Brookes College

Pharmacy Assistant Diploma

Course:
Community Pharmacy Dispensing and Lab Skills Course Curriculum

Brookes College – Pharmacy Assistant Diploma Program
Community Pharmacy Dispensing and Lab Skills
Course Curriculum

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Course Syllabus: Community Pharmacy Dispensing and Lab Skills

Course Description:

This course provides an introductory exploration of the essential knowledge and skills needed for effective performance in a community pharmacy setting. Students will learn about pharmacy workflow, medication dispensing procedures, lab skills, legal and ethical considerations, and effective communication within a retail pharmacy environment.

Course Duration:

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

Course Goals:

- Familiarize students with the fundamental operations of a community pharmacy.
- Develop skills in accurately dispensing medications and managing pharmacy inventory.
- Enhance understanding of legal and ethical aspects of pharmacy practice.
- Cultivate effective communication and patient counseling abilities.
- Provide hands-on experience in a simulated pharmacy laboratory.

Course Format:

- Lectures, readings, multimedia materials, and case studies.
- Interactive discussions and group activities to encourage engagement.
- Guest speakers from the healthcare field to provide real-world insights.
- Weekly assignments to apply theoretical knowledge to practical scenarios.

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

- Explain the workflow of a community pharmacy, including third-party billing and insurance procedures.
- Demonstrate knowledge of drug classification, dosage forms, and prescription filling processes.
- Apply proper prescription labeling, compounding, and medication storage techniques.
- Interpret prescription orders accurately and prevent common medication errors.
- Employ practical lab skills in dispensing, compounding, and prescription accuracy checks.
- Develop patient counseling and communication skills for effective interactions.

- Manage controlled substances, over-the-counter medications, and handle recalls.
- Understand pharmacy recordkeeping and documentation practices.

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

- Community Pharmacy Practice Guidebook, 1st Edition
- Authors: Jessica Wooster, Frank Yu
- Publisher: McGraw-Hill Education / Medical
- ISBN (eText): 9781260470277, 126047027X
- Edition: 1st
- Copyright: 2022

Course Outline:

Week 1: Introduction to Community Pharmacy Practice

- Understanding the Role of a Pharmacy Assistant
- Overview of Community Pharmacy Workflow
- Introduction to Third-Party Billing and Insurance
- Legal and Ethical Considerations in Pharmacy Practice
- Reading and Interpreting Prescription Orders

Week 2: Medication Dispensing Procedures

- Drug Classification and Dosage Forms
- Prescription Labeling and Patient Instructions
- Prescription Filling and Compounding Basics
- Medication Storage and Inventory Management
- Preventing Medication Errors

Week 3: Pharmacy Lab Skills

- Practical Lab Orientation and Safety Guidelines
- Simulated Dispensing Practice
- Measuring and Compounding Medications
- Prescription Counting and Packaging
- Prescription Accuracy Checks

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Week 4: Advanced Topics in Community Pharmacy

- Patient Counseling and Communication Skills
- Handling Controlled Substances and OTC Medications
- Medication Recalls and Returns
- Medication Adherence Strategies
- Pharmacy Recordkeeping and Documentation

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: Community Pharmacy Dispensing and Lab Skills

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 an introductory exploration of the essential knowledge and skills needed for effective performance in a community pharmacy setting. Students will learn about pharmacy workflow, medication dispensing procedures, lab skills, legal and ethical considerations, and effective communication within a retail pharmacy environment.

Course Format:

The course consists of a combination of synchronous online instruction and self-directed learning. Synchronous instruction includes lectures, discussions, and interactive activities. Self-directed learning involves reading assignments, quizzes, online research, and discussions.

This course is delivered in a Hy Flex model (Combination of online synchronous learning and online asynchronous, self-directed learning).

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

- Community Pharmacy Practice Guidebook, 1st Edition
- Authors: Jessica Wooster, Frank Yu
- Publisher: McGraw-Hill Education / Medical
- ISBN (eText): 9781260470277, 126047027X
- Edition: 1st
- Copyright: 2022

Module Outlines:

Week 1: Introduction to Community Pharmacy Practice

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

- Understand the role of a pharmacy assistant in a community pharmacy setting.
- Describe the workflow of a community pharmacy, including third-party billing.
- Identify legal and ethical considerations in pharmacy practice.

- Interpret prescription orders accurately.

Session 1: Understanding the Role of a Pharmacy Assistant

Synchronous Instruction (2 hours)

Topics:

- Introduction to the course and its objectives.
- Role and responsibilities of a pharmacy assistant.
- Importance of teamwork in a community pharmacy.

Activities:

- Interactive discussion on the daily tasks and responsibilities of a pharmacy assistant.
- Q&A session for clarifications.

Self-Directed Learning: (2 hours)

Activities:

- Reading assignments from the textbook "Community Pharmacy Practice Guidebook."
- Online research on the history and evolution of community pharmacy.
- Forum discussion on the ethical considerations in pharmacy practice**.**

Assessment:

- Short quiz on the role of a pharmacy assistant, covering key concepts discussed during the synchronous session.

Session 2: Overview of Community Pharmacy Workflow

*Synchronous Instruction***:** (2 hours)

Topics:

- Detailed overview of the community pharmacy workflow, including prescription intake, processing, and patient interaction.
- Introduction to third-party billing and insurance processing.
- Importance of maintaining confidentiality in a pharmacy setting.

Activities:

- Presentation on each stage of the workflow with real-life examples.
- Group discussion on the challenges faced in a busy community pharmacy.
- Scenario-based role-play to practice handling patient inquiries.

Self-Directed Learning: (2 hours)

Activities:

- Review of workflow diagrams from the textbook.
- Reflection on the role of technology in modern community pharmacy workflows.
- Online research on current legal and ethical issues in pharmacy practice.

Assessment:

- Reflective assignment on the challenges and benefits of an efficient workflow.

Week 2: Medication Dispensing Procedures

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

- Understand drug classification and dosage forms.
- Describe prescription filling and compounding processes.
- Demonstrate proper medication storage and inventory management.

Session 1: Drug Classification and Dosage Forms

Synchronous Instruction: (2 hours)

Topics:

- In-depth exploration of drug classification systems.
- Discussion of various dosage forms, including tablets, capsules, and liquids.
- Understanding the importance of accurate medication labeling.

Activities:

- Lecture on the major drug classification categories and their common examples.
- Interactive discussion on dosage form selection based on patient needs.
- Case study analysis of prescription orders.

Self-Directed Learning: (2 hours)

Activities:

- Reading assignments from the textbook regarding drug classifications and dosage forms.
- Quiz on drug classification terms and common dosage forms.
- Online research on the importance of accurate prescription labeling.

Assessment:

- Identification exercise on various drug classifications.

Session 2: Prescription Labeling and Medication Compounding Basics

Synchronous Instruction: (2 hours)

Topics:

- Detailed demonstration of prescription labeling techniques.
- Introduction to compounding basics, including calculations and safety precautions.
- Discussion on the role of compounding in modern pharmacy practice.

Activities:

- Practical demonstration of prescription labeling, including labeling requirements.
- Compounding calculations workshop with hands-on practice.
- Q&A session for clarification on compounding techniques.

Self-Directed Learning: (2 hours)

Activities:

- Review of compounding calculations from the textbook.
- Hands-on compounding exercise using virtual materials and simulations.
- Online discussion on the importance of accurate compounding in patient care

Assessment:

- Hands-on compounding exercise with virtual materials.

Week 3: Pharmacy Lab Skills

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

- Develop practical lab orientation and safety guidelines.
- Apply simulated dispensing practice and prescription accuracy checks.
- Gain hands-on experience in measuring, compounding, and packaging medications.

Session 1: Practical Lab Orientation and Safety Guidelines

Synchronous Instruction: **(2 hours)**

Topics:

- Overview of the pharmacy laboratory.
- Explanation of lab safety protocols, including handling hazardous materials.
- Introduction to lab equipment and their proper usage.

Activities:

- Presentation on the layout and organization of the pharmacy lab.
- Interactive discussion on the importance of adhering to safety guidelines.
- Virtual tour of the lab facilities with explanations of equipment.

Self-Directed Learning: (2 hours)

Activities:

- Lab safety quiz to assess understanding of safety protocols.
- Research on the importance of personal protective equipment (PPE) in the lab.
- Written reflection on the significance of safety in pharmaceutical compounding.

Assessment:

- Lab safety quiz to evaluate students' knowledge of safety protocols.
- Written reflection where students discuss the importance of adhering to safety guidelines in a pharmacy lab setting.

Session 2: Simulated Dispensing Practice and Prescription Accuracy Checks

Synchronous Instruction: (2 hours)

Topics:

- Practical demonstration of dispensing techniques.
- Guidance on accurately checking prescription orders.
- Importance of double-checking for accuracy in medication dispensing.

Activities:

- Simulated dispensing scenario with instructor guidance, including prescription interpretation and label preparation.
- Group exercise on checking the accuracy of dispensed medications.
- Role-play practice for effective communication with patients during medication pickup.

Self-Directed Learning: (2 hours)

Activities:

- Review of common prescription abbreviations and symbols from the textbook.

- Self-assessment quiz on prescription interpretation.
- Online discussion on strategies for minimizing dispensing errors**.**

Assessment:

- Practical assessment where students accurately dispense and check prescription orders during a simulated scenario.

Week 4: Advanced Topics in Community Pharmacy

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

- Enhance patient counseling and communication skills.
- Manage controlled substances, OTC medications, recalls, and returns.
- Understand pharmacy recordkeeping and documentation practices.

Session 1: Patient Counseling and Communication Skills

Synchronous Instruction: (2 hours)

Topics:

- Strategies for effective patient counseling.
- Importance of clear and empathetic communication.
- Role-play exercises for practicing counseling skills.

Activities:

- Case studies analysis and role play for effective patient counseling, covering common scenarios.
- Group discussion on handling difficult patient interactions.
- Peer feedback sessions on counseling techniques.

Self-Directed Learning (2 hours)

Activities:

- Video recording of a mock patient counseling session by each student.
- Self-assessment of recorded counseling sessions with reflection.
- Online research on improving communication skills in healthcare.

Assessment:

- Video recording and self-assessment of a mock patient counseling session.

Session 2: Handling Controlled Substances, OTC Medications, and Recalls

Synchronous Instruction (2 hours)

Topics:

- Discussion of controlled substances regulations.
- Case studies on the responsible handling of OTC medications.
- Procedures for managing recalls and product returns**.**

Activities:

- Group discussion and case studies on controlled substance management.
- Role-play scenarios involving OTC medication inquiries.
- Analysis of a case involving a medication recall.

Self-Directed Learning (2 hours)

Activities:

- Research on federal and state regulations related to controlled substances.
- Review of recall procedures and documentation from the textbook.
- Online discussion on the ethical considerations in managing product recalls.

Assessment:

- Analysis of a case involving controlled substance management, evaluating students' understanding of regulations and ethical considerations.

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: Medication Dispensing Procedures

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:

1. Understand the different drug classifications and dosage forms.
2. Describe the processes of prescription filling and medication compounding.
3. Demonstrate the importance of proper medication storage and inventory management.

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

- Community Pharmacy Practice Guidebook, 1st Edition
- Authors: Jessica Wooster, Frank Yu
- Publisher: McGraw-Hill Education / Medical
- ISBN (eText): 9781260470277, 126047027X
- Edition: 1st
- Copyright: 2022

Materials:

- Presentation slides
- Virtual medication dispensing simulation
- Handouts with drug classification examples
- Case studies for prescription filling scenarios

Lesson Outline:
Introduction

- Overview of the lesson objectives and learning outcomes.

Online Synchronous Instruction (2 hour)

Topic: Drug Classification and Dosage Forms

- Explanation of various drug classifications (e.g., analgesics, antibiotics, antihypertensives).
- Discussion on different dosage forms (e.g., tablets, capsules, liquids).

- Interactive poll to gauge prior knowledge.

Topic: Prescription Filling Basics

- Introduction to prescription filling processes.
- Explanation of common abbreviations used in prescriptions.
- Brief overview of prescription reading and interpretation.

Topic: Medication Compounding Techniques

- Introduction to compounding and its significance in pharmacy practice.
- Overview of compounding equipment and materials.

Activities

Title of Activity: Drug Classification Exercise

- Group activity: Students categorize provided medications into appropriate drug classes.
- Discussion on the rationale behind their classifications.

Title of Activity: Prescription Filling Case Study (20 minutes)

- Case study analysis: Students review a sample prescription and identify required medications.
- Interactive discussion on the proper steps for filling the prescription.

Break

Self-Directed Learning (2 hours)

Topic: Medication Storage and Inventory Management

- Reading materials on proper medication storage conditions.
- Guidelines for maintaining accurate inventory records.

Topic: Discussion Points

- List of discussion points provided for self-guided exploration.
- Students encouraged to research and reflect on the importance of accurate medication storage.

Assessment

Assessment Activity: Drug Classification Quiz

- Online quiz covering the drug classifications discussed in the session.
- Immediate feedback provided upon completion.

Conclusion and Recap

- Summary of key points covered during the session.

- Brief discussion on the significance of understanding drug classifications, prescription filling, and medication compounding.

Homework Assignment:

- Research and compile a list of commonly used medications in a pharmacy setting along with their respective drug classifications.

Learning Outcomes Review:

- Review of the session's learning outcomes.
- Encouragement for students to actively engage in self-directed learning.

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Course Rubric: Community Pharmacy Dispensing and Lab Skills

Week 1 - Introduction to Community Pharmacy Practice

Skills Assessment	Criteria	Excellent (4)	Proficient(3)	Competent (2)	Developing (1)	Not Evident(0)
Understanding Role	Demonstrates understanding of the role of a pharmacy assistant.	Exceptional insight	Demonstrates clear understanding	Satisfactory understanding	Basic understanding	Inadequate grasp of the role
Workflow Understanding	Describes the workflow of a community pharmacy, including third-party billing.	Exceptional understanding	Demonstrates clear understanding	Satisfactory understanding	Basic understanding	Inadequate understanding
Legal and Ethical Considerations	Identifies legal and ethical considerations in pharmacy practice.	Identifies all considerations	Identifies most considerations	Identifies some considerations	Identifies few considerations	Inadequate grasp of considerations
Prescription Interpretation	Accurately interprets prescription orders.	Consistently interprets prescriptions accurately	Mostly interprets prescriptions accurately	Occasionally misinterprets prescriptions	Frequently misinterprets prescriptions	Inadequate interpretation

Course Module: Week 2 - Medication Dispensing Procedures

Skills Assessment	Criteria	Excellent (4)	Proficient(3)	Competent (2)	Developing (1)	Not Evident(0)
Drug Classification	Demonstrates understanding of drug classification and dosage forms.	Exceptional insight	Demonstrates clear understanding	Satisfactory understanding	Basic understanding	Inadequate grasp of classification
Prescription Filling	Describes prescription filling and compounding processes.	Exceptional understanding	Demonstrates clear understanding	Satisfactory understanding	Basic understanding	Inadequate understanding
Medication Storage	Demonstrates proper medication storage and	Exceptional management	Effective management	Basic management	Poor management	Ineffective management

	inventory management.					
Identification Exercise	Accurately identifies various drug classifications.	Consistently identifies classifications accurately	Mostly identifies classifications accurately	Occasionally misidentifies classifications	Frequently misidentifies classifications	Inadequate identification

Course Module: Week 3 - Pharmacy Lab Skills

Skills Assessment	Criteria	Excellent (4)	Proficient(3)	Competent (2)	Developing (1)	Not Evident(0)
Lab Orientation and Safety	Develops practical lab orientation and safety guidelines.	Exceptional safety awareness and orientation	Demonstrates good safety awareness and orientation	Basic safety awareness and orientation	Lacks safety awareness and orientation	Inadequate safety awareness and orientation
Dispensing Practice	Applies simulated dispensing practice and prescription accuracy checks.	Exceptional dispensing accuracy and checks	Effective dispensing accuracy and checks	Basic dispensing accuracy and checks	Poor dispensing accuracy and checks	Ineffective dispensing
Hands-on Experience	Gains hands-on experience in measuring, compounding, and packaging medications.	Exceptional hands-on experience	Proficient hands-on experience	Basic hands-on experience	Limited hands-on experience	Insufficient hands-on experience

Course Module: Week 4 - Advanced Topics in Community Pharmacy

Skills Assessment	Criteria	Excellent (4)	Proficient (3)	Competent (2)	Developing (1)	Not Evident(0)
Patient Counseling	Enhances patient counseling and communication skills.	Exceptional communication skills	Proficient communication skills	Satisfactory communication skills	Basic communication skills	Poor communication skills
Controlled Substances Handling	Manages controlled substances, OTC medications, recalls, and returns.	Exceptional management	Effective management	Basic management	Ineffective management	Poor management

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Record keeping and Documentation	Understands pharmacy recordkeeping and documentation practices.	Exceptional understanding	Proficient understanding	Satisfactory understanding	Basic understanding	Inadequate understanding

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