Brookes College

Pharmacy Assistant Diploma

Course Curriculum: Pharmacy Computer Applications & Billing

Brookes College - Pharmacy Assistant Diploma Program
Pharmacy Computer Applications & Billing
Course Curriculum

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Course Syllabus - Pharmacy Computer Applications & Billing

Course Description:

This course equips students with practical skills in pharmacy management software, focusing on the Kroll program. Students learn prescription processing, drug interaction management, third-party medical plans, and the Alberta Netcare system. The course emphasizes data security and patient confidentiality.

Course Duration:

- 60 hours
- 4 weeks
- 15 hours per week
- 7.5 hours online synchronous instruction per week
- 7.5 hours online self-directed learning per week

Course Goals: This course aims to provide students with:

- To develop competency to effectively operate pharmacy management software,
- To facilitate the skills to accurately process prescriptions
- To develop skills in drug interaction management,
- To become skilled in billing procedures

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

- Navigate Kroll Software: Efficiently use features and sections of the Kroll pharmacy management software.
- Process Prescriptions: Accurately input and process prescription orders, adhering to regulations.
- Manage Drug Interactions: Identify and address potential drug interactions using software tools.
- Handle Third-Party Medical Plans: Understand billing processes and manage transactions with third-party plans.
- Utilize Alberta Netcare System: Access patient health information securely using Alberta Netcare.
- Maintain Data Security: Implement practices for patient data security and confidentiality.
- Troubleshoot Issues: Identify and address common software-related problems.
- Enhance Customer Service: Improve service quality through accurate information provision.

Course Format:

- Lectures, readings, multimedia materials
- Interactive discussions, group activities
- Guest speakers sharing real-world insights.
- Weekly assignments applying theoretical knowledge.

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

- "Pharmacy Management Software for Pharmacy Technicians: A Worktext" by Tania M. Brown and Tasha A. Brown
- "Pharmacy Management: Essentials for All Practice Settings" by Shane P. Desselle, David P. Zgarrick, and Leticia R. Moczygemba
- Online Tutorials and Manuals: https://www.telus.com/en/health/health-professionals/pharmacies/kroll
- Local Pharmacy Workshops

Course Outline**:**

Week 1: Introduction to Kroll Software

- Importance of pharmacy management software
- Overview of Kroll software interface
- User profiles, permissions, and navigation

Week 2: Prescription Processing & Drug Interaction Management

- Input and processing prescriptions using Kroll software.
- Understanding drug databases and medication details
- Identifying potential drug interactions and contraindications

Week 3: Third-Party Medical Plans & Billing

- Overview of third-party medical plans
- Billing processes using Kroll software.
- Processing insurance claims and addressing rejections.

Week 4: Alberta Netcare System & Data Security

- Role of Alberta Netcare in patient care
- Secure access to patient health information

- Data security measures and troubleshooting

Assessment and Review:

- Participation: 10%
- Weekly Assignments: 40%
- Midterm Assessment: 20%
- Final Assessment: 30%

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: Pharmacy Computer Applications & Billing

Course Duration:

- 60 hours
- 4 weeks
- 15 hours per week
- 7.5 hours of online synchronous learning per week
- 7.5 hours of online self-directed learning per week

Course Description:

This course provides a comprehensive understanding of pharmacy computer applications and billing processes. Students will become proficient in utilizing the Kroll pharmacy management software program. Practical knowledge in prescription filling, drug interaction management, third-party medical plans, and utilizing the Alberta Netcare system will be emphasized.

Course Format:

The course is structured with a combination of online synchronous instruction and self-directed learning. It is recommended that each week consists of two sessions, each comprising 3.75 hours of synchronous instruction, followed by 3.75 hours of self-directed learning. Adjustments to session duration and content may be needed based on the course requirements and scheduling preferences.

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

- "Pharmacy Management Software for Pharmacy Technicians: A Worktext" by Tania M. Brown and Tasha A. Brown
- "Pharmacy Management: Essentials for All Practice Settings" by Shane P. Desselle, David P. Zgarrick, and Leticia R. Moczygemba
- Online Tutorials and Manuals: https://www.telus.com/en/health/health-professionals/pharmacies/kroll
- Local Pharmacy Workshops

Module Outlines:

Week 1: Introduction to Kroll Software

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

- Explain the significance of pharmacy management software.
- Navigate through different sections of the Kroll software.
- Create and manage user profiles and permissions.

- Identify the essential functionalities of the software interface.

Session 1: Understanding Pharmacy Management Software
Synchronous Instruction**: 2 hours**

Topics:

- Overview of Pharmacy Management Software
- Importance and Significance
- Key Features and Functionalities
- Benefits for Pharmacy Operations

Activities:

- Engage in an interactive lecture on the significance of pharmacy management software.
- Discuss the key features and functionalities of the Kroll software.
- Explore real-world examples of how pharmacy software improves workflow efficiency.

Self-Directed Learning**: 2 hours**

- Participate in an interactive lecture on the significance of pharmacy management software.

Assessment:

- Engage in a quiz assessing understanding of software importance and navigation.

Session 2: Navigating the Kroll Software Interface
Synchronous Instruction**: 2 hours**

Topics:

- Exploring the Kroll Software Interface
- Setting Up User Profiles and Permissions
- Navigating Menus and Tabs
- Customizing the Interface for Efficient Use

Activities:

- Explore the Kroll software functionalities through guided self-directed exploration.
- Demonstrate the process of setting up user profiles and permissions.
- Practice navigating menus and tabs within the software.

Self-Directed Learning**: 2 hours**

- Conduct independent research on the latest trends and advancements in pharmacy management software.
- Review additional resources provided in the course materials related to software capabilities.

Assessment:

- Complete a practical assignment involving setting up user profiles and permissions.

Week 2: Prescription Processing & Drug Interaction Management

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

- Input and process prescription orders using the Kroll software.
- Utilize drug databases and understand medication details.
- Identify potential drug interactions and contraindications.
- Manage drug interaction alerts and communicate effectively with healthcare providers.

Session 1: Prescription Input and Processing

Synchronous Instruction**: 2 hours**

Topics:

- Overview of Prescription Processing with Kroll Software
- Steps in Inputting Prescription Orders
- Ensuring Accuracy in Prescription Processing
- Importance of Compliance with Medication Details

Activities:

- Engage in an interactive lecture on prescription processing using Kroll software.
- Discuss the steps involved in inputting prescription orders accurately.
- Emphasize the importance of compliance with medication details to ensure patient safety.

Self-Directed Learning: **2 hours**

- Participate in a case study discussion on identifying and managing drug interactions.
- Conduct self-directed research on best practices in prescription processing to improve accuracy.

Assessment:

- Participate in a quiz assessing prescription processing and drug interaction concepts.

Session 2: Understanding Drug Databases and Medication Details

Synchronous Instruction**: 2 hours**

Topics:

- Utilizing Drug Databases
- Identifying Medication Details and Dosages
- Recognizing Potential Drug Interactions and Contraindications
- Effective Communication with Healthcare Providers

Activities:

- Engage in an interactive lecture on utilizing drug databases and understanding medication details.
- Analyze case studies highlighting potential drug interactions and contraindications.
- Discuss strategies for effective communication with healthcare providers regarding drug-related issues.

Self-Directed Learning **(2 hours)**

- Complete a practical assignment involving processing a prescription order and managing a drug interaction alert.
- Explore additional resources on drug databases and medication details available in the course materials.

Assessment:

- Complete a practical assignment involving processing a prescription order and managing a drug interaction alert.

Week 3: Third-Party Medical Plans & Billing

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

- Understand the importance of third-party medical plans in pharmacy.
- Navigate billing processes using the Kroll software.
- Process insurance claims and reconcile payments.
- Handle rejected claims and understand resubmission procedures.

Session 1: Third-Party Medical Plans: Overview and Significance

Synchronous Instruction **(2 hours)**

Topics:

- Understanding Third-Party Medical Plans
- Significance in Pharmacy Operations
- Navigating Billing Procedures
- Roles and Responsibilities in Third-Party Billing

Activities:

- Engage in an interactive lecture on third-party medical plans and their significance in pharmacy operations.
- Discuss the various roles and responsibilities related to third-party billing.
- Highlight the importance of accurate billing procedures for reimbursement.

Self-Directed Learning: **2 hours**

- Review real-world examples of successful third-party billing processes in pharmacy settings.
- Explore additional resources on third-party medical plans available in the course materials.

Assessment:

- Participate in a quiz assessing knowledge of third-party medical plans and billing procedures.

Session 2: Billing Processes using Kroll Software

Synchronous Instruction**: 2 hours**

Topics:

- Exploring Billing Features in Kroll Software
- Processing Insurance Claims
- Handling Rejected Claims
- Resubmission Procedures

Activities:

- Explore billing processes within Kroll software through self-directed learning.
- Practice processing insurance claims and handling rejected claims.
- Discuss strategies for efficient resubmission procedures.

Self-Directed Learning: **2 hours**

- Complete a practical assignment involving processing insurance claims and handling rejected claims within Kroll software.
- Investigate best practices in billing processes and claim submissions.

Assessment:

- Complete a practical assignment involving processing insurance claims and handling rejected claims.

Week 4: Alberta Netcare System & Data Security

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

- Understand the role of the Alberta Netcare system in patient care.
- Access patient health information securely and ethically.
- Implement data security measures and ensure patient confidentiality.
- Troubleshoot common software-related issues effectively.

Session 1: Introduction to Alberta Netcare System

Synchronous Instruction**: 2 hours**

Topics:

- Role of Alberta Netcare in Patient Care
- Accessing Patient Health Information
- Ethical Considerations in Patient Data Handling
- Troubleshooting Software-Related Issues

Activities:

- Engage in an interactive lecture on the role of the Alberta Netcare system in patient care.
- Discuss the ethical considerations involved in accessing and handling patient health information.
- Explore troubleshooting techniques for common software-related issues.

Self-Directed Learning: **2 hours**

- Engage in interactive lecture on the role of the Alberta Netcare system.

Assessment:

- Complete a practical assignment involving accessing patient information securely within the Alberta Netcare system.
- Research ethical guidelines and regulations related to patient data handling in healthcare.

Session 2: Secure Access to Patient Health Information

Synchronous Instruction**: 2 hours**

Topics:

- Secure Access Protocols
- Patient Confidentiality
- Troubleshooting Software Issues
- Ensuring Ethical Use of Patient Data

Activities:

- Explore secure access protocols for patient health information through self-directed learning.
- Discuss strategies for maintaining patient confidentiality and ethical use of patient data.
- Practice troubleshooting software-related issues commonly encountered in pharmacy settings.

Self-Directed Learning**: 2 hours**

- Complete a practical assignment involving accessing patient information securely and troubleshooting a software issue.
- Investigate best practices in maintaining patient confidentiality and ethical data usage.

Assessment:

- Complete a practical assignment involving accessing patient information securely and troubleshooting a software issue.

Assessment and Review**:**

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

Sample Lesson Plan: Prescription Processing & Drug Interaction Management

Lesson Duration:

- 3.75 - 4 hours
- 2 hours online synchronized instruction
- 2 hours of online self-directed learning

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

- Input and process prescription orders using the Kroll software.
- Utilize drug databases and understand medication details.
- Identify potential drug interactions and contraindications.
- Manage drug interaction alerts and communicate effectively with healthcare providers.

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

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- Online Tutorials and Manuals: https://www.telus.com/en/health/health-professionals/pharmacies/kroll

Materials:

- Presentation slides
- Access to the Kroll software
- Sample prescription orders
- Drug interaction scenarios

Lesson Outline:

Introduction :

- Brief overview of the lesson's objectives and the importance of accurate prescription processing.

Synchronous Instruction (2 hours):

Topic: Prescription Input and Processing

- In-depth interactive lecture on the process of inputting and processing prescription orders.
- Detailed explanation of key fields, data requirements, and regulatory compliance.

Topic: Understanding Drug Databases and Medication Details

- Comprehensive overview of drug databases and their pivotal role in ensuring patient safety.
- Thorough exploration of medication details available within the software.

Break

Topic: Identifying Drug Interactions

- Guided instruction on identifying potential drug interactions with a high level of accuracy.
- Analysis of case studies highlighting different drug interaction scenarios.

Activities:

Prescription Processing Simulation

- Guided simulation exercise of processing a sample prescription order using the Kroll software.
- In-depth practice to ensure accurate input and processing.

Exploring Medication Details

- Directed self-exploration of medication details within the software.
- Examination of drug interactions, contraindications, and other crucial information.

Self-Directed Learning:(2 hours)

Topic: Managing Drug Interaction Alerts

- Independent exploration of case studies involving drug interaction alerts.
- Formulation of appropriate actions and strategies for effective communication with healthcare providers.

Topic: Case Study Discussion

- Collaborative online discussion on notable cases where drug interactions had adverse outcomes.
- Exchange of insights and perspectives to broaden understanding.

Assessment:

Assessment Activity: Drug Interaction Alert Response

- Given a complex drug interaction scenario, students respond to the alert, outlining actions taken and reasoning.

Conclusion and Recap:

- Summarize the core takeaways, emphasizing the importance of accurate prescription processing and drug interaction management.
- Reiterate the critical role of software tools in ensuring patient safety.

Homework Assignment:

- Research and prepare an in-depth presentation on a real-world case involving drug interactions that resulted in adverse outcomes for patient care.

Learning Outcomes Review:

- Reflect on the learning objectives and evaluate individual progress in achieving them during this comprehensive lesson.Top of Form

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Course Rubric Chart - Pharmacy Computer Applications & BillingTop of Form

Assessment Criteria	Excellent (4)	Proficient (3)	Competent (2)	Developing (1)	Not Evident (0)
Navigate Kroll Software	Student demonstrates exceptional ability to efficiently navigate and fully utilize the features of the Kroll software.	Student effectively navigates and utilizes most features of the Kroll software, with minor errors.	Student demonstrates basic proficiency in navigating the software but encounters challenges in using some features.	Student struggles to navigate the software effectively and requires frequent assistance.	Student is unable to navigate the software independently.
Process Prescriptions	Student consistently inputs and processes prescription orders accurately and effectively, adhering to all necessary regulations.	Student processes prescription orders accurately but occasional errors in adherence to regulations are observed.	Student processes prescription orders with some inaccuracies and inconsistencies in regulatory compliance.	Student frequently makes errors in processing prescription orders and lacks consistent adherence to regulations.	Student consistently makes errors in processing prescription orders and does not adhere to regulations.
Manage Drug Interactions	Student identifies potential drug interactions with a high degree of accuracy and takes appropriate actions consistently.	Student identifies most potential drug interactions and takes appropriate actions, with occasional oversight.	Student identifies some potential drug interactions but struggles with determining appropriate actions.	Student has difficulty identifying potential drug interactions and often does not take the necessary actions.	Student consistently fails to identify potential drug interactions and takes inappropriate actions.
Handle Third-Party Medical Plans	Student demonstrates a comprehensive understanding of billing processes, accurately processes insurance claims, and effectively manages transactions with third-party medical plans.	Student effectively handles billing processes, processes insurance claims with minor errors, and manages transactions with third-party medical plans satisfactorily.	Student encounters challenges in some aspects of billing processes and insurance claims processing. Handling transactions with third-party medical plans is inconsistent.	Student struggles with billing processes, frequently makes errors in insurance claims processing, and struggles to manage transactions with third-party medical plans.	Student consistently struggles with billing processes, makes significant errors in insurance claims processing, and is unable to manage transactions with third-party medical plans.
Utilize Alberta Netcare System	Student demonstrates exceptional ability	Student effectively utilizes the	Student demonstrates basic proficiency in	Student struggles to utilize the Alberta Netcare	Student is unable to utilize the Alberta Netcare

Assessment Criteria	Excellent (4)	Proficient (3)	Competent (2)	Developing (1)	Not Evident (0)
	to utilize the Alberta Netcare system securely and ethically, accessing patient health information accurately.	Alberta Netcare system, accessing patient health information securely and ethically, with minor inaccuracies.	using the Alberta Netcare system but encounters challenges in accessing patient health information accurately.	system securely and ethically, frequently making errors in accessing patient health information.	system securely and ethically and consistently makes errors in accessing patient health information.
Maintain Data Security	Student consistently implements best practices for maintaining patient data security and confidentiality within the software.	Student adheres to most data security best practices but occasionally overlooks certain aspects of patient data security.	Student demonstrates basic understanding of data security best practices but struggles to consistently implement them.	Student frequently neglects data security best practices, posing potential risks to patient data security.	Student consistently fails to implement data security best practices, compromising patient data security.
Troubleshoot Issues	Student effectively identifies and troubleshoots common issues that may arise during software usage.	Student identifies and troubleshoots most common issues, with occasional need for assistance.	Student demonstrates limited ability to identify and troubleshoot common issues, often requiring assistance.	Student struggles to identify and troubleshoot common issues effectively, frequently requiring external help.	Student consistently fails to identify and troubleshoot common issues independently.
Enhance Customer Service	Student consistently utilizes the software to provide accurate and efficient information to patients, enhancing customer service effectively.	Student effectively utilizes the software to improve customer service, with occasional minor lapses.	Student demonstrates some effort to utilize the software for enhancing customer service, but results are inconsistent.	Student struggles to effectively utilize the software to enhance customer service and frequently falls short of expectations.	Student consistently fails to utilize the software to enhance customer service, leading to unsatisfactory outcomes.

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