Brookes College

Pharmacy Assistant Diploma

Course:
Practicum Curriculum

Brookes College Pharmacy Assistant Program
Pharmacy Assistant Practicum
Course Curriculum

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Course Syllabus: Pharmacy Assistant Practicum

Course Description:

The Pharmacy Assistant Practicum course offers a focused 5-week program designed to provide students with essential hands-on experience in a pharmacy setting. This practical training opportunity allows students to cultivate and assess the fundamental skills and competencies necessary to excel as a pharmacy assistant in Canada. By engaging in direct interaction with pharmacy professionals, students will gain practical insights into the daily responsibilities and ethical considerations unique to the Canadian healthcare system.

Course Duration: 5 weeks (200 hours)

Course Objectives: Upon completion of the course, students will be able to:

1. Execute core pharmacy tasks, including prescription processing, medication dispensing, inventory oversight, and customer service, with competence and confidence.
2. Apply pharmaceutical terminology, drug classifications, and dosage variations to effectively aid pharmacists and assist customers.
3. Comprehend and adhere to the pertinent legal and regulatory frameworks governing pharmacy practice in Canada.
4. Demonstrate clear and professional communication skills when interacting with patients, healthcare professionals, and colleagues.
5. Exhibit adept organizational abilities in maintaining precise records, managing inventory, and performing administrative obligations.
6. Identify potential drug interactions, side effects, and appropriate storage prerequisites.
7. Uphold ethical principles and patient privacy throughout all aspects of pharmacy operations.
8. Utilize pharmacy software systems proficiently for accurate prescription and patient data management.
9. Deliver exceptional customer service by addressing inquiries, resolving concerns, and offering informed healthcare advice within the defined scope of a pharmacy assistant's role.

Practicum Schedule:

Weeks 1-2: Fundamental Insights into Pharmacy Operations

- Orientation to pharmacy layout, operational workflows, and safety protocols
- Initial exposure to common prescription medications, dosages, and various forms
- Shadowing experienced pharmacy assistants during daily tasks

Weeks 3-4: Prescription Processing and Dispensing Proficiency

- Learning to interpret and accurately input prescription details
- Assisting in preparing, labeling, and dispensing prescription medications
- Verifying prescription authenticity and insurance coverage

Week 5: Competency in Inventory Oversight and Customer Interaction

- Gaining expertise in drug inventory management, including ordering, receiving, and organizing
- Monitoring inventory levels and recognizing expired medications
- Practicing effective communication skills in handling customer inquiries and providing over-the-counter recommendations

Assessment Methods:

1. **Supervisor Evaluation:** Ongoing feedback from preceptors, evaluating the student's performance and progress during the practicum.
2. **Reflective Journal:** Regular journal entries reflecting on daily experiences, challenges, and acquired knowledge.
3. **Skill Competency Checklists:** Periodic evaluations of specific skills and tasks, ensuring mastery and advancement.
4. **Final Presentation:** Students present on a pharmacy-related topic, showcasing their comprehensive understanding.

Grading:

- Pass/Fail grading system based on overall performance, preceptor evaluations, and successful completion of skill competency checklists.

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Course Rubric Chart

This rubric evaluates the key soft and hard skills of a pharmacy assistant in Canada. This rubric uses a 4-point scale to assess each skill, ranging from "Not Demonstrated" to "Exceptional."

Please note that this rubric is a general guideline and can be customized based on the specific requirements and emphasis of your pharmacy assistant program. It's important to consider the unique needs and expectations of the institution and the Canadian healthcare system when designing and using such a rubric.

Skill Categories	Not Demonstrated (1)	Developing (2)	Proficient (3)	Exceptional (4)
Hard Skills				
Prescription Processing	Struggles to input and interpret prescription details accurately.	Occasionally makes errors in prescription data entry and interpretation.	Consistently enters and interprets prescription information with minimal errors.	Demonstrates exceptional accuracy and efficiency in processing prescriptions.
Medication Dispensing	Frequently struggles with labeling, packaging, and dispensing medications.	Sometimes faces challenges in accurately dispensing medications.	Accurately dispenses medications and labels them according to guidelines.	Expertly dispenses medications, ensuring precision and adherence to protocols.
Inventory Management	Struggles to maintain accurate inventory records and recognize expired medications.	Occasionally faces difficulties in managing inventory and identifying expired medications.	Effectively manages inventory, performs regular checks, and handles expired medications.	Skillfully maintains organized inventory, efficiently restocks, and prevents expiration issues.
Soft Skills				
Communication	Struggles to communicate clearly and professionally with patients and colleagues.	Occasionally encounters challenges in effectively communicating with patients and healthcare professionals.	Communicates clearly and professionally, adapting language to suit the audience.	Displays exceptional communication skills, fostering positive interactions with patients and team members.
Customer Service	Often appears disengaged during customer interactions, offering minimal assistance.	Occasionally provides satisfactory customer service, but lacks proactive engagement.	Consistently delivers friendly and helpful customer service, addressing inquiries and concerns.	Offers exceptional customer service, actively addressing needs, and exceeding expectations.
Problem Solving	Struggles to address basic problems and seeks frequent guidance.	Sometimes independently resolves simple issues but struggles with more complex problems.	Effectively analyzes and solves problems, seeking guidance when necessary.	Demonstrates outstanding problem-solving skills, proactively finding solutions even in complex scenarios.
Ethical Awareness	Occasionally demonstrates uncertainty about ethical considerations and privacy regulations.	Shows awareness of ethical principles but may have occasional lapses in privacy or confidentiality.	Consistently upholds ethical standards and privacy regulations in all interactions.	Exemplifies strong ethical awareness, ensuring utmost patient confidentiality and privacy.

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