**:** By the end of the module, students will be able to:

- Generate various reports for assessing pharmacy performance.
- Understand the importance of audit trails for compliance.

Session 1: Comprehensive Reporting
Synchronous Instruction **(2.5 hours)**

Topics:

- Creating reports for tracking pharmacy trends and performance.

Activities:

- Report generation walkthrough
- Group activity: Analyzing sample reports.

Self-Directed Learning **(2.5 hours)**

Activities:

- Explore advanced reporting features in Kroll and generate custom reports.

Assessment:

- Submission of a customized performance report created in Kroll.

Session 2: Audit Trail Management and Course Conclusion
Synchronous Instruction **(2.5 hours)**

Topics:

- The significance of audit trails in maintaining accountability.
- Creating and maintaining audit trails using Kroll.

Activities:

- Hands-on exercise: Creating audit trails for sample transactions
- Final project briefing: Generating a comprehensive report and maintaining an audit trail

Self-Directed Learning **(2.5 hours)**

Activities:

- Review regulatory requirements related to audit trails in healthcare.

Assessment:

- Submission of a comprehensive audit trail report based on the final project.

Assessment and Review**:**

- Weekly quizzes and assignments (40%)
- Mid-term exam (20%)
- Final exam (30%)
- Participation in synchronous and asynchronous sessions (10%)

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Sample Lesson Plan: Effective Inventory Management

Lesson Duration:

- 5 hours
- 2.5 hours online synchronous instruction
- 2.5 hours of online self-directed learning

Learning Outcomes: By the end of this lesson, students will be able to:

1. Understand the principles of efficient pharmacy inventory management using Kroll software.
2. Demonstrate the ability to track stock levels, monitor expiration dates, and manage restocking alerts.
3. Identify best practices in maintaining optimal inventory levels within the pharmacy.

Textbook: e-texts have Power Point slides, Instructor manual, tests, and test banks to support instructional delivery:

- E-text - "Pharmacy Software-Kroll Guide: Enhancing Pharmacy Operations with Kroll" (Included in the course platform).

Materials:

- Computer with internet access for synchronous instruction
- Access to Kroll software (if available for practice during self-directed learning)
- Reference materials on pharmacy inventory management (provided in course resources)

Lesson Outline:

Introduction

- Brief overview of the importance of effective inventory management in a pharmacy setting.
- Introduction to the learning objectives and the structure of the session.

Online Synchronous Instruction (2.5 hours)

Principles of Inventory Management

- Explanation of inventory management and its significance for pharmacy operations.
- Overview of key concepts: stock turnover, safety stock, lead time, and reorder point.

Tracking Stock Levels and Expiration Dates

- Demonstration of using Kroll software to monitor and update stock levels.
- Explanation of how the software can help in identifying low stock levels and expiring medications.

Restocking Alerts and Notifications

- Introduction to restocking alerts and notifications within the Kroll software.
- Guided walkthrough of setting up and managing automated restocking alerts.

Activities

Inventory Tracking Simulation

- Participants will engage in a simulated inventory tracking exercise using sample data.
- They will use the Kroll software interface to input stock levels, monitor expirations, and set restocking alerts.

Case Study Analysis

- Participants will be presented with a case study involving a specific pharmacy's inventory challenges.
- In small groups, they will discuss potential solutions using the principles and tools covered in the session.

Break

Self-Directed Learning (2.5 hours):

Optimizing Inventory Levels

- Detailed exploration of strategies for optimizing inventory levels based on demand and storage capacity.
- Real-world examples of successful inventory management practices.

Inventory Management Discussion Points

- Participants will be provided with a list of discussion points related to inventory management.
- They will engage in online discussions, sharing insights and experiences with their peers.

Assessment

Inventory Analysis Exercise

- Participants will receive a set of inventory data for a fictional pharmacy.
- They will be asked to analyze the data, identify areas for improvement, and suggest inventory management strategies.

Conclusion and Recap

- Brief summary of the key concepts covered in the session.
- Recap of the main takeaways related to effective pharmacy inventory management.

Homework Assignment**:**

- Reflect on your own workplace or a local pharmacy and identify one specific challenge related to inventory management. Prepare a short-written analysis of the challenge and potential solutions based on the principles discussed in this session.

Learning Outcomes Review**:**

- Review the learning objectives for the session and consider how each objective has been addressed through the instruction, activities, and assessments.

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Course Rubric: Pharmacy Software-Kroll

Assessment Criteria	Excellent (4)	Proficient (3)	Competent (2)	Developing (1)	Not Evident (0)
Software Navigation	Navigates Kroll software interface seamlessly, demonstrating exceptional familiarity with features, shortcuts, and commands. Efficiently switches between sections and performs tasks with ease.	Demonstrates proficient navigation through Kroll software, utilizing key features and commands confidently. Transitions between sections and tasks with relative ease.	Navigates Kroll software interface competently, utilizing major features and commands to complete tasks. Requires occasional assistance to switch between sections or perform tasks.	Struggles with software navigation, relying on basic features and commands. May require frequent guidance to locate sections and perform tasks.	Has significant difficulty navigating Kroll software, limited to basic functions and commands. Frequent guidance is needed to perform tasks.
Prescription Filling	Executes prescription filling tasks accurately and efficiently, inputting patient, drug, doctor, and SIG information seamlessly. Ensures all details are precise and complete.	Performs prescription filling tasks proficiently, capturing patient, drug, doctor, and SIG details with accuracy. Minor errors may occur occasionally.	Completes prescription filling tasks competently, capturing most required details. Some inaccuracies or omissions may be present.	Struggles with prescription filling tasks, leading to occasional errors or missing details. Requires guidance to ensure accuracy.	Faces significant challenges with prescription filling tasks, leading to frequent errors and missing details. Constant guidance is needed.
Insurance Adjudication	Executes accurate insurance claim processing using Kroll software, understanding the steps involved and ensuring correct data entry for smooth adjudication.	Processes insurance claims proficiently using Kroll software, comprehending most steps involved and performing accurate data entry. Occasional errors may arise.	Processes insurance claims competently using Kroll software, demonstrating basic understanding of steps and data entry. Some errors in processing may occur.	Struggles with insurance claim processing, leading to inaccuracies or incomplete data entry. Requires assistance to ensure proper processing.	Experiences significant difficulties with insurance claim processing, resulting in frequent errors and incomplete data entry. Constant guidance is needed.

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Assessment Criteria	Excellent (4)	Proficient (3)	Competent (2)	Developing (1)	Not Evident (0)
Label Printing	Generates compliant prescription labels using Kroll software accurately, ensuring all necessary information is included and legible.	Prints prescription labels proficiently, generating compliant labels with accurate information. Occasional legibility issues may arise.	Prints prescription labels competently, creating compliant labels with most required information. Some legibility issues may be present.	Faces challenges in generating compliant prescription labels, leading to occasional inaccuracies or legibility problems. Requires guidance for improvement.	Struggles significantly with generating compliant prescription labels, resulting in frequent inaccuracies and legibility problems. Constant guidance is needed.
Inventory Management	Manages pharmacy inventory effectively within Kroll software, demonstrating exceptional skill in tracking stock levels, monitoring expiration dates, and setting restocking alerts.	Manages pharmacy inventory proficiently using Kroll software, effectively tracking stock levels, expiration dates, and setting restocking alerts. Minor errors may occur occasionally.	Manages pharmacy inventory competently with Kroll software, tracking stock levels and expiration dates. Some errors in setting restocking alerts may arise.	Struggles with pharmacy inventory management, leading to occasional inaccuracies in stock tracking and restocking alerts. Requires assistance to improve accuracy.	Faces significant difficulties in pharmacy inventory management, resulting in frequent inaccuracies in stock tracking and restocking alerts. Constant guidance is needed.
Accounts Receivable Handling	Handles accounts receivable and payments seamlessly using Kroll software, showcasing exceptional proficiency in processing payments and managing patient accounts.	Handles accounts receivable and payments proficiently using Kroll software, processing payments and managing accounts competently. Occasional errors may occur.	Handles accounts receivable and payments competently using Kroll software, processing payments and managing accounts effectively. Some errors may arise.	Struggles with accounts receivable and payment handling, leading to occasional errors in payment processing or account management. Requires guidance to improve accuracy.	Faces significant challenges with accounts receivable and payment handling, resulting in frequent errors in payment processing or account management. Constant guidance is needed.
Report Generation	Produces diverse reports for comprehensive	Generates various reports proficiently for	Produces diverse reports competently for	Struggles with producing diverse reports for	Faces significant challenges in producing diverse

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Assessment Criteria	Excellent (4)	Proficient (3)	Competent (2)	Developing (1)	Not Evident (0)
	pharmacy performance assessment using Kroll software, showcasing an exceptional ability to analyze data and generate valuable insights.	pharmacy performance assessment using Kroll software, analyzing data and providing valuable insights. Minor analytical errors may occur.	pharmacy performance assessment using Kroll software, analyzing data to offer insights. Some analytical errors may arise.	pharmacy performance assessment, leading to occasional analytical errors or limitations in insights. Requires guidance to improve analysis.	reports for pharmacy performance assessment, resulting in frequent analytical errors or limitations. Constant guidance is needed.
Audit Trail Management	Creates and manages audit trails using Kroll software to ensure compliance and accountability expertly, recording transactions accurately and consistently.	Manages audit trails effectively using Kroll software, recording transactions to ensure compliance and accountability competently. Occasional inaccuracies may occur.	Manages audit trails competently using Kroll software, recording transactions for compliance and accountability. Some inaccuracies may arise.	Struggles with managing audit trails using Kroll software, leading to occasional inaccuracies or inconsistencies. Requires guidance to improve accuracy.	Faces significant difficulties in managing audit trails using Kroll software, resulting in frequent inaccuracies or inconsistencies. Constant guidance is needed.

Assessment Criteria	Excellent (4)	Proficient(3)	Competent (2)	Developing (1)	Not Evident(0)
Participation	Actively engages in all synchronous sessions, consistently contributes valuable insights and participates actively in discussions. Demonstrates a high level of engagement and collaboration.	Regularly participates in synchronous sessions, providing meaningful contributions and engaging with peers and instructors. Demonstrates active	Participates in most synchronous sessions, though contributions may occasionally lack depth or consistency. Engages moderately in discussions and activities.	Participation is sporadic, with limited contributions in synchronous sessions. Interaction with peers and instructors is minimal.	Rarely participates or engages with the course activities and discussions.

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Assessment Criteria	Excellent (4)	Proficient(3)	Competent (2)	Developing (1)	Not Evident(0)
		involvement in the course activities.			
Weekly Assignments	Consistently submits high-quality assignments on time, demonstrating thorough understanding of concepts and their practical application. Assignments showcase original insights and critical thinking.	Submits assignments consistently and meets most requirements. Demonstrates a solid grasp of concepts and their application. Assignments show effort and understanding.	Completes assignments but may occasionally miss requirements or lack depth in understanding. Submissions show some effort and understanding.	Assignments are frequently incomplete, lack understanding of key concepts, or show minimal effort.	Assignments are consistently incomplete, irrelevant, or demonstrate a lack of understanding.
Midterm Assessment	Demonstrates an exceptional understanding of course material, showcases critical thinking, and provides thorough and insightful responses. Meets or exceeds all assessment criteria.	Shows a strong understanding of course material, provides well-reasoned responses, and meets assessment criteria effectively.	Provides adequate responses that meet basic assessment criteria but may lack depth or originality.	Demonstrates a limited understanding of course material, with responses that lack detail or relevance to assessment criteria.	Fails to meet assessment criteria, with responses that are incomplete or unrelated to the material.
Final Assessment	Exceptional performance on the final assessment, showcasing comprehensive understanding of course concepts, critical analysis, and original insights. Meets or exceeds all assessment criteria.	Strong performance on the final assessment, demonstrating a solid understanding of course concepts and analysis. Meets assessment criteria effectively.	Adequate performance on the final assessment, meeting basic assessment criteria but with responses that may lack depth or originality.	Limited performance on the final assessment, with responses that lack detail or relevance to assessment criteria.	Fails to meet assessment criteria, with responses that are incomplete or unrelated to the material.

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Assessment Criteria	Excellent (4)	Proficient(3)	Competent (2)	Developing (1)	Not Evident(0)
Overall Course Understanding	Exceptional grasp of all course concepts, demonstrating the ability to apply them in practical scenarios and contribute valuable insights to discussions.	Solid understanding of course concepts, able to apply them in practical situations and engage effectively in discussions.	Adequate understanding of course concepts, with the ability to apply them in basic scenarios and participate in discussions.	Limited understanding of course concepts, struggling to apply them in practical situations and contributing minimally to discussions.	Poor understanding of course concepts, unable to apply them effectively or contribute to discussions.
Professionalism and Engagement	Consistently demonstrates professionalism, active engagement, and respect for peers and instructors. Exhibits effective communication and collaboration skills throughout the course.	Generally, maintains professionalism, engagement, and respect for peers and instructors. Communication and collaboration skills are evident in most interactions.	Displays a satisfactory level of professionalism and engagement, with occasional lapses in communication or collaboration.	Demonstrates limited professionalism and engagement, with instances of inappropriate communication or lack of collaboration.	Lacks professionalism and engagement, with consistent issues in communication and collaboration.

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