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pharmacy technician program handbook

program policies, guidelines, procedures, and expectations



Department of PHARMACY TECHNOLOGY



The Pharmacy Technician Program conducted by Austin Community College, Austin, Texas, is accredited by the American Society of Health-System Pharmacists.

For more information concerning accreditation, please visit the ASHP website at www.ashp.org/technician.

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Welcome

Welcome to the Pharmacy Technician Program. The faculty and staff wish you success in the pursuit of your educational goals.

The Austin Community College Pharmacy Technician Program Student Handbook has been compiled by the faculty to provide information pertinent to students enrolled in the Pharmacy Technician Program. Read this handbook in its entirety as you are expected to abide by all of the regulations and guidelines that are contained within this document.

The purpose of this handbook is to detail policies and procedures specific to this program. The handbook is constructed to be used as a supplement to the Austin Community College Student Handbook and serves to bridge the overriding policies of the College with the policies specific to this program. The policies and procedures set forth in this handbook are designed to support the success of the student. Students enrolled in ACC Health Sciences programs are expected to agree to and abide by the Student Discipline Policy and Student Rights and Responsibilities regulations as outlined in the ACC Student Handbook.

This handbook should be used as a supplement to the Austin Community College Student Handbook. A copy of the Austin Community College Student Handbook is available at each campus's administrative offices or may be downloaded from the ACC website at: <http://www.austincc.edu/handbook/index.htm>.

The Pharmacy Technician Program is just one of the programs within the Division of Health Sciences. The Health Sciences Division is comprised of the following programs: Associate Degree Nursing, Licensed Vocational Nursing, Dental Hygiene, Diagnostic Medical Imaging (DMI-Radiology), Emergency Medical Services, Occupational Therapy Assistant, Physical Therapist Assistant, Medical Coding, Medical Laboratory Technology, Surgical Technology, Pharmacy Technician, Personal Fitness Trainer, and Sonography. The Division of Health Sciences is committed to providing quality educational programs for the purpose of developing successful health care professionals. Developing caring, competent health care professionals prepared for diverse contemporary practice requires interactions with patients and patient services, thereby resulting in an educational environment with unique characteristics and requirements.

The Health Sciences programs prohibit discrimination. Access to its programs or activities shall not be limited on the basis of race, color, religion, national origin, age, gender, sexual orientation, political affiliation, or disability.

Introduction

You have chosen to pursue a career in pharmacy as a Pharmacy Technician. The role of a Pharmacy Technician is exciting, challenging, and rewarding. Pharmacy Technicians assist pharmacists in daily operations of pharmacy which do not require the professional judgment of the pharmacist. The role of a pharmacy technician is filled with responsibility. In fact, the level of responsibility cannot be stressed sufficiently for you to fully realize its scope, and you will be faced with it constantly as you go about your daily functions. The Student Handbook has been prepared to help you learn and understand some of these responsibilities that apply directly to you as a student Pharmacy Technician.

One very important word that you should understand now is **ETHICS**. Ethics is a mode of conduct and behavior. A pattern of proper conduct at all times is essential in persons desiring a career in any profession. The ethical responsibilities associated with a career in health care make it necessary for those practicing in this domain to carefully consider all of their actions both on and off duty.

It is absolutely essential that all members of the medical team understand that the patient comes first! The regulations embodied in this handbook were all written with this thought in mind. Each student should realize that the contents of the manual are not intended to be discriminatory to anyone. Furthermore, the contents are those policies, regulations, and procedures now in effect. The College reserves the right to make changes at any time to reflect current Board policies, administrative regulations and procedures, and amendments by state law. Students are urged to study the contents of this handbook carefully, for they are responsible for observing the regulations contained herein. Any question or comments concerning material in the Student Handbook should be addressed to the Department Chair.

During the first few weeks and months in this training program, you will need to learn cooperation. Your first and closest associates will be your colleagues—those fellow students who occupy the chairs around you. As a member of the class, it is your immediate responsibility to work together. You will need to accept the attitudes and ideals of some class members that are very much different from your own. Whenever there is discontentment or disharmony within the class, the goals of the class cannot be reached successfully. A student who can discuss, demonstrate, and debate in the proper manner is an individual who will learn. In any profession, in order to be successful, a person must be able to listen, ask questions, express opinions, correct mistakes, and make use of his or her abilities. Try and keep your relationship with your colleagues on an equal level. Help each other. Discuss and solve your problems together. A competitive atmosphere is desirable because competitiveness propagates success.

We hope that you will find the Program to be fun and exciting as you obtain the skills and knowledge needed to be a successful Pharmacy Technician. Again, welcome!

The Pharmacy Technician

The primary role of any person within the profession of pharmacy is to ensure that patients receive the correct drug therapy for their medical condition. The Pharmacy Technician is responsible for assisting the pharmacist in providing this care by performing tasks that do not require the professional judgment of a pharmacist and can be reviewed by a pharmacist to ensure accuracy. The role of the pharmacy technician is vital to the future of pharmacy because the pharmacy technician can perform duties which will allow the pharmacist more time to spend delivering patient care.

Some of the roles of the Pharmacy Technician include:

Information Management

- Assist with drug use evaluations
- Collect data for drug therapy monitoring activities

Medication Preparation

- Compound and reconstitute medications
- Perform mathematical calculations
- Prepare parenteral nutrient solutions and antineoplastic agents

Medication Dispensing

- Certify the complete drug order/prescription
- Fill and price outpatient prescriptions

Medication Inventory Management

- Control pharmacy purchases and inventory

Education

- Train other technicians

Patient Assessment

- Assist pharmacist with immunizations
- Perform routine blood-work labs

The practice of pharmacy is changing to meet the needs of a changing world. As a result, the role of the Pharmacy Technician is changing. Pharmacy Technicians are being relied upon more and more to perform the routine, day-to-day functions in the pharmacy so that the pharmacist can spend more time expanding and adapting their practice to meet the needs of their patients. Today, Pharmacy Technicians can expect to find excellent employment opportunities in a variety of settings in Austin and throughout the United States, good pay, and the chance for advancement and new opportunities.

As a means to ensure competency, all technicians in the State of Texas must pass a national certification exam. Pharmacy Technicians who pass the national exam earn the title Certified Pharmacy Technician (CPhT). Certification demonstrates to potential employers that you have mastered a specific body of knowledge and skills relating to pharmacy. The national Pharmacy Technician Certification Exam is administered by the Pharmacy Technician Certification Board (PTCB). The national PTCE is

administered as a computer-based test during four five-week long testing windows. Students may register as early as forty-eight hours before their desired testing date provided appointments are available. An exam schedule and PTCB contact information can be found at www.ptcb.org.

All pharmacy technicians in Texas must register with the Texas State Board of Pharmacy. In order to become registered, a pharmacy technician must first become certified. Information regarding certification and registration will be covered in Introduction to Pharmacy. More information about the Texas State Board of Pharmacy is located at www.tsbp.state.tx.us.

Pharmacy Technicians may, also, become involved in a variety of national, state, and local organizations. Students are strongly encouraged, but not required, to become members of at least one professional organization. Benefits of membership may include receiving newsletters, journals, mailings, and continuing education. These organizations represent hundreds to thousands of pharmacy personnel and work as a collective voice to bring change to the profession. Members can also vote on various issues at the national, state, and local levels, which will impact the future of pharmacy. Additional information on organizational membership, along with applications, can be obtained from the Pharmacy Technician Department Chair.

Program Mission Statement

Austin Community College's mission is to promote student success by providing affordable access to workforce training programs in our eight service areas. To that end, the Pharmacy Technician Program faculty strives to support and provide quality instruction, knowledge, and practical experience to its graduates at a low cost. The goal of the graduate is to successfully pass an exam to gain a national certification as a Pharmacy Technician (CPhT) and to become employable, thus providing optimal pharmaceutical care in our community at an entry level for institutional, community, and other pharmacy practice settings.

Program Philosophy

The Program is committed to serving students and the pharmaceutical community through guidance, excellent academic instruction and professional training utilizing traditional and innovative means while understanding the cultural diversity of individuals. We will strive to maintain a student-centered philosophy, make wise use of community and educational resources and materials, and continue an ongoing process of self-evaluation and self-renewal. The faculty of the Pharmacy Technician Program is committed to assisting the student toward the greatest academic, personal, and professional potential through quality courses and instruction.

Accreditation Standard

The Pharmacy Technician Program is accredited by the American Society of Health System Pharmacists (ASHP). The Program filed for accreditation in August 1998 when the first class was accepted into the Training Program. Accreditation could not be granted until the first class had graduated which occurred in August 1999. On September 17, 1999, a site visit team from ASHP visited ACC to evaluate the Pharmacy Technician Training Program. During the site visit, students and graduates were interviewed to provide information to the surveyors regarding their experiences in the Program. The ASHP Commission on Credentialing considered the Program for Accreditation at its meeting in February 2000. Accreditation can be granted for up to six years from the date of the application. Austin Community College received full accreditation through 2005.

In April 2005, ASHP conducted a reaccreditation site visit. Graduates, current students, faculty, staff, and the advisory committee were interviewed to provide information to the surveyors regarding their experiences in the Program. In August 2005, the ASHP Commission on Credentialing considered the Program for Reaccreditation. Austin Community College received full reaccreditation through 2011. The Pharmacy Technician Program will undergo continuous reevaluation, which includes written reports at least every three years and reexamination by site visit at least every six years.

To remain accredited, the Program must follow “ASHP Accreditation Standard for Pharmacy Technician Training Programs.” The Standard consists of eight parts: Part I – Administrative Responsibility for the Training Program, Part II – Qualifications of the Training Site, Part III – Qualifications of the Pharmacy Service, Part IV – Qualifications of the Program Director and Preceptors, Part V – Qualifications and Selection of the Applicant, Part VI – Technician Training Program, Part VII – Experimentation and Innovation, and Part VIII – Certificate. A copy of the Standard is available from the Department Chair. In addition, the Standard will be discussed in more detail during Introduction to Pharmacy.

The purpose of gaining accreditation is to demonstrate that the Training Program meets or exceeds the requirements of the Standard. As a student and graduate of a training program, accreditation is important for several reasons. First, accreditation ensures that you are receiving training and skills that reflect the national standard. Second, employers will know that the education and training you received meets the Standard’s criteria. Finally, accredited programs must constantly work to remain up-to-date on pharmacy practice trends. Because of this continuous evaluation process, students can be sure that they are learning the most current information available relating to pharmacy.

Pharmacy Technician Program Goals

The Pharmacy Technician Program goals are based on the objectives found in the “ASHP Accreditation Standard for Pharmacy Technician Training Programs, Part VII.” After each goal statement, the course(s) in which the goal is an objective will be listed. During the Pharmacy Training Program, the following objectives will be covered:

1. Assist the pharmacist in collecting, organizing, and evaluating information for direct patient care, medication use review, and departmental management. PHRA 1301, 1313, 1349, 2266
2. Receive and screen prescriptions/medication orders for completeness and authenticity. PHRA 1301, 1313, 1349, 2266
3. Prepare medications for distribution. PHRA 1313, 1349, 1345, 2266
4. Verify the measurements, preparation, and/or packaging of medications produced by other technicians. PHRA 1309, 1313, 1349, 1345, 2266
5. Distribute medications. PHRA 1313, 1349, 1345, 2266
6. Assist the pharmacist in the administration of immunizations. PHRA 1313, 2266
7. Assist the pharmacist in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices. PHRA 1301, 1343, 1349, 2266
8. Initiate, verify, assist in the adjudication of, and collect payment and/or initiate billing for pharmacy services and goods. PHRA 1313, 1349, 2266
9. Purchase pharmaceuticals, devices, and supplies according to an established purchasing program. PHRA 1313, 1349, 2266
10. Control the inventory of medications, equipment, and devices according to an established plan. PHRA 1313, 1349, 2266
11. Assist the pharmacist in monitoring the practice site and/or service area for compliance with federal, state, and local laws; regulations; and professional standards. PHRA 1301, 1313, 1349, 1345, 2266
12. Maintain pharmacy equipment and facilities. PHRA 1313, 1349, 1345, 2266
13. Assist the pharmacist in preparing, storing, and distributing investigational medication products. PHRA 1349, 2266

14. Assist the pharmacist in the monitoring of medication therapy. PHRA 1205, 1313, 1349, 1441, 2266
15. Participate in the pharmacy department's process for preventing medication misadventures. PHRA 1313, 1349, 1345, 2266
16. Take personal responsibilities for assisting the pharmacist in improving direct patient care. PHRA 1205, 1313, 1349, 1441, 2266
17. Display ethical conduct in all job-related activities. PHRA 1301, 1313, 1349, 1345, 2266
18. Maintain an image appropriate for the profession of pharmacy. PHRA 1301, 1309, 1313, 1349, 1441, 1345, 2266
19. Resolve conflicts through negotiation. PHRA 1301, 1309, 1313, 1349, 1441, 1345, 2266
20. Understand the principles for managing change. PHRA 1301, 1309, 1313, 1349, 1441, 1345, 2266
21. Appreciate the need to adapt direct patient care to meet the needs of diversity. PHRA 1205, 1301, 1313, 1349, 1441, 2266
22. Appreciate the benefits of active involvement in local, state, and national technician and other pharmacy organizations. PHRA 1301, 1313, 1349, 2266
23. Appreciate the value of obtaining technician certification. PHRA 1301, 2266
24. Understand the importance of and resources for staying current with changes in pharmacy practice. PHRA 1301, 1309, 1313, 1349, 1441, 1345, 2266
25. Communicate clearly when speaking and or in writing. PHRA 1205, 1301, 1309, 1313, 1349, 1441, 1345, 2266
26. Maximize work efficiency through the use of technology. PHRA 1205,1301, 1309, 1313, 1349, 1441, 1345, 2266
27. Efficiently solve problems commonly encountered in one's own work. PHRA 1205, 1301, 1309, 1313, 1349, 1441, 1345, 2266
28. Display a caring attitude toward patients in all aspects of job

- responsibilities. PHRA 1205, 1301, 1313, 1349, 1441, 2266
29. Maintain confidentiality of patient and proprietary business information. PHRA 1301, 1313, 1349, 2266
 30. Understand direct patient care delivery systems in multiple practice settings. PHRA 1301, 1313, 1349, 2266
 31. Efficiently manage one's work whether performed alone or as part of a team. PHRA 1205, 1301, 1309, 1313, 1349, 1441, 1345, 2266
 32. Function effectively as a member of the health care team. PHRA 1205, 1301, 1309, 1313, 1349, 1441, 1345, 2266
 33. Balance obligations to one's self, relationships, and work in a way that minimizes stress. PHRA 1205, 1301, 1309, 1313, 1349, 1441, 1345, 2266
 34. Understand the use and side effects of prescription and nonprescription medications used to treat common disease states. PHRA 1205, 1313, 1349, 1441, 2266
 35. Assist the pharmacist in assuring the quality of all pharmaceutical services. PHRA 1205, 1301, 1309, 1313, 1349, 1441, 1345, 2266

During the second semester of the Program, the Pharmacy Practicum will evaluate the student's competence in each of these areas while the student completes rotations in community (retail) and institutional (hospital) pharmacies. Upon graduation, students will have demonstrated competency in each of the Pharmacy Technician Program Goal areas.

Pharmacy Technician Entry-Level Proficiencies

The following proficiencies are those determined by the American Society of Health-System Pharmacists published in the *Practice Standards of ASHP*.

Upon completion of the program:

1. The technician should demonstrate appropriate knowledge and understanding of pharmacy's role in the health-care industry, including quality improvement processes that may be used to monitor pharmacy's ability to fulfill its responsibilities within a given health-care system.
2. The technician should have a thorough knowledge and understanding of the duties and responsibilities of pharmacy technicians, including standards of ethics governing pharmacy practice.

3. The technician should have a working knowledge of the pharmaceutical and medical terms, abbreviations, and symbols commonly used in the prescribing, dispensing, administering, and charting of medications in the institution.
4. The technician should have a working knowledge of the general chemical and physical properties of drugs handled in the manufacturing and packaging operations used in the delivery of pharmaceutical services.
5. The technician should be able to perform the arithmetical calculations required for the usual dosage determinations and solution preparation.
6. The technician should be able to perform the essential functions relating to drug purchasing and inventory control.
7. The technician should demonstrate a working knowledge of drug dosages, routes of administration, and mechanical, automatic, or robotic drug delivery systems.
8. The technician should have a working knowledge of the procedures and operations relating to the manufacturing, packaging, and labeling of drug products.
9. The technician should have a working knowledge of the procedures and operations relating to aseptic compounding and parenteral admixture operations.
10. The technician should exhibit the ability to perform the usual technician functions associated with contemporary drug distribution systems.
11. The technician should be able to perform the manipulative and recordkeeping functions associated with the dispensing of prescriptions for ambulatory patients, including the completion of universal insurance claim forms when necessary.

Professional Ethics and Confidentiality

Students must remember at all times that the information in a pharmacy is confidential. Students shall not tell patients, parents, friends, relatives, or non-pharmacy employees any information regarding the prescription(s) a patient receives. Refer to the regulations in the Health Insurance Portability Accountability Act (HIPAA). Failure to comply with HIPAA or any applicable laws may carry serious penalties, including, but not limited to, dismissal from the program and legal action.

A Pharmacy Technician works under the supervision of a licensed pharmacist, and is responsible for performing activities that do not require the professional judgment of the

pharmacist or can be evaluated by a pharmacist for accuracy. Since Pharmacy Technicians assist pharmacists in providing patient care, student Pharmacy Technician should comply with the following “Code of Ethics for Pharmacists” that is published in *Practice Standards of ASHP*:

Preamble

Pharmacists are health professionals who assist individuals in making the best use of medications. This Code, prepared and supported by pharmacists, is intended to state publicly the principles that form the fundamental basis of the roles and responsibilities of pharmacists. These principles, based on moral obligations and virtues, are established to guide pharmacists in relationships with patients, health professionals, and society.

Principles

- I. A pharmacist respects the covenantal relationship between the patient and the pharmacist.

Interpretation: Considering the patient-pharmacist relationship as a covenant means that a pharmacist has moral obligations in response to the gift of trust received from society. In return for this gift, a pharmacist promises to help individuals achieve optimum benefit from their medications, to be committed to their welfare, and to maintain their trust.

- II. A pharmacist promotes the good of every patient in a caring, compassionate, and confidential manner.

Interpretation: A pharmacist places concern for the well being of the patient at the center of professional practice. In doing so, a pharmacist considers needs stated by the patient as well as those defined by health science. A pharmacist is dedicated to protecting the dignity of the patient. With a caring attitude and a compassionate spirit, a pharmacist focuses on serving the patient in a private and confidential manner.

- II. A pharmacist respects the autonomy and dignity of each patient.

Interpretation: A pharmacist promotes the right of self-determination and recognizes individual self-worth by encouraging patients to participate in decisions about their health. A pharmacist communicates with patients in terms that are understandable. In all cases, a pharmacist respects personal and cultural differences among patients.

- III. A pharmacist acts with honesty and integrity in professional relationships.

Interpretation: A pharmacist has a duty to tell the truth and to act with conviction of conscience. A pharmacist avoids discriminatory practices,

behavior or work conditions that impair professional judgment, and actions that compromise dedication to the best interest of patients.

- IV. A pharmacist maintains professional competence.

Interpretation: A pharmacist has a duty to maintain knowledge and abilities as new medications, devices, and technologies become available and as health information advances.

- V. A pharmacist respects the values and abilities of colleagues and other health professionals.

Interpretation: When appropriate, a pharmacist asks for the consultation of colleagues or other health professionals or refers the patient. A pharmacist acknowledges that colleagues and other health professionals may differ in the beliefs and values they apply to the care of the patient.

- VI. A pharmacist serves individual, community, and societal needs.

Interpretation: The primary obligation of a pharmacist is to individual patients. However, the obligations of a pharmacist may at times extend beyond the individual to the community and society. In these situations, the pharmacist recognizes the responsibilities that accompany these obligations and acts accordingly.

- VI. A pharmacist seeks justice in the distribution of health resources.

Interpretation: When health resources are allocated, a pharmacist is fair and equitable, balancing the needs of patients and society.

In addition, the American Association of Pharmacy Technicians has a Code of Ethics specifically for Pharmacy Technicians. Pharmacy Technician students should become familiar with the following and implement the principles in their daily practice as a pharmacy technician:

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

Principles

1. A pharmacy technician's first consideration is to ensure the health and safety of the patient, and to use knowledge and skills most capably in serving others.

2. A pharmacy technician supports 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.
3. A pharmacy technician assists and supports the pharmacist in the safe, efficacious, and cost-effective distribution of health services, and healthcare resources.
4. A pharmacy technician respects and values the abilities of pharmacists, colleagues, and other healthcare professionals.
5. A pharmacy technician maintains competency in practice, and continually enhances professional knowledge and expertise.
6. A pharmacy technician respects and supports the patient's individuality, dignity, and confidentiality.
7. A pharmacy technician respects the confidentiality of a patient's records and discloses pertinent information only with proper authorization.
8. A pharmacy technician never assists in the dispensing, promoting, or distributing of medications or medical devices that are not of good quality or do not meet the standards required by law.
9. 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.
10. A pharmacy technician associates and engages in the support of organizations that promote the profession of pharmacy through the use and enhancement of pharmacy technicians.

Failure to comply with these codes of ethics is cause for immediate dismissal from the program. Personal relationships with clinical personnel are strongly discouraged.

SCANS Competencies

In 1990, the U.S. Department of Labor established the Secretary's Commission on Achieving Necessary Skills (SCANS) to examine the demands of the workplace and whether our nation's students are capable of meeting those demands. The Commission determined that today's jobs generally require competencies in the following areas:

- A. Resources: Identifies, organizes, plans and allocates resources

- B. Interpersonal: Works with others
- C. Information: Acquires and uses information
- D. Systems: Understands complex interrelationships
- E. Technology: Works with a variety of technologies

The Texas Higher Education Coordinating Board requires that all degree plans in institutions of higher education incorporate these competencies and identify to the student how these competencies are achieved in course objectives. The specific competencies and objectives for each course will be included in the course syllabus.

Admission Requirements

Applicants accepted into the Program must meet the following requirements:

- Math Assessment or equivalent college coursework
- Reading Assessment or equivalent college coursework
- Immunizations
- Criminal background check
- Register as a Technician Trainee with the Texas State Board of Pharmacy prior to the first day of classes in the semester accepted into the pharmacy program

Health Data Requirements

Health sciences students must possess the physical abilities and characteristics required to meet the technical standards for their health sciences program. Therefore, all health sciences students are required to have a health assessment performed by a physician or other approved licensed health professional within six months of beginning a health sciences program. The ACC Health Data Form must be used for this purpose and is available at www.austincc.edu/health. Click on *Documents, Modules, & Tests*, and then select the *Health Data Form* for download. Once the Health Data Form, which includes the requisite TB test, has been completed, submit a copy to the pharmacy department administrative assistant. Keep a copy of the Health Data Form for your records. A student must submit a current Health Data Form if he/she has a break in program enrollment for one year or more.

Technical Standards and Essential Functions

The following technical standards and essential functions outline reasonable expectations of a student in the Pharmacy Technician Program for the performance of common pharmacy technician functions. The pharmacy technician student must be

able to apply the knowledge and skills necessary to function in a variety of classroom, lab and/or clinical situations while providing the essential competencies of pharmacy technicians. These requirements apply for the purpose of admission and continuation in the program.

The student must demonstrate the following abilities:

Categories of Essential Functions	Definition	Example of Technical Standard
Observation	Ability to participate actively in all demonstrations, laboratory exercise, and clinical experiences in the professional program component and to assess and comprehend the condition of all clients assigned to him/her for examination, diagnosis, and treatment. Such observation and information usually requires functional use of visual, auditory, and somatic sensations.	Visual (Corrected as necessary) <ul style="list-style-type: none"> • Able to visually discriminate increment readings on syringes • Able to read instrument scales • Able to enter and review data during use of computer equipment • Able to visually discriminate different colored and shaped objects • Recognize and interpret facial expressions and body language • Assess the environment at a distance Auditory (corrected as necessary) <ul style="list-style-type: none"> • Recognize and respond to soft voices or voices under protective garb • Recognize and respond to voices over the telephone, via a speaker, or from microphone speaker in a drive-thru

Categories of Essential Functions	Definition	Example of Technical Standard
Communication	Ability to communicate effectively in English using verbal, non-verbal and written formats with faculty, other students, clients, families and all members of the healthcare team.	<ul style="list-style-type: none"> • Able to elicit information, • Assess nonverbal communications • Transmit information to clients, fellow students, faculty and staff, and members of the health care team • Receive, write and interpret written communication in both academic and clinical settings
Motor	Sufficient motor ability to execute the movement and skills required for safe and effective care and emergency treatment	<ul style="list-style-type: none"> • Eye-hand coordination and finger dexterity required to achieve the psychomotor objectives (use of a spatula and tablet counter, mortar and pestle, balance and weight set, needles, syringes, and the skills of counting and pouring) • Lift up to 50 pounds • Stand for long periods of time (8-12 hours)
Intellectual	Ability to collect, interpret and integrate information and make decisions.	<ul style="list-style-type: none"> • Read and comprehend relevant information in textbooks, prescriptions and medication orders, medical records and professional literature • Measure, calculate,

Categories of Essential Functions	Definition	Example of Technical Standard
		<p>reason, analyze and synthesize</p> <ul style="list-style-type: none"> • Utilize intellectual abilities, exercise good judgment and complete tasks, within required time limits • Retain information • Apply knowledge to new situations and problem solving scenarios
Behavioral and Social Attributes	<ul style="list-style-type: none"> □ Possess the emotional health and stability required for full utilization of the student's intellectual abilities, the exercise of good judgment, the prompt completion of all academic and patient care responsibilities and the development of mature, sensitive, and effective relationships with clients and other members of the health care team. □ Possess the ability to tolerate taxing workloads, function effectively under stress, adapt to changing environments, display flexibility, and learn to function in the face of uncertainties inherent in clinical settings with patients. □ Possess compassion, integrity, concern for others, and motivation. □ Possess the ability to 	<ul style="list-style-type: none"> • Manage heavy academic schedules and deadlines • Perform in fast paced clinical situations • Display flexibility • Sustain professional activities for protracted periods under conditions of physical and emotional stress • Demonstrate emotional health required for full utilization of intellectual abilities and exercise of good judgment • Demonstrate integrity, concern for others, interpersonal skills, interest and motivations • Accepts responsibility and accountability for one's own actions • Develop mature, sensitive and

Categories of Essential Functions	Definition	Example of Technical Standard
	demonstrate professional behaviors and a strong work ethic.	effective relationships with clients and others <ul style="list-style-type: none"> • Comply with the professional standards of the pharmacy profession

Qualified applicants with disabilities are encouraged to apply to the program. It is the responsibility of the student to contact the Office of Students with Disabilities (OSD) if they feel they cannot meet one or more of the technical standards listed. Students can obtain complete information from the OSD website at <http://www.austincc.edu/support/osd/index.php> or through the Office for Students with Disabilities on the campus where they expect to take the majority of their classes; for locations see <http://www.austincc.edu/support/osd/contact.php>. Each ACC campus offers support services for students with documented physical or psychological disabilities. Students with disabilities must request reasonable accommodations through the Office for Students with Disabilities on the campus where they expect to take the majority of their classes. Students are encouraged to do this three weeks before the start of each semester.

Health Sciences programs establish technical standards and essential functions to insure that students have the abilities required to participate and potentially be successful in all aspects of the respective programs. Students are required to meet technical standards and essential functions for the Pharmacy Technician Program as indicated. If an applicant or student is unable to meet all of the outlined standards, he/she may be withdrawn from the program.

Criminal Background Checks

Successful completion of a criminal background check is required for admission and continuation in **ALL** Health Sciences Programs. Criminal background requirements are found at <http://www.austincc.edu/health/background.php>.

Background checks will be honored for the duration of the student's enrollment in the clinical program if the participating student does not have a break in the enrollment in the program. A break in enrollment is defined as nonattendance of one full semester or more.

Once accepted into the program, it is the student's responsibility to immediately notify the Dean of Health Science in writing of any subsequent changes in criminal history that

occur after the admission background check has been completed. Failure to do so may result in immediate withdrawal from the program. Students enrolled in programs longer than one year in length may be required to sign an affidavit at the beginning of the second year of the program attesting that their criminal history has not changed.

Additionally,

- Successful completion of a criminal background check for a Health Sciences Program does not ensure eligibility for licensure or future employment.
- Clinical agencies can establish more stringent standards, if they so desire, to meet regulatory requirements for their facility.
- Clinical agencies can conduct additional background checks at their discretion.

If a student is found to be ineligible for clinical placement at any time during the program, the student is unable to meet clinical learning objectives and will be withdrawn pending resolution of the situation.

Immunizations

Healthcare professions include inherent health and safety risks. Therefore, all health sciences students are required to be compliant with Texas Administrative Code Rule 97.64 related to immunizations for the protection of themselves and patients. Submit proof of all required immunizations to the pharmacy department administrative assistant. Keep a copy of your immunization records for your personal records.

Additional information related to immunizations is available at:

<http://www.austincc.edu/health/>. Click on *Immunizations*.

Technician Trainee Registration

The Texas State Board of Pharmacy has implemented requirements for Pharmacy Technician Trainees concerning registration with the Board prior to working or gaining experiential hours in any pharmacy setting. As a part of the registration process, Technician Trainees must pass a **criminal background check and fingerprinting** conducted by the State Board of Pharmacy. ***This is in addition to the background check that you are required to submit for entrance to any ACC Health Science Program.***

All Students applying to the program must register with the State Board prior to the first day of classes during the semester accepted into the pharmacy program. The student must present to the Department Chair, or their designated representative, proof confirming Technician Trainee status with the State Board

of Pharmacy. This proof will be verified and become a part of the student's program records.

Technician trainees must submit an online application to the Board through the following steps:

- Visit the Texas State Board of Pharmacy's website: **www.tsbp.state.tx.us**
- Click on *Pharmacy Technicians & Trainees*,
- Click on *Pharmacy Technician Trainee Registration Application*.
- Students must fully disclose their entire criminal history and provide open and completely honest answers to each question. Failure to be as honest as possible may significantly delay your completion of the registration process. *Students who do not provide proof of successful registration and completion of fingerprinting process will not be admitted to the Program.*

The registration is a two-year non-renewable registration. This means that once you register, you have limited time to complete the experiential requirements of the program. There is no cost to register as a Technician Trainee.

Registration is required of all Technician Trainees in the State of Texas. If items appear on your record, you may be contacted by the State Board to supply further information or to appear before the Board. This process can be lengthy and time consuming. You may wish to seek legal representation as a part of the process.

Guidelines used by the Board for the granting of registration are below. Please read them carefully. If, after reviewing these guidelines, you have questions concerning your criminal background and eligibility, please contact the State Board of Pharmacy directly. You may contact them online at www.tsbp.state.tx.us; their phone number is (512) 305-8000.

ACC Faculty and Staff are neither qualified nor able to answer questions concerning eligibility for registration.

Texas Administrative Code

Title 22: Examining Boards; Part 15: Texas State Board of Pharmacy;
Chapter 281: Administrative Practice and Procedures;
Subchapter C: Disciplinary Guidelines; Rule 281.64

- (a) The guidelines for disciplinary sanctions apply to criminal convictions and to deferred adjudication community supervisions or deferred dispositions, as authorized by the Act, for applicants for all types of licenses and registrations issued by the board. The board considers criminal behavior to be highly relevant to an individual's fitness to engage in pharmacy practice.
- (b) The sanctions imposed by the guidelines can be used in conjunction with other types of disciplinary actions, including administrative penalties, as outlined in this section.
- (c) The following sanctions apply to applicants with the criminal offenses described below:

- Criminal offenses which require the individual to register with the Department of Public Safety as a sex offender under Chapter 62, Code of Criminal Procedure - denial;

- (1) Felony offenses:

1. Drug-related offenses, such as those listed in Chapter 481 or 483, Health and Safety Code:
 - a. Offenses involving manufacture, delivery, or possession with intent to deliver:
 - i. Currently on probation - denial;
 - ii. 0-5 years since conviction - denial;
 - iii. 6-10 years since conviction - denial;
 - iv. 11-20 years since conviction - denial;
 - v. Over 20 years since conviction - 5 years probation;
 - b. Offenses involving possession, fraud, or theft of drugs:
 - i. Currently on probation - denial;
 - ii. 0-5 years since conviction - evaluation by a mental health professional indicating the individual is safe to engage in pharmacy practice and 5 years probation;
 - iii. 6-10 years since conviction - evaluation by a mental health professional indicating the individual is safe to engage in pharmacy practice and 3 years probation;
 - iv. 11-20 years since conviction - 2 years probation;
 - v. Over 20 years since conviction - 1 year probation;
 2. Offenses involving sexual contact or violent acts, or offenses considered to be felonies of the first degree under the Texas Penal Code:
 - a. Currently on probation - denial;
 - b. 0-5 years since conviction - denial;
 - c. 6-10 years since conviction - denial;
 - d. 11-20 years since conviction - 5 years probation;
 - e. Over 20 years since conviction - 1 year probation;
 3. Other felony offenses:
 - a. Currently on probation - denial;
 - b. 0-5 years since conviction - 5 years probation;
 - c. 6-10 years since conviction - 3 years probation;
 - d. 11-20 years since conviction - 2 years probation;
 - e. Over 20 years since conviction - 1 year probation;
- (2) Misdemeanor offenses:
1. Drug-related offenses, such as those listed in Chapter 481 or 483, Health and Safety Code:
 - a. Offenses involving manufacture, delivery, or possession with intent to deliver:
 - i. Currently on probation - denial;
 - ii. 0-10 years since conviction - 5 years probation;
 - iii. Over 10 years since conviction - 3 years probation;
 - b. Offenses involving possession, fraud, or theft of drugs:
 - i. 0-5 years since conviction - evaluation by a mental health professional indicating the individual is safe to engage in pharmacy practice and 5 years probation;
 - ii. 6-10 years since conviction - evaluation by a mental health professional indicating the individual is safe to engage in pharmacy practice and 3 years probation;
 - c. Intoxication and alcoholic beverage offenses as defined in the Texas Penal Code, if two such offenses occurred in the previous ten years
 - i. 0-5 years since conviction - evaluation by a mental health professional indicating the individual is safe to engage in pharmacy practice and 5 years probation;
 - ii. 6-10 years since conviction - evaluation by a mental health professional indicating the individual is safe to engage in pharmacy practice and 3 years probation;

2. Other misdemeanor offenses involving moral turpitude:
 - a. 0-5 years since conviction - 2 years probation;
 - b. 6-10 years since conviction - reprimand;
- (3) When an applicant has multiple criminal offenses or other violations, the board shall consider imposing additional more severe types of disciplinary sanctions, as deemed necessary.

Program Length

The Pharmacy Technician Program is designed to be a two semester (nine month) Program. However, students may complete the Program within three semesters. **Be advised that due to regulatory guidelines as established by the Texas State Board of Pharmacy, students have a maximum of two years from the date of Technician Trainee Registration to complete the experiential portions of the program. This includes any prerequisites needed to enroll in an experiential course.**

Pharmacy Technician Curriculum

		<u>Lecture</u>	<u>Lab</u>	<u>Contact</u>	<u>Credit</u>
Fall Semester					
HPRS 1106	Essentials of Medical	1	0	16	1
CE (1006)	Terminology				
(Note: HPRS 1206 may be substituted for HPRS 1106)					
PHRA 1205	Drug Classification	2	0	32	2
CE (1005)					
PHRA 1301	Introduction to Pharmacy	3	0	48	3
CE (1001)					
PHRA 1309	Pharmaceutical Math I	3	0	48	3
CE (1009)					
PHRA 1313	Community Pharmacy				
CE (1013)	Practice	2	3	80	3
PHRA 1349	Institutional Pharmacy				
CE (1049)	Practice	2	3	80	3
		13	6	304	15
Spring Semester					
PHRA 1441	Pharmacy Drug Therapy				
CE (1041)	& Treatment	3	3	96	4
PHRA 1345	Intravenous Admixture &				
CE (1045)	Sterile Compound	2	3	80	3

PHRA 2266	Practicum	0	16	256	2
CE (2066)					
		<hr/>			
		5	22	432	9
Curriculum Total:		18	28	736	24
Total Contact Hours:	736				
Total Pharmacy Technician Hours:	720				
Total Clinical/Practicum Hours:	256				

Approximate Cost of Program* - College Credit

In-District Fees

	Semester	
	<u>1st</u>	<u>2nd</u>
Tuition, Building, Student Services and other fees	\$790.00	\$470.00
Lab Fees	\$48.00	\$32.00
Insurance	\$7.00	\$27.00
Books (approximate)	\$240.00	\$110.00
Uniforms (approximate)	\$30.00	-----
<hr/>		
TOTALS	\$1,115.00	\$639.00

Total In-District Program Cost \$1,754.00

Out-of-District Fees

	Semester	
	<u>1st</u>	<u>2nd</u>
Tuition, Building, Student Services and other fees	\$2,100.00	\$1,338.00
Lab Fees	\$48.00	\$32.00
Insurance	\$7.00	\$27.00
Books (approximate)	\$240.00	\$110.00

Uniforms (approximate)	\$30.00	-----
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TOTALS	\$2,425.00	\$1,507.00

Total Out-of-District Program Cost \$3,932.00

Approximate Cost of Program* - CE

In- and Out of District Fees	Semester	
	<u>1st</u>	<u>2nd</u>
Tuition, Building, Student Services and other fees	\$1,048.00	\$704.00
Lab Fees	\$48.00	\$23.00
Insurance	\$7.00	\$27.00
Books (approximate)	\$240.00	\$110.00
Uniforms (approximate)	\$30.00	-----
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TOTALS	\$1,373.00	\$864.00

Total Program Cost \$2,237.00

*For out-of-state or out-of-country tuition or for students not following this exact schedule, check the College Catalog. Prices subject to change; consult current catalog.

Note: Student accident insurance has a maximum medical benefit of \$10,000 per student with a \$25.00 deductible. The student is responsible for the \$25.00 deductible. The student accident insurance pays benefits for specific losses from accident only. Benefits are not paid for loss due to sickness. The student accident policy provided insurance coverage only while participating in specified laboratory/clinical classes. It does not extend to accidents involving automobiles and incidents outside the laboratory/clinical/classroom. For the most updated information, see this website: www.austincc.edu/ehs/insurance

Core Course Descriptions

PHRA 1205 – Drug Classification

An introduction to the study of disease processes, pharmaceutical drugs, abbreviations, classifications, dosages, actions in the body, and routes of administration. Offered fall and spring.

PHRA 1301 – Introduction to Pharmacy

Examination of the qualifications, operational guidelines, and job duties of a pharmacy technician. Topics include definitions of a pharmacy environment, the profile of a pharmacy technician, legal and ethical guidelines, job skills and duties, verbal and written communication skills, professional resources, safety techniques, and supply and inventory techniques. Offered fall, spring, and summer (on-line only).

PHRA 1309 – Pharmaceutical Mathematics I

Pharmaceutical mathematics including reading, interpreting, and solving calculation problems encountered in the preparation and distribution of drugs. Conversion of measurements within the apothecary, avoirdupois, and metric systems with emphasis on the metric system of weight and volume. Topics include ration and proportion, percentage, dilution and concentration, milliequivalent, units, intravenous flow rates, and solving dosage problems. Offered fall, spring and summer (on-line only).

PHRA 1313 – Community Pharmacy Practice

Mastery of skills necessary to interpret, prepare, label, and maintain records of physicians' medication orders and prescriptions in a community pharmacy. Designed to train individuals in the administration of supply, inventory, and data entry. Topics include customer service and advisement, count and pour techniques, prescription calculations, drug selection and preparation, over-the-counter drugs, record keeping, stock level adjustment, data input and editing, and legal parameters. Offered fall and spring.

PHRA 1349 – Institutional Pharmacy Practice

Exploration of the unique role and practice of pharmacy technicians in anD institutional pharmacy with emphasis on daily pharmacy operation. Topics include hospital pharmacy organization, work flow and personnel, medical and pharmaceutical terminology, safety techniques, data entry, packaging and labeling operations, extemporaneous compounding, inpatient drug distribution systems, unit dose cart fills, quality assurance, drug storage, and inventory control. Offered fall and spring.

PHRA 1441 – Pharmacy Drug Therapy and Treatment

Study of therapeutic agents, their classifications, properties, actions, and effects on the human body and their role in the management of disease. Provides detailed information regarding drug dosages, side effects, interactions, toxicities, and incompatibilities. Offered spring and summer. Prerequisite: HPRS 1106, and PHRA 1205 (w/grade of "C" or better)

PHRA 1345 – Intravenous Admixture and Sterile Compounding

Mastery of skills in compounding sterile products. Introduction to sterile products, hand washing techniques, pharmaceutical calculations, references, safety techniques, aseptic techniques in parenteral compounding, proper use of equipment (auto injectors, pumps), preparation of sterile products (intravenous, irrigation, ophthalmic, total parenteral nutrition, and chemotherapy drugs), and safe handling of antineoplastic drugs. Offered spring and summer. Prerequisite: PHRA 1309 (w/grade of “C” or better)

PHRA 2266 – Practicum – Pharmacy Technician/Assistant

Practical general training and experiences in the workplace. The college and the employer develop and document an individualized plan for the student. The plan relates the workplace training and experiences to the student’s general and technical course of study. The guided external experiences may be paid or unpaid. This course may be repeated if topics and learning outcomes vary. Students are assigned to a community pharmacy for 16 hours each week for eight weeks and a hospital or other health systems pharmacy for 16 hours each week for eight weeks to meet established objectives by performing pharmacy technician duties under the supervision of the on site pharmacist. This is an unpaid learning experience. Offered fall, spring and summer semesters. Prerequisites: HPRS 1106, PHRA 1205, PHRA 1301, PHRA 1309, PHRA 1313, PHRA 1349 (all w/grade of “C” or better).

Pharmacy Technician Classroom and Laboratory

The Pharmacy Technician Program is located in the Health Science Building at the Eastview Campus located at 3401 Webberville Road. The classroom and laboratories are located on the second floor of the Health Science Building in rooms 9223 and 9227.

Bookstore, Textbooks, and Supplies

All Pharmacy Technician Textbooks can be purchased at the ACC Eastview Campus Bookstore. The bookstore is located on the Eastview Campus in building 8000.

Students will be required to purchase a set of blue scrubs. Students will be issued a Pharmacy Technician Program patch. The patch should be sewn or otherwise affixed to the left breast pocket of the scrubs. Scrubs will be worn during specified labs, as well as during student’s institutional practicum experience.

Email Accounts and Student Contact Information

All Pharmacy Technician *students are required to maintain an active g-mail account* throughout the pharmacy technician program. To activate your ACC g-mail account, please log in to [ACC Online Services](#). From the Student Menu, click on ACCmail. Here you will find your ACCmail user name, your initial password and a link to activate your new ACCmail account. This account is to be on file with the Pharmacy Technician Program, as well as, Austin Community College. Students are required to check their email at least three (3) times per week for communication from course instructors and the department. Students are also required to maintain updated contact information (email, telephone, and address) with the department as well as Austin Community College.

Attendance Policy

Students are expected to always come to class and lab prepared. This includes bringing the correct textbook, and assignments which are due, materials for note taking, calculators and accessories to be used in class or lab.

1. Classroom

Class attendance for each Pharmacy Technician course is expected. Except for contagious illness or documented emergency, absences are strongly discouraged. The student is required to notify the instructor if an absence is anticipated.

Roll will be taken at every class meeting. If absences exceed three (3) during fall and spring semesters or two (2) during the summer semester, the student will lose one (1) letter grade for each additional absence unless there are documented medical or other emergencies.

A student who is five (5) minutes late is considered tardy. Three (3) tardies constitute one absence.

If absent, the student is responsible for contacting the instructor to obtain any assignments or handouts.

Absences from scheduled examinations is strongly discouraged. There will be no routine re-tests given in any Pharmacy Technician class unless prior arrangements have been made between the student and the instructor. If a student misses one exam, the grade of the final exam will be averaged in the place of the missed exam grade. If any other exams are missed, grades of "0" will be given.

2. Laboratories

Absences from student laboratory sessions are strongly discouraged due to the difficulty in planning and scheduling make-up sessions. Repeating the lab is virtually impossible. Unless prior arrangements have been made, a grade of zero will be assessed for each wet lab exercise missed. Study questions and dry lab exercises may still be turned in for credit at the instructor's discretion.

3. Practicum Sites

Regular and punctual attendance on all practicum days is required. Absences or tardies from the practicum for reasons other than health or other documented emergencies will not be tolerated, and the student may be subject to withdrawal from the program. The student must make up all absences, regardless of excuse. The student must coordinate the make-up day with the course instructor and the preceptor at the pharmacy. The student must notify their preceptor at the pharmacy and their Pharmacy Technician course instructor of all absences or tardies as far in advance as possible or at least within the first half-hour they are scheduled. Failure to notify the practicum site within the appropriate amount of time will result in a one-letter grade drop for the first offense and an additional one-letter grade drop for a second offense.

The student must supply the course instructor with their practicum schedule two weeks prior to implementation. The only exception to this rule is during the first two weeks of class. The student may begin working in the pharmacy as soon as the student and preceptor have agreed upon a schedule. The course instructor should be kept up to date on all changes made to the schedule once it has been turned in. Failure to provide the course instructor with the appropriate schedule in a timely manner and on a consistent basis will result in a one-letter grade drop for the course.

A student who is late by 15 minutes or more will be considered officially tardy. Three official tardies will constitute one absence.

If there are excessive absences or tardies the student may be requested by the Pharmacy Technician faculty to withdraw from the Program. The student may request in writing re-entry when able to attend on a regular basis. Excessive absences (or combination of absences and tardies) are defined as three (3).

Grading and Academic Requirements

It is expected that each student will successfully demonstrate competency in classroom work and in laboratory clinical skills. Because this is a competency-based program, at the beginning of each didactic course the student will be given a list of course objectives by the instructor. Although calculation of final grades varies somewhat in each didactic

course, **the student must pass, with a minimum of 75% in both the lecture and the laboratory components of the course.** Please note that even though the average of the two components may be 75% or greater, **failure to achieve 75% or better in BOTH sections (lecture and lab) of the course, will result in a failing grade for the course.** Specifics are presented in the syllabus given to the student on the first day of class. Final grades will be assigned according to the following scale:

A = 90 – 100%
B = 80 – 89%
C = 75 – 79%
D = 60 – 74%
F = 59% and below

A grade of “C” or above is required for passing any pharmacy specific courses of the program.

If a student scores lower than 75% (a “D” or “F”) in any Pharmacy Technician course but wishes to continue in the Program, the student must notify the Pharmacy Technician Department Chair of this intention. The student may be allowed to continue the program and repeat the failed course, or the student may be required to reapply for admission the next semester a new class is accepted. The student and the Department Chair will determine the course of action required. The student will be placed on probation until such time the failed course has been successfully completed. In addition, progress reports from the course instructor will be requested by the Department chair on a regular basis to monitor the student’s progress. If a student wishes to re-enter after more than one year has lapsed, the student may be required to either repeat or challenge all Pharmacy Technician courses previously taken.

The Pharmacy Technician Program faculty will make a determination of whether to allow the student to re-enter, or continue in the pharmacy program, based upon the student’s motivation, interest in the field, compatibility with the profession, and correction of any problem(s) for which the student was previously unsuccessful. Readmission will also be on a space-available basis. If admitted to the subsequent class, the student will enter the Program at the course failed unless he/she is repeating previous courses. Upon re-entry to the program, the student will be given, and expected to follow, the policies of the current Student Handbook. The student may also be required to audit all courses previously completed.

Any student failing (a grade of “D” or “F”) the same Pharmacy Technician course twice, or dropping out of the program twice, will not be considered for readmission again. Likewise, any student failing (a grade of “D” or “F”) more than one Pharmacy Technician course during a single semester, may not be allowed to continue in the Program.

Grading for Pharmacy Practicum will be carried out according to the following breakdown. A separate grade shall be given for each of the clinical rotations in

Pharmacy Practicum, i.e., Hospital Pharmacy and Community Pharmacy. The breakdown of grades for each clinical rotation is as follows:

90% On-Site Instructor Evaluation
10% Course Instructor Evaluation

The On-Site Instructor will be responsible for evaluating the student on the competencies and objectives listed in the course syllabus for the rotation. The student must obtain a satisfactory rating for each competency and objective listed in the course syllabus for each rotation. The Course Instructor will evaluate the student based on attendance and periodic on-site evaluations. In addition, the Course Instructors evaluation will include efforts made by the student to keep the Instructor informed of the student's practicum schedule.

The student must achieve a minimum grade of "C" in all academic course work of the certificate program, and must meet all requirements established by the college for a Certificate in Pharmacy Technician. If a student does not achieve a minimum grade of "C" in any academic course, the student must meet with the Department Chair to determine when the class will be retaken. In addition, the Department Chair will determine which other courses, if any, can be taken prior to passing the class that is being retaken.

If a student drops out of the program after completing one or more courses and is in good standing, the student may return to finish the rest of the Program if the courses and practicum sites are available. The student may be required to audit all courses previously completed. Request for this re-entry into the Program must be made in writing to the Pharmacy Technician Department Chair at least one full semester prior to the requested date of re-entry. Students who drop out after entering the Program a second time will not be considered for re-admission. The same requirements as those students failing and re-entering will apply in this case. A student has three years from the semester of first entering the Program to complete all required courses. The Department Chair can approve students to re-enter or continue in the program without retaking classes in certain cases.

Testing

Most testing will take place in the classroom, computer lab, or pharmacy laboratory setting. Distance learning courses will have most exams in the ACC Testing Centers. Students in distance learning classes will be asked at the beginning of each class to designate a preferred testing center. Students may select more than one testing center. The goal is to ensure an adequate supply of tests at each testing center.

Students who test in a testing center should find out the hours of the testing center at the beginning of the semester. Students should allow a minimum of one hour for any given exam, and should not arrive at the testing center so late that they are unable to

complete an exam. In addition, students should be aware that testing centers are very busy and should plan accordingly. Students are advised to not wait until the exam deadline to complete an exam to avoid being unable to have adequate time to complete an exam.

If a student has a problem with a test question and would like to challenge it, they must follow the following steps:

- Student must submit referenced documentation to the faculty in writing via email within 5 days of the exam that either:
 - Supports an alternative answer response or
 - Supports that the keyed answer is incorrect.
- Faculty will review the written document and communicate the final decision related to the disputed question with supporting rationale in writing within 5 days of the student's submission.

Dress Code

1. While on campus and in Pharmacy Technician lectures, students may wear clothing and footwear appropriate for the college learning environment. The student should demonstrate appropriate hygiene to avoid offensive odor.
2. In the student laboratory, appropriate clothing must be worn at all designated times as per the specific course syllabus. Close-toed shoes must be worn in the lab at all times.
3. During clinical rotation, the student must adhere to the dress code of the facility to which he/she is assigned. In addition to the facility's dress code, or if the dress code is optional, the following rules apply:
 - a. Students must comply with number 2 above. If the pharmacy prefers, the student may wear a uniform which they provide to the student. The student must wear their nametag and pharmacy technician pin at all times.
 - b. Students must not wear clothing made of denim material of any color. (No jeans or JEAN skirts, etc.)
 - c. Students must not wear t-shirts, unless they are of one color with no words, letters, slogans, graphics, etc., of any kind
 - d. Students must wear closed-toe shoes (no sandals or canvas shoes) with socks or hosiery.
 - e. While attending practicum rotations, student's hair must be clean, neat and of a normal hair color. Male students must either shave regularly, or if they choose to wear a mustache and/or beard, they must keep them clean and well groomed.

- f. Before attending practicum rotation, students must bathe regularly to avoid offensive odor. In addition, students must refrain from excessive use of cologne/perfume/aftershave lotion, or makeup.
- g. Keep fingernails clean and at a reasonable length.
- h. Dress tactfully. Avoid wearing clothes that are overly revealing, which may represent a safety hazard or which may be offensive to patients or fellow personnel.
- i. Students not conforming to the dress code of the facility or the program may be sent home from the practicum site at the preceptor's or course instructor's discretion.

Hospital Visitation

Students are prohibited from entering a hospital or any other pharmacy or health care setting while wearing a scrub uniform, and/or ACC student nametag at any time other than when required to be there for a class or practicum rotation. Any student found to be out of compliance may be withdrawn from the Program

Cell Phones and Pagers

Cell phones and pagers **MUST** be muted during class. Each cell phone and pager interruption will be counted against your grade. If you must answer a call or page during class or lab, please excuse yourself from the class to make/take the call. Do **NOT** answer the phone during class or lab. Likewise, cell phones and pagers should be muted when on practicum rotations.

Academic Integrity

Health professionals receive a high level of public trust and respect. Maintaining academic and clinical integrity is essential to the development of the characteristics required for ethical and professional practice; therefore, health sciences students must demonstrate ethical, responsible, professional behavior and accountability for their actions throughout the program.

Academic Dishonesty

Academic work submitted by students shall be the result of their own thought, research or self-expression. For purposes of these regulations, academic work is defined as, but not limited to exams and quizzes, whether taken electronically or on paper; projects, either individual or group; papers; classroom presentations; and homework. When

students borrow ideas, wording or organization from another source, they shall reference that information in an appropriate manner.

The ACC Health Science definition of academic dishonesty and discipline policies follows.

Definition:

Academic dishonesty includes but is not limited to the following:

- Cheating on an exam or quiz by bringing information to the testing area (no use of cell phones or PDA's for calculation, approved calculators allowed), talking to another student during the test, or looking at another student's test during the examination, removal of privacy screen on computer.
- Plagiarizing by borrowing ideas, wording or organization from another source, without appropriate referencing of the source.
- Unauthorized collaboration/collusion with another in preparing outside work for fulfillment of course requirements.
- Unauthorized entry (hacking) into test banks or examinations.
- Falsifying data in a patient health record.
- Assisting others in academic dishonesty.
- Discussing any assessment tools such as examinations or mastery check-offs with students who have not taken the exam or completed the check-off.
- Having a copy of the examination outside the time and place of test administration.
- Lying about or misrepresenting care given, clinical errors, or any action related to clinical experience.
- Recording, taping, taking pictures without consent from instructor.
- Submitting of another student's work as own.

Since dishonesty harms the individual, fellow students, and the integrity of the program, policies on academic dishonesty must be strictly enforced. Any documented incidences of academic dishonesty will result in probation at a minimum and can result in withdrawal from the program. If the withdrawal is for academic dishonesty, the student is not eligible for readmission into the program.

Program Progression

In order to successfully progress through Health Science programs, the student must:

- Complete pre-requisite courses before progressing in the program.
- Be enrolled in co-requisite courses in the discipline at the same time.
 - Withdrawal from any co-requisite course in the discipline prior to the college official withdrawal date may result in withdrawal from all other discipline specific co-requisite courses regardless of the current grade in the course.

- Students who fail a co-requisite course in the discipline may be required to retake all co-requisite courses in the discipline.
- Students who withdraw from a general education co-requisite course during the semester may be ineligible for progression to the next semester until that course is completed.
- Achieve a minimum grade of “C” in all health science courses in the degree plan.
- Satisfactorily meet course objectives.

Progressive Discipline

Faculty is committed to assisting students to be successful in the program. Therefore Health Science students who are not meeting course objectives in theory, lab, clinical or practicum will be apprised of their performance status using the progressive discipline process.

Step 1: Warning

The instructor provides the student with a verbal warning or written feedback as to their status. The instructor counsels the student regarding criteria for successful completion of the course and makes recommendations for improvement. Recommendations may include but are not limited to – remediation by faculty, utilization of peer study groups, tutors, computer-assisted instruction, seeking assistance from ACC counselors.

At the discretion of the instructor and depending on the situation, this step may be skipped and a conference completed.

Step 2: Conference

The student meets with the instructor in a formal conference to review the performance deficit. A written Health Science Conference Report will identify specific course or program objectives not met. A remediation contract including deadlines for completion will be developed to correct the deficit so the student can successfully progress through the program.

If at any time the student does not comply with all terms outlined in the conference report, the student may be placed on probation or withdrawn from the program, if applicable.

Step 3: Probation

Probation may be implemented for, but not limited to the following behaviors:

- Academic dishonesty
- Unsatisfactory clinical or practicum performance

- Unsatisfactory clinical or practicum attendance and punctuality
- Unethical, unprofessional behavior, and/or unsafe clinical, lab, or practicum practice
- Refusal to participate with a procedure
- Behavior which compromises clinical or practicum affiliations

Probation is a trial period in which the student must improve or be withdrawn from the program.

The student meets with the instructor and department chair. An ACC counselor may be asked to assist in representing the student. The faculty will complete a Health Science Probation Report explicitly stating expectations that must be followed during the probationary period and signed.

The probation period for safety or professional conduct violation is until the student successfully completes all program requirements.

Step 4: Withdrawal

If at any time during the probation period, the student fails to meet any of the conditions of the probation contract, the student may be withdrawn from the program. Accordingly, if at the end of the probation period the student has not met the criteria for satisfactory performance outlined in the probation contract, the student will be withdrawn from the program.

A student who is placed on probation for unsafe or unprofessional conduct will be withdrawn from the program for subsequent safety or professional conduct violations at any time during the program. (If the occurrence is past the official college date for withdrawal from a course, the student will receive a performance grade of “F” for failure or “U” for unsatisfactory).

Some situations do not allow for the progressive discipline process due to the severity of nature or the timing of their occurrence. Incidents of this nature may require the student to be immediately placed on probation or withdrawn from the program. Examples of these include, but are not limited to:

- Violations of patient confidentiality
- Academic dishonesty
- Falsification of documentation
- Unprofessional behavior that seriously jeopardizes patient, student, staff or preceptor safety.

NOTE: If the occurrence is past the official college date for withdrawal from a course, the student will receive a performance grade of “F” for failure or “U” for unsatisfactory.

The withdrawing student must meet with the course instructor and/or department chair to complete all exit forms and have an **Exit Meeting** within two weeks of the withdrawal.

The student is required to turn in their program student ID and any equipment or items that belong to the department. Failure to do so may compromise their standing at ACC.

Student Complaint Procedure

Health science programs follow the college's general policy for student complaints as set forth in the ACC Student Handbook. A copy of the student handbook is available at each campus' administrative offices, or may be downloaded from the ACC website at www.austincc.edu/handbook/gen3.php.

The purpose of student complaint procedure is to ensure students due process in the resolution of a complaint. Student complaints may include (but are not limited to) issues regarding classroom instruction or other college services and offices as well as discrimination based on race, color, gender, religion, age, national origin, disability or sexual orientation. This procedure does not apply to student disputes about course grades which are resolved under the supervision of the appropriate instructors and instructional administrators. The program will not retaliate against the student as a result of filing a complaint.

Sexual and/or Racial Harassment Complaints

If a Health Science student has a complaint regarding sexual or racial harassment then the student should refer to the ACC Student Handbook for the policy and procedure related to sexual and racial harassment at <http://www.austincc.edu/handbook/policies3.php#sexual>.

Grade Change Policy and Procedures

ACC health science programs follow the college's general policy on grade change as set forth in the **ACC Student Handbook** at <http://www.austincc.edu>.

Assignment of Grades:

The instructor teaching the course shall assign grades. The instructor will provide information to the students at the beginning of the semester regarding the course, including the guidelines for grading. If the student has questions about or objections to the grading policy in a course, those must be brought up during the semester. Such questions or objections should first be addressed to the instructor and then, if the student believes it is appropriate, to the instructor's supervisor. These questions are not relevant when determining whether an error occurred in assigning a performance grade.

Grade Change Appeal:

If a student believes that an error has been made in the assignment of a grade, he or she should follow the “Procedures to Resolve Grade Disputes” found in the **ACC Student Handbook** at www.austincc.edu/handbook/policies2.php.

Professional Risks

Interactions with patients in the health care system carry inherent risks to both the patient and caregiver, including, but not limited to, communicable diseases. In the curriculum, students will be given information regarding known risks for various diseases and provided skills to implement precautions appropriate to these risks as part of the program curriculum.

All students are expected to provide appropriate care to all patients assigned to them in any setting. These assignments may include patients with medical diagnoses of tuberculosis, hepatitis A, B, or C or HIV/AIDS. Additionally, it is the responsibility of the student to implement standard precautions in the care of all assigned patients.

Health Insurance

The College does not provide personal health insurance coverage for students. All Health Sciences students are encouraged to carry some type of personal health insurance. Information about health insurance is available at: <http://.austincc.edu/ehs/insurance.html>

Medical Professional Liability Insurance

Medical professional liability insurance is required for each Health Science student enrolled in a clinical course with patient contact. This insurance is purchased automatically through Austin Community College registration fees collected each semester.

Accident Insurance:

Student accident insurance coverage is required for students participating in certain college sponsored laboratory / clinical activities. The maximum medical benefit is \$10,000 per student with a \$25.00 deductible. The student is responsible for the \$25.00 deductible. Payment for insurance coverage is assessed at registration.

The student accident policy provides insurance coverage only while participating in specified laboratory/clinical classes. It does not extend to accidents involving automobiles and incidents outside the laboratory/clinical/classroom.

Accident Procedures

1. Provide first aid for the student sufficient to get the situation under control
2. If the accident occurs on campus, campus police are notified.
3. If the accident occurs in the clinical area, faculty responsible for the course in which the student is injured must be notified immediately of the incident.
4. If it appears that a physician should see the student, he or she may choose to see his/her own physician, go to a minor emergency center, or be transported to a hospital. The student can pay the bill at the time of treatment or assign benefits and request reimbursement from ACC's insurance company.
5. The injured student will use the designated claim form. All components of the claim form must be completed. The completed form must contain the signatures of (1) the faculty/supervisor, and (2) the student/claimant and submission of an **itemized medical bill** before reimbursement will be made. Reimbursement requests along with completed claim form should be sent to:
Austin Community College
Risk Management Department
9101 Tuscany Way
Austin, TX 78754
Phone: 223-1015 Fax: 223-1035
6. The student submits a copy of the completed insurance form and HIPAA release form to the Assistant Dean of Health Sciences immediately after the incident.
7. The Faculty submits TWO copies of the Supervisor's Injury and Illness Analysis and Prevention Report; one copy to the Department Chair and one copy to the Assistant Dean of Health Sciences within 48 hours of the event.
8. The Assistant Dean of Health Sciences will communicate the official notification of the claim to the Risk Management Department who confirms insurance coverage with the carrier & medical provider.

Forms are available in published course materials and on the web at:

- <http://accweb.austincc.edu/accforms/forms/HZCM004studentaccidentclaim.pdf>
- <http://accweb.austincc.edu/accforms/formsfrontpage/supersinjuryrep.html>
(select view form)

Blood and Body Substance Exposure

Students who experience an exposure to any potentially infectious materials (needle stick, mucous membrane, or non-intact skin) or airborne inhalation require specific follow-up. It is the responsibility of the individual to report the incident to the instructor and seek medical evaluation/care as soon as possible (preferable within one hour). If the injury occurred in the pharmacy lab or classroom, the student must also work with the instructor to complete an incident report form prior to leaving class. Faculty will

ensure that copies of the appropriate insurance forms will be made available to the students prior to their first clinical experience.

Environment of Care

Austin Community College Health Science Students and faculty will follow procedures outlined in the Seton Safe Environment of Care (EOC) and the St. David's Mandatory Education Module and designed by Seton and St. David's and adapted for use at ACC in order to educate students and faculty in procedures mandated by health care facilities. All of the Seton Healthcare Network and St. David's Healthcare Partnership facilities, in which we are affiliated, have agreed to the use of these procedures in order to educate students and faculty prior to their clinical rotations in those facilities.

Students are required to complete these modules according to specified deadlines established by the program. The purpose of the test is not simply to pass it, but to understand the concepts presented in the Seton Safe EOC Manual and St. David's Mandatory Education Module. The scope of these tests includes general safety, hazardous materials and waste, medical equipment, security, emergency preparedness, life safety and building construction, utility systems and social environment.

These exams are available at: <http://www.austincc.edu/health/dmt.php> or on departmental home pages. Specific instructions about how to access the test will be given to students by their instructor. When students have completed the test, they will be required to make a copy for themselves and electronically mail a copy to their program.

HIPAA

The Health Insurance Portability Accountability Act (HIPAA) requires that all protected health information be kept private and secure by all persons that handle, or have access to that information. Since health sciences students, faculty, instructors, and staff use protected health information as part of the educational process (i.e. access to client health data to provide care and use of de-identified health data for educational assignments such as case students and care plans), all health science students must complete an online **HIPAA Training Module** on an annual basis to remain in compliance with HIPAA regulations. Students are not allowed to enter the clinical settings / fieldwork until this training has been completed. Any violations of HIPAA regulations will result in disciplinary actions up to and including withdrawal from the program. The HIPAA Training Module is available at: <http://www.austincc.edu/hipaa/training/>.

Workplace Violence

Students who are assigned a clinical or practicum experience in a Seton Healthcare facility are required to complete the **Safety Module for Non-Employees: Workplace Violence Module**.

Substance Abuse Policy

The well-being of patients and clients cared for by our students is of primary concern in all Health Sciences programs and a carefully designed and administered drug and alcohol misuse procedure can reduce accidents. Therefore, the Health Sciences Department has adopted a substance abuse testing program wherein a student who is participating in clinical classes will be tested for drugs when there is reasonable suspicion that the student is under the influence of alcohol and/or illegal drugs, i.e., drugs which are controlled substances under federal law which are not being used under the supervision of a licensed health care professional, or otherwise in accordance with the law.

Students will be asked to submit to drug screening by their ACC clinical instructor at the expense of the college in the following circumstances:

1. Observable indication of actual use or impairment such as slurred speech, lack of coordination, incoherency, marijuana or alcohol odors.
2. Possession of drugs, apparent paraphernalia or alcoholic beverages
3. Detailed, factual and persistent reports of misuse by multiple colleagues
4. Abnormal or erratic behaviors such as sudden outbursts, mood swings, hostility or unusual anxiety that suggests possible drug use or alcohol misuse
5. Involvement in suspicious accidents
6. Apparent lapses in judgment or memory
7. Unusual lethargy

Testing Procedure

1. Document student's behavior. Confer with department chair. If a department chair is the faculty member concerned about the student's behavior or if the department chair is unavailable, the conference will be with the dean or dean's designee.
2. If a student denies being under the influence of unauthorized substances, a request for a drug screen will be initiated.
 - a. The student will sign a consent form to undergo drug screening.
 - b. If the student refuses to consent to drug screening, the student will be immediately dismissed from the program.
3. Arrange for transportation directly to a designated testing center by taxi accompanied by a Health Sciences representative.
4. After the drug screen specimen has been obtained, the student will be transported by taxi to home.
5. Student is excluded from all clinical activities pending results of the drug screen.

6. Drug screen findings will be interpreted by the designated testing center within 24-48 hours.
 7. Results will be sent to the Dean of Health Sciences where they will be kept in a confidential, locked file. Results of the drug screen will be released to the department chair on a need to know basis only. Records may be released only to the student or the decision-maker in a lawsuit, grievance, or other legal proceeding against the College or its agents arising out of the positive drug test.
 8. All positive drug screens will be reviewed by an independent Medical Review Officer. During the review process the student will have the opportunity to:
 - a. Explain the cause of the positive drug screen.
 - b. Provide the name of the physician authorizing any prescription medications. The Medical Review Officer will contact the attending physician for verification. If verification is obtained, the student will be placed on probation. Any subsequent evidence of substance abuse will result in a recommendation that the student be dismissed from the program. The student may appeal the recommendation using the Student Complaint Procedure in the ACC Student Handbook.
 9. If drug screen is positive and unexplained, unverified via the Medical Review Officer, the student will be:
 - a. Dismissed from the program and
 - b. Report to the state licensing agency, if applicable.
 10. A student who tests positive will be referred by the ACC counselor to a community resource for evaluation at the student's expense.
 11. If the drug screen is negative, the student will be immediately reinstated in clinical by the department chair and will be provided opportunity to make up assignments. The student will be subject to all other objectives related to safe behavior and care of clients.
 12. Readmission to the program is based on program admission policies.
*Please refer to the Consent for Drug Screening form located in the Appendices section at the end of this handbook.
- Note:** Some clinical affiliates may require a preliminary drug screening prior to actual clinical practice in their facility. Students who do not pass a drug screen may be unable to continue in the program as alternative clinical arrangements may not be available.

Professional Behavior

Austin Community College and the Health Sciences Programs have certain expectations of behavior. Health Science students while on campus or while representing Austin Community College at any clinical agency must conduct themselves in a professional manner as to reflect favorably upon themselves and the Program they represent. Students are expected to assume responsibility for their actions and will be held accountable for them. If at any time a student behaves in a manner which is

inappropriate, unprofessional, disrespectful, argumentative, or endangers the health or safety of fellow students, instructors, patients, health care team, they will be referred to the “Student Discipline Policy and Procedures” as outlined in the **ACC Student Handbook** and administered through the office of Student Services. Students will abide by clinical agency policies during each clinical experience.

Students will also be disciplined for academic dishonesty and unprofessional conduct. Unprofessional conduct includes, but is not limited to:

- Verbal or non-verbal language, actions, or voice inflections, or insubordination which compromise rapport or working relations with peers, faculty, patients and their family or healthcare team members.
- Any behavior that may compromise contractual agreements and /or working relations with clinical affiliates, or constitute violations of legal or ethical standards.
- Using or being under the influence of any drug (OTC, prescription, and /or illegal) or alcohol that may alter judgment and /or interfere with safe performance.

Violations of the professional behavior standards can result in immediate removal from the clinical site, probation, or withdrawal from the program.

Safe/Unsafe Clinical Practice

The Health Sciences Programs identify safety as a basic human need. A safety need can be identified as physical, biological, and /or emotional in nature. Safe practices are an academic requirement of each program.

Unsafe clinical practice shall be deemed to be behavior demonstrated by the student which threatens or violates the physical, biological, or emotional safety of the patients, caregivers, students, faculty, staff or self. Unsafe or unprofessional clinical practice may result in:

- a performance conference & written report
- a probation conference & written report
- immediate withdrawal from the program. (If the occurrence is past the official college date for withdrawal from a course, the student will receive a performance grade of “F” for failure or “U” for unsatisfactory.)

The following examples serve as guides to these unsafe behaviors, but are not to be considered all-inclusive:

Physical Safety: Unsafe behaviors include but are not limited to:

- inappropriate use of side rails, wheelchairs, other equipment
- lack of proper protection of the patient which potentates falls, lacerations, burns, new or further injury
- failure to correctly identify patient(s) prior to initiating care

- failure to perform pre-procedure safety checks of equipment, invasive devices or patient status

Biological Safety: Unsafe behaviors include but are not limited to:

- failure to recognize and correct violations in aseptic technique
- improper medication administration techniques / choices
- performing actions without appropriate supervision
- failure to seek help when needed
- attending clinical while ill
- failure to properly identify patient(s) prior to treatments

Emotional Safety: Unsafe behaviors include but are not limited to:

- threatening or making a patient, caregiver, faculty, staff or bystander fearful
- providing inappropriate or incorrect information
- performing actions without appropriate supervision
- failure to seek help when needed, unstable emotional behaviors

Unprofessional Practice: Unprofessional behaviors include but are not limited to:

- Verbal or non-verbal language, actions, or voice inflections which compromise rapport and working relations with patients, family members, staff, or physicians, may potentially compromise contractual agreements and/or working relations with clinical affiliates, or constitute violations of legal/ethical standards
- Behavior which interferes with or disrupts teaching/learning experiences
- Using or being under the influence of any drug or alcohol that may alter judgment and interfere with safe performance in the clinical or classroom setting.
- Breach of confidentiality in any form

Physical Risk Statement

Students with a temporary physical problem/limitation (i.e., broken bones, back injuries, recent surgery, etc.) may be admitted to, or choose to continue the Pharmacy Technician Program. If a student chooses to stay in the Program, he/she understands and agrees that excessive absenteeism or inability to perform necessary duties related to the learning objectives and health care delivery can result in the necessity to discontinue the Program. It is the student's responsibility to obtain, and provide to the instructor, written permission to take part in all course functions from a physician during the period any physical problem/limitation is present. The College is not responsible for any exacerbation of this problem, which occurs as a result of the student's continued participation in the Program.

Interactions with patients in the health care system carry inherent risks to both the patient and caregiver, including, but not limited to, communicable diseases. In this document, as well as in the curriculum, students will be given information regarding known risks for various diseases and provided skills to implement precautions appropriate to these risks. All students are expected to provide appropriate care to all patients in any health care setting as a learning experience. These assignments may include patients with medical diagnoses of tuberculosis, hepatitis, AIDS, or other infectious diseases.

Furthermore, the student understands that participation in this program exposes the student to certain risks of illness, injury or infectious contact. The College will not be held responsible for any illness or injury, or infectious contact which occurs during the participation in the Program. The student's signature on the Statement of Understanding page is an acknowledgement of this policy.

Insurance

Because the College does not provide routine health insurance coverage and is not responsible for any illness or injury to students, even in the clinical area, each student is strongly urged to carry health insurance. Health insurance is available to the student at the student's own expense. Information on coverage and premium costs is available from Student Services.

The following statement is to be clearly understood. If you become ill or are injured either on campus or at a clinical site, and receive emergency medical care (doctor, ER, etc.); you are responsible for the medical costs involved.

Liability insurance for each Pharmacy Technician student is mandatory and is purchased through ACC registration fees collected at the beginning of each appropriate course.

Rotation Eligibility for Pharmacy Practicum

Pharmacy Technician practicum sites are not easily acquired. At this time, the Program has sufficient clinical slots for 14 to 16 students per rotation. Availability of sites may vary from semester to semester. All students must petition for practicum. Eligible students will be assigned a practicum on a first-come-first-served basis. There is no guarantee that the student will receive their desired practicum site, however; turning in the practicum petition as soon as possible will greatly assist in the placement process.

The Pharmacy Practicum is in the second semester of the program. The student must have successfully completed Essentials of Medical Terminology, Introduction to Pharmacy, Pharmaceutical Mathematics, Community Pharmacy Practice, and

Institutional Pharmacy Practice before they are eligible to enroll in the Pharmacy Practicum.

The State Board of Pharmacy requires, by law, all Technician Trainees register with the Board prior to training in or gaining experiential hours in any live pharmacy setting. Technician Trainee Registration is a requirement once admitted to the Pharmacy Technician Program. Denial or revocation of registration from the State Board constitutes ineligibility to participate in the Practicum, which is cause for dismissal from the Program.

In order to comply with the Texas Health and Safety Code, some clinical agencies require Criminal Background Checks for students prior to clinical rotations. The agency will deny the student access to the clinical facility if the background check is unsatisfactory. If a student cannot attend a clinical rotation, the student will be unable to complete course and program requirements necessary for graduation.

Service Work Policy

Pharmacy Technician students are not expected to perform service work and are not allowed to be scheduled in place of qualified staff during any practicum rotation. Should a clinical institution wish to employ a currently-enrolled Pharmacy Technician student, the institution contracts with the individual for duty either after the student has finished their clinical rotation, or during non-instructional hours. The Department Chair should be consulted if the institution wishes to hire an individual during non-instructional hours. This service work is paid according to the standard employee scale of the particular institution and is voluntary on the student's part. Students are not allowed to participate in a rotation at a clinical site or for the same company with which they are performing service work, unless approved by the Department Chair.

Counseling Services

Professional counselors are available at the Eastview Campus to provide confidential assistance to students by appointment and on a drop-in basis.

The counselors assist with the most frequently expressed student concerns:

Academic/Education Planning:	selecting courses, degree planning, and information on transferring ACC credits to other schools
Career:	job-search strategies, career exploration, skill identification, resume writing, job interviewing, goal setting, and vocational assessment

Counseling: personal adjustment, time management, relationships, communication, trust building, and stress management

Counselors also provide an assessment program. Vocational interest inventories identify areas of interest in career fields. Aptitude tests assess skills and abilities. Personality tests clarify problem areas in personal functioning. Students can consult with a counselor to determine if an assessment is needed.

Basically, the counselors are the persons to see for any type of help you might need. If they cannot provide the information or assistance you need, they will be able to refer you to someone who can.

If serious problems exist, the Pharmacy Technician Department Chair may require a student to make an appointment with a counselor.

Student Financial Aid

Austin Community College provides information on financial aid to assist students; the financial aid program includes scholarships, grants, loans, and part-time employment.

The college expects students to make a maximum effort to assist themselves and provide a portion of their college expenses. Students should view financial aid only as a supplement to the financial resources of the applicant.

Financial aid can only be used for courses taken for college credit. Financial aid is not available for courses taken on an alternative basis.

Application Deadlines

Students must reapply each year for financial aid and mail applications by the following suggested dates. Students who plan to attend both fall and spring need apply only once for that academic year. If an application is late, the College awards funds only if funds are available.

Fall and Spring	April 1
Spring Semester	October 15
Summer Semester	March 15

The Financial Aid Offices can provide the necessary forms and provide additional information.

Library Facilities

There are four main Learning Resource Centers (LRCs) at Austin Community College: Northridge, Rio Grande, Eastview and Riverside Campuses.

The Health Science Collection is located within the EVC/LRS on the second floor of Building 2000 on the Eastview Campus. The Health Sciences Collection consists of approximately 8000 health science books, 200 health care journals, 1400 items of audiovisual software, and 100 computer software titles. The book collection, located on open shelves and covering the fields of medicine, surgery, nursing, allied health, hospitals, public health, pharmacy and the pre-clinical sciences, is classified and cataloged according to the system of the National Library of Medicine. The journal collection is on open shelves in alphabetical order by title, and indexes provided are: Cumulative Index to Nursing and Allied Health Literature, Hospital Literature Index, and Index Medicus.

Audiovisual software is also classified and cataloged according to the National Library of Medicine System. It is stored on open shelves for student use at carrels equipped with filmstrip/audio-cassette projectors, slide/audio-cassette projectors, and videocassette players.

Computers and printers are available for student and faculty use.

Books, articles, and audiovisual material may be placed on reserve in the LRC by your course instructors to be used as reference or for special assignments. You may also use any other LRC at any other ACC campus for checking out materials. Books may be returned to an ACC LRC, regardless of which campus they were checked out from. The librarian may also be able to assist you with on-line computer searches for specific subjects – consult the librarian for more information. Instruction in the use of computer and audiovisual hardware and software is available.

ACC's cooperative arrangements with other libraries in the community expand the student's access to needed materials. Any student with an ACC ID card, regardless of residence, may use the collections and services of the Austin Public Library free of charge. Public library cards are available on application and take about two weeks to obtain. Through a cooperative agreement with all Texas colleges and universities, students may obtain a TexShare Borrower Card to use at area college libraries. Applications for these cards are available each semester from the ACC LRCs and afford the user full borrower privileges at the libraries for that semester.

In addition to these resources, ACC participates in an inter-library loan system that makes materials available from libraries across the country. Your ACC identification card is required for checking out any library material.

Emergency Instructions

Austin Community College District has procedures in place to help ensure the safety of students during an emergency. Emergency instruction signs are posted in each campus classroom. They indicate evacuation routes, outside rally locations, and indoor shelter-in-place areas. Administrators-in charge and emergency evacuation coordinators are designated in all facilities to assist students and staff in an emergency. In addition, information regarding emergency situations will be distributed via g-mail. See the ACC Student Handbook or <http://www.austincc.edu/handbook/emergency.php>.

General Emergencies

To reach the ACC Police Department dial 222 from any campus phone or 223-7999 from any cell phone, pay phone, or off campus. The ACC Police Department can better determine the student's location and will notify the local police and fire departments.

Medical Emergencies

In the case of severe bleeding, breathing problems, or chest pains, call 911. For other medical emergencies, contact the ACC Police Department by dialing 222 from any campus phone or 223.7999 from any cell phone, pay phone, or off-campus phone.

Severe Weather/Outdoor Hazards

In cases of severe weather or other dangerous conditions outdoors, students will be directed to shelter-in-place areas inside the building. Do not go outside or move to another building. Do not use elevators. Upon being alerted by a public address system, alarm, or campus administrator, students will move immediately to shelter in-place areas indicated on the emergency signs posted in each classroom. Shelter-in-place areas are located in the lowest floor possible of the building, in the center of the building, and away from glass.

Fire

Upon hearing a continuous alarm or verbal warning, students should evacuate the building immediately and move to the fire evacuation rally location indicated on the emergency signs posted in each classroom. Do not run. Do not use elevators.

1. Leave the building through the nearest exit
2. Take personal belongs if they are in the same room
3. Close all doors behind you. Do not lock them
4. Report to fire evacuation rally location. You must be accounted for at rally location

5. Students and staff will be permitted to re-enter the building when the administrator-in-charge or emergency evacuation coordinator gives a verbal “all clear” signal

Gunman on Campus

Students or staff who see an armed person or receive information that an armed person is on campus should take the following steps.

1. Contact the ACC Police Dispatch by dialing 222 from any campus phone or 223.7999 from any cell phone, pay phone, or off-campus phone.
2. Turn off lights, close and lock doors.
3. Get on the floor out of the line of fire. Seek available cover.
4. Wait until an “All Clear” given by a police officer or authorized, known voice

Contacting a Student in an Emergency

With thousands of students at different locations, it is **not possible** for staff to contact students on campus except in cases of emergency. Staff members may inquire about the nature of the emergency and decide whether the student should be contacted. In order to contact students, campus staff will need the student’s ID number and class schedule.

When students anticipate someone may need to contact them on campus, they should leave the necessary information in the [campus manager’s office](#). Under no circumstances will ACC permit persons to search for students on campus.

Family Education Rights and Privacy Act

The following statement concerning student records maintained by the Austin Community College District is published in compliance with the Family Education Rights and Privacy Act of 1974. The release of information to the public without the consent of the student will be limited to that designated as directory information. Directory information includes name, address, telephone number, date and place of birth, major field of study, participation in activities, dates of attendance, degrees, certificates and awards, name of the previous educational institution attended, student classification and enrollment status. Any student objecting to the release of all or any portion of such information must notify Admissions and Records within the first 12 class days of the semester. The restriction will remain in effect until revoked by the student.

Pharmacy Technician Program Faculty_____

Dr. Richard R. Espinosa, R.Ph., Pharm. D.

Professional Education Background

Associate of Science
Bee County College
May 1988

The University of Texas at Austin, College of Pharmacy
Bachelor of Science in Pharmacy
December 1992

The University of Texas at Austin, College of Pharmacy
Doctor of Pharmacy
May 2001

Professional Experience

Interim Department Chair for Pharmacy Technician Program
Aug. 2008 – present

Austin Community College
Department Chair for Allied Health Sciences
Aug. 2001 – present

Austin Community College
Professor, Associate Professor, Adjunct
May 1994 - present

HEB Pharmacies
Austin, TX
Staff, Relief Pharmacist
Aug. 3, 1993 - Present

Professional Organization Memberships

American Society of Health-System Pharmacists (ASHP)
Capital Area Pharmacy Association (CAPA)
Austin Area Society of Health-System Pharmacists (AASHP)
Texas Society of Health-System Pharmacists (TSHP)

Phillip Johnston, RPh

Professional Education Background

The University of Texas at Austin, College of Pharmacy
Bachelor of Science in Pharmacy
May 1992

Professional Experience

Pharmacy Alternatives
Austin, TX
Staff Pharmacist
June 2006 - Present

St. David's Health Care Partnership
Acute Care Pharmacy Supervisor
Austin, TX
January 2001 - June 2006

Austin Community College
Austin, TX
Adjunct Professor
October 2004 - Present

St. David's Health Care Partnership
Austin, TX
June 1992 - January 2001

Hill Country Memorial Hospital
Fredericksburg, TX
June 1990 - January 1992

Professional Organization Memberships

Austin Area Society of Health-System Pharmacists

Marcy May, BA, MA, CPhT

Professional Education Background

University of Phoenix
Master of Arts, Adult Education and Distance Learning
December 2005

Michigan State University
Bachelor of Arts, Chemistry
August 2002

Nationally Certified Pharmacy Technician

Registered Pharmacy Technician, State of Texas

Professional Experience

Austin Community College
Austin, TX
Assistant Professor, Adjunct
2004; 2006 - Present

Virginia College
Austin, TX
Program Coordinator
2004 - 2006

Walgreen's Pharmacy
Austin, TX
Lansing, MI
Pharmacy Technician
June 2000 - December 2004

Professional Organization Memberships

Capital Area Pharmacy Association (CAPA)
Texas Pharmacy Association (TPA)

Lisa McCartney, AAS, CPhT

Professional Education Background

Weatherford College,
Associates Degree in Pharmacy Technology
August 2008

University of Houston College of Pharmacy
ACPE Certified Instructor
Aseptic Techniques for Pharmacy Technicians
1997 - Present

Nationally Certified Pharmacy Technician
1995 - Present

Registered Pharmacy Technician, State of Texas
2006 - Present

Professional Experience

Austin Community College
Associate Professor
1999 - Present

St. David's Medical Center
Austin, TX
Pharmacy Technician Supervisor
1995 - 2002

Austin State School
Pharmacy Tech II
1991 - 1995

Bronson Methodist Hospital
Kalamazoo, MI
Lead Technician
1981 - 1991

Professional Organization Memberships

Pharmacy Technician Educators Council (PTEC)
Capital Area Pharmacy Association (CAPA)
National Pharmacy Technician Association (NPTA)
Austin Area Society of Health-System Pharmacists (AASHP)

Laura Shields, B.A., CPhT

Professional Education Background

University of Texas at Austin,
Bachelors Degree in History
May 2008

Nationally Certified Pharmacy Technician
1998 – Present

Registered Pharmacy Technician, State of Texas
2008 – Present

Professional Experience

Austin Community College
Adjunct Professor, Pharmacy Technology
2009 – Present

Pharmacy Alternatives
Austin, Texas
2008 – Present

United Pharmacy
Amarillo, Texas
2000-2002

Maxor Pharmacy
Amarillo, Texas
Lead Technician
1998-1999

Baptist – St. Anthony's Hospital
Amarillo, Texas
1990 – 1993

Veronica Velasquez, CPhT

Professional Education Background

El Paso Community College
Certificate of Completion in Pharmacy Technology
August 1993

Nationally Certified Pharmacy Technician
1999 - 2005

Registered Pharmacy Technician, State of Texas
2006 - Present

Professional Experience

Austin Community College
Associate Professor
2009 - Present

St. David's Medical Center
Austin, TX
Pharmacy Technician Supervisor
2008 - Present

St. David's Medical Center
Austin, TX
Pharmacy Technician II
1998-2008

Hospice Austin Christopher House
Lead Technician
2000- 2002

Thomason General Hospital
El Paso, Texas
Pharmacy Technician I
1981 - 1991

Professional Organization Memberships

National Pharmacy Technician Association (NPTA)
Austin Area Society of Health-System Pharmacists (AASHP)

Forms and Program Documentation

Please sign and/or initial ALL forms in this section and turn in to the Pharmacy Technician Department Chair. These will become part of your permanent record. Failure to turn in required forms, immunizations and other documentation may result in termination from the pharmacy technician program.

Statement of Understanding

Please read each statement below. Initial each statement in the space indicated and provide your name, signature, and date below.

1. ____ I have read and agree to, and will comply with the student policies as outlined in the Student Handbook. Furthermore, I will agree to and will comply with the course requirements as listed in the Syllabus and Student Policies of (program).
2. ____ I understand that while performing my regularly assigned duties, I may be exposed to blood, body fluids, or tissues. I will use the appropriate personal protective equipment required when there is an inherent potential for mucous membrane or skin contact with blood, body fluids or tissues, or a potential for spills or splashes of them. Appropriate protection may include the use of gloves, gowns, masks, face shields, eye protection, mouthpieces, resuscitation bags, and other protective equipment. I understand that if I fail to use available personal protective equipment, I may be subject to disciplinary action.
3. ____ I understand the immunization requirements as outlined on the Health Sciences website. I understand that failure to provide proof of the necessary immunizations may result in my being dropped from the pharmacy technician program.
4. ____ I have read through the information on the Health Data Form as outlined on the Health Sciences website. I understand that failure to provide the completed Health Data Form and requisite TB skin test may result in my being dropped from the pharmacy technician program.
5. ____ I have been informed regarding the inherent health/safety hazards in the health care field and release ACC from any liability for such hazards.
6. ____ I have read and agree to the "Substance Abuse Administrative Policy."
7. ____ I agree to criminal background checks and agree to immediately notify the Dean of Health Sciences in writing of any subsequent changes in criminal history that occur after the admission background check has been completed.

8. ____ I will complete all clinical educational training modules and submit signed documentation to the Program as required.
9. ____ I have read, understand, and acknowledge that I am capable of performing to the Technical Standards and Essential Functions as presented or with reasonable accommodation as documented by the Office of Students with Disabilities. (If accommodation is required, please confer with the Department Chair of the Program immediately.)
10. _____ I agree to read the Pharmacy Technician Program Student Handbook in its entirety. I will inform my instructor via email if I have any questions or concerns about anything contained in the handbook. I agree to email my instructor within 10 days of the start of the first semester of the pharmacy program if I have any questions or concerns.
11. _____ I agree to read the Austin Community College Student Handbook and abide by all of the policies outlined therein.
12. _____ I understand that I must petition for pharmacy courses prior to each semester. I agree to submit the necessary paperwork prior to the deadline which will be provided by your instructor.
13. _____ I understand that failure to promptly register for pharmacy courses may result in the cancellation of one or more sections of the course due to low enrollment. I understand that if my course is cancelled due to low enrollment I will be given the opportunity to enroll in a different section of the course, or wait until the next semester that the course is offered to take it.
14. _____ I understand that I am required to maintain a current Gmail student email account. I understand that college, campus, program and course information will be distributed by this medium and that I am responsible for reading, understanding and complying with that information.
15. _____ If I have a problem, or concern with an instructor or other course related issue, I will first address it with that instructor. If that fails to bring resolution, I will contact the Pharmacy Department Chair, in writing, for further assistance in resolving the matter.

Printed Name _____ Date _____

Signature _____ Date _____

Student Confidentiality Statement

As a condition of my clinical experience, I agree NOT to divulge to unauthorized persons, any confidential information obtained from observations, conversations, correspondence, personal records, clinical materials, and/or any other sources. I will not publish or otherwise make public any confidential information such that the person involved will be identifiable or harmed, except as I may be legally required to do so.

I understand that any violation of this confidentiality agreement is very serious and warrants disciplinary action.

Name (printed)

Signature

Date

Substance Abuse Prevention Administrative Rules

VALUE STATEMENT: The well-being of students, patients and clients is essential to the delivery of safe health care by students in clinical settings.

ADMINISTRATIVE RULE:

The well being of patients and clients cared for by our students is of primary concern in all Health Sciences programs and a carefully designed and administered drug and alcohol misuse procedure can reduce accidents. Therefore, the Health Sciences Department is adopting a substance abuse testing program wherein a student who is participating in clinical classes will be tested for drugs when there is reasonable suspicion that the student is under the influence of alcohol and/or illegal drugs, i.e. drugs which are controlled substances under federal law which are not being used under the supervision of a licensed health care professional, or otherwise in accordance with the law.

Students will be asked to submit to drug screening by their ACC clinical instructor at the expense of the college in the following circumstances:

1. Observable indication of actual use or impairment such as slurred speech, lack of coordination, incoherency, marijuana or alcohol odors.
2. Possession of drugs, apparent paraphernalia or alcoholic beverages.
3. Detailed, factual and persistent reports of misuse by multiple colleagues.
4. Abnormal or erratic behaviors such as sudden outbursts, mood swings, hostility or unusual anxiety that suggests possible drug use or alcohol misuse.
5. Involvement in suspicious accidents.
6. Apparent lapses in judgment or memory.
7. Unusual lethargy.

Testing Procedure:

1. Document student's behavior. Confer with Department Chair. If a Department Chair is the faculty member concerned about the student's behavior or if the Department Chair is unavailable, the conference will be with the dean or dean's designee.
2. If the student denies being under the influence of unauthorized substances, a request for a drug screen will be initiated.
 - A. The student will sign consent to undergo drug screening.
 - B. If the student refuses to consent to drug screening, the student will be immediately dismissed from the program.
3. Institute a Request for Drug Screen. Provide verbal and written instructions for the testing procedure, including timeframes for the test.
4. Arrange for transportation directly to a designated testing center by taxi accompanied by a Health Sciences representative.
5. After the drug screen specimen has been obtained the student will be transported by taxi back to the point of origin or home.
6. Student is excluded from all clinical activities pending results of the drug screen.

7. Drug screen findings will be interpreted by the designated testing center with in 24-48 hours.
8. Results will be sent to the Dean of Health Sciences where they will be kept in a confidential, locked file. Results of the drug screen will be released to the Department Chair on a need to know basis only. Records may be released only to the student or the decision-maker in a lawsuit, grievance or other legal proceeding against the College or its agents arising out of the positive drug test.
9. All positive drug screens will be reviewed by an independent Medical Review Officer. During the review process the student will have the opportunity to:
 - A. Explain the cause of the positive drug screen.
 - B. Provide the name of the physician authorizing any prescription medications. The Medical Review Officer will contact the attending physician for verification. If verification is obtained the student will be placed on probation. Any subsequent evidence of substance abuse will result in a recommendation that the student be dismissed form the program. The student may appeal the recommendation using the Student Complaint Procedure in the ACC Student Handbook.
10. If drug screen is positive and unexplained unverified via the Medical Review Officer, the student will be:
 - A. Dismissed form the program and
 - B. Reported to the state licensing agency, if applicable.
11. A student who tests positive will be referred to a community resource for evaluation by the ACC counselor at the student's expense.
12. If the drug screen is negative, the student will be immediately reinstated in clinical by the Department Chair and will be provided opportunity to make up assignments. The student will be subject to all other objectives related to safe behavior and care of clients.
13. Readmission to the program is based on program admission policies.

Consent for Drug Screening

I, _____, recognize that the use and abuse of alcohol, drugs or substances can create an unsafe clinical working environment for myself and others.

I agree to provide a blood, urine and/or breathe sample to the drug testing laboratory designated by Austin Community College. I also permit the testing laboratory to release the results of the drug screening test to designated Austin Community College authorities.

Student

Date

Faculty

Date

Oath of a Pharmacy Technician

At this time, I vow to devote my professional life to the service of all humankind through the profession of pharmacy.

I will consider the welfare of humanity and relief of human suffering my primary concerns.

I will apply my knowledge, experience, and skills to the best of my ability to assure optimal drug therapy outcomes for the patients I serve.

I will keep abreast of developments and maintain professional competency in my profession of pharmacy.

I will maintain the highest principles of moral, ethical, and legal conduct.

I will embrace and advocate change in the profession of pharmacy that improves patient care.

I will maintain appropriate professional boundaries as described in the pharmacy technician code of ethics, and will work closely with Pharmacists and other health care professionals to ensure optimal medication therapy is dispensed without error.

I will actively support my colleagues by fostering a sense of loyalty and duty to the profession of pharmacy.

I take these vows voluntarily with the full realization of the responsibility with which I am entrusted by the public.

Signed _____

Printed Name _____

Date _____

Adapted from the Code of Ethics developed by the American Pharmaceutical Association Academy of Students of Pharmacy/American Association of Colleges of Pharmacy/USAF

Austin Community College Student Plan
Pharmacy Technician Training Program

Student: _____ Student ID: _____

Address: _____

Home Phone: _____ Other: _____

E-mail: _____ Health Data Form Y N

Emergency Contact:

Name: _____ Phone: _____

Curriculum Plan: *(completed during first week of program)*

Date: _____ Semester Enrolled in Program: _____

<u>Course</u>	<u>Course Name</u>	<u>Semester Proposed</u>	<u>Semester Completed</u>	<u>Met Competencies</u>
HPRS 1106	Medical Term	_____	_____	_____
PHRA 1205	Drug Classification	_____	_____	_____
PHRA 1301	Intro to Pharmacy	_____	_____	_____
PHRA 1309	Pharmaceutical Math	_____	_____	_____
PHRA 1313	Comm. Pharmacy Practice	_____	_____	_____
PHRA 1349	Institutional Pharm Practice	_____	_____	_____
PHRA 1441	Drug Therapy	_____	_____	_____
PHRA 1345	Sterile Compounding	_____	_____	_____
PHRA 2266	Practicum	_____	_____	_____

Signature of Department Chair/ or designated person:

Student Meeting: (one meeting required each semester enrolled in program)

First Semester

Date: _____

Discussion:

_____ Establish curriculum plan with student

_____ Student schedule

_____ Practicum preference/assignment

_____ Other

Explain: _____

Action/Follow-up: _____

Computer Skills: _____ Acceptable _____ Needs improvement

Comments: _____

Student Signature: _____

Instructor Signature: _____