

ABOUT THE PROGRAM

The Associate Degree in Pharmacy Services Management prepares individuals to advance their roles as Pharmacy Technicians or to transition into related roles in the workplace. Pharmacy Technicians are able to provide a wide range of duties in the pharmacy, and will enhance their technical skills through additional knowledge in third party payment processing and related reimbursement issues, staff scheduling processes, customer service, and enhancing store sales. Marketing, management, and business operations are also introduced in this degree. The program culminates in a capstone course that provides the student with the opportunity to apply their education to a real-life situation through increasing store sales, creating efficient operations, improving management practices, or enhancing service to patients. Graduates will find positions as Senior Pharmacy Technicians, Assistant Store Managers, Trainers, Pharmacy Technician Managers, and many related positions in hospital or retail pharmacies or related organizations. This program is offered in a partial Competency-Based Education (CBE) format, which allows students to work at their own pace.

PROGRAM OUTCOMES

- Perform all pharmacy technician functions.
- Incorporate into practice professional ethics, laws, regulations, and policies established by the licensing state and regulatory agencies (Pharmacy Examining Board, FDA, DEA).
- Pursue lifelong professional growth and development through self-directed learning, participation in professional organizations, and continuing education.
- Maintain an awareness of developments in the pharmacy and management fields as they relate to job responsibilities.
- Manage human resources and employee development.
- Resolve conflict and build teams.
- Implement a mission and goals.
- Demonstrate critical thinking and problem solving skills.

CAREER AND EDUCATION ADVANCEMENT OPPORTUNITIES

Lakeshore credits transfer to over 30 universities. For more information visit gotoltc.edu/future-students/transfer.

ADMISSIONS AND FIRST SEMESTER ENROLLMENT STEPS

- Submit online application.
- Complete a background check and pay for applicable processing fee.
- Complete the online Student Success Questionnaire.
- Complete Pharmacy Technician Program Handbook form.
- Complete Student Success Tutorial prior to meeting with your program counselor.
- Schedule your 1st Time Program Counseling/Registration Session with your assigned program counselor to plan your first semester schedule, review your entire plan of study and discuss the results of the Student Success Questionnaire.

**Submit transcripts and test scores (optional, highly recommended): College transcripts, along with high school transcripts and test scores from within the last five years, used for course registration. Official transcripts needed for transferring college credit(s) and for financial aid purposes.*

APPROXIMATE COSTS

\$146.20 per credit tuition (WI resident) plus \$8.77 per credit student activity fee. Material fee varies depending on course. Other fees vary by program. Visit gotoltc.edu/financial-aid/tuition-and-fees for details.

FINANCIAL AID

This program is eligible for financial aid. Visit gotoltc.edu/Financial-Aid or talk with your Admissions Advisor about how to apply for aid.

SPECIAL NOTE

- Learn when you want. Progress at your own pace. Receive personalized coaching and support. The full CBE definition may be found at gotoltc.edu/cbe.
- To complete the clinical portion of this program, site specific health and immunization documentation will be required.

CONTACT

Lakeshore Admissions Advisor
 920.693.1366 • Admissions@gotoltc.edu

Catalog No.	Class Title	Credit(s)
Term 1		
10536207	Introduction to Pharmacy Part 1*	1
10536208	Introduction to Pharmacy Part 2*	1
10536209	Introduction to Pharmacy Part 3*	1
10536120	Fundamentals of Reading Prescriptions*	1
10536200	Pharmaceutical Calculations Part 1*	1
10536201	Pharmaceutical Calculations Part 2*	1
10536202	Pharmaceutical Calculations Part 3*	1
10536116	Federal Pharmacy Law*	1
10536111	Introduction to Pharmacology*	1
10536121	Body Systems and Corresponding Drug Therapies*	1
10536127	Pharmacology and Multisystems*	1
10536204	Introduction to Parenteral Admixtures*	1
10536205	Compounding Sterile Preparations*	1
10536206	Hazardous Drug Preparation and Quality Management*	1
10536210	Pharmacy Clinical	2
16		
Term 2		
31501309	Medical Terminology Part 1*	1
31501310	Medical Terminology Part 2*	1
31501311	Medical Terminology Part 3*	1
10501118	Health Insurance Claims, Concepts and Processes*	1
10501119	Health Insurance and Managed Care*	1
10501120	Health Insurance Coding and Reimbursement Procedures*	1
10536117	Wisconsin Pharmacy Law*	1
10536211	Pharmacy Drug Distribution and Outpatient Practice*	1
10536212	Pharmacy Drug Distribution and Inpatient Practice*	1
10801196	Oral/Interpersonal Communication	3
10536213	Medication Profile Systems*	1
10536214	Prescription Processing and Patient Records*	1
10536215	Pharmacy Clinical Advanced	2
16		
Term 3		
10104102	Principles of Marketing OR 10182108 Purchasing	3
10801136	English Composition 1 OR 10801141 Introduction to Mass Communication	3
10809198	Introduction to Psychology	3
10809143	Microeconomics OR 10809144 Macroeconomic	3
10806112	Principles of Sustainability	3
10103121	Excel - Level 1	1
16		
Term 4		
10182102	Service Operations Management OR 10102110 Introduction to Business	3
10196107	Principles of Management	3
10536216	Pharmacy Leadership*	1
10536217	Pharmacy Management*	1
10536218	Pharmacy Compliance*	1
10809166	Introduction to Ethics: Theory & Application OR 10809172 Introduction to Diversity Studies	3
12		
		TOTAL 60

* Denotes CBE classes

Curriculum and program acceptance requirements are subject to change. Program start dates vary; check with your program counselor for details. The tuition and fees are approximate based on 2023-2024 rates and are subject to change prior to the start of the academic year.

BODY SYSTEMS AND CORRESPONDING DRUG THERAPIES...enhances the learner's ability to act and react appropriately in the pharmacy by learning how drugs work through examination of the anatomy, physiology, pathophysiology, and drug therapy for each of the major body systems.

COMPOUNDING STERILE PREPARATIONS...provides the learner with the knowledge and skills to utilize aseptic technique to prepare sterile medications to be administered intravenously, intramuscularly, subcutaneously, and intradermally to patients.

ENGLISH COMPOSITION 1...is designed for learners to develop knowledge and skills in all aspects of the writing process. Planning, organizing, writing, editing and revising are applied through a variety of activities. Students will analyze audience and purpose, use elements of research, and format documents using standard guidelines. Individuals will develop critical reading skills through analysis of various written documents. COREQUISITE: Writing placement assessment or equivalent AND Reading placement assessment or equivalent.

EXCEL - LEVEL 1...introduces the student to spreadsheet features such as creating, saving, editing, navigating, formatting worksheets; entering formulas and functions; working with charts; and developing multiple-sheet workbooks.

FEDERAL PHARMACY LAW...introduces the learner to federal regulations that apply to pharmacy practice.

FUNDAMENTALS OF READING PRESCRIPTIONS...prepares the learner to work in a community or hospital pharmacy by exploring the role of a pharmacy technician within the healthcare team; identifying each step in the prescription filling process; and identifying the key top 200 drugs by brand and generic name and therapeutic class. CONDITION: 315362 Pharm Tech or 105361 Pharmacy Serv Mng admission reqs met and Rdg plcmnt asmtm equiv

HAZARDOUS DRUG PREP AND QUALITY MANAGEMENT...introduces the learner to hazardous drug handling and preparation, quality management, operations, and emergency preparedness.

HEALTH INSURANCE AND MANAGED CARE...students will examine managed care and explore various federal insurance programs, in addition to various disability and compensation programs.

HEALTH INSURANCE CLAIMS, CONCEPTS, PROCESSES...students examine the evolution of health insurance in the US, as well as explore various types of insurance and eligibility requirements; insurance claims processing concepts; and health insurance benefits.

HEALTH INSURANCE CODING AND REIMBURSEMENT PROCEDURES...students will explore with the basic principles of ICD-10 diagnostic coding structures, HCPCS Level II coding, as well as procedural coding (CPT). Additionally, students will examine concepts of patient management as they relate to the billing cycle, and key principles to submitting successful claims.

INTRODUCTION TO ETHICS: THEORY AND APPLICATION...provides a basic understanding of the theoretical foundations of ethical thought. Diverse ethical perspectives will be used to analyze and compare relevant issues. Students will critically evaluate individual, social and/or professional standards of behavior, and apply a systematic decision-making process to these situations. COREQUISITE: Reading placement assessment or equivalent

INTRODUCTION TO PARENTERAL ADMIXTURES...introduces the learner to aseptic technique, infection control, and parenteral medication administration.

INTRODUCTION TO PHARMACOLOGY...introduces the learner to pharmacology, medications in the body, and major body systems.

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INTRODUCTION TO PHARMACY PART 1...prepares the learner to utilize pharmaceutical business terminology, customer service, inventory control systems, reference materials, and ethics related to the practice of pharmacy.

INTRODUCTION TO PHARMACY PART 2...prepares the learner to process and prepare prescriptions and compounds and introduces learner to the various factors affecting drug activity.

INTRODUCTION TO PHARMACY PART 3...expands the learner's knowledge of various pharmacy practice settings.

INTRODUCTION TO PSYCHOLOGY...introduces students to a survey of the multiple aspects of human behavior. It involves a survey of the theoretical foundations of human functioning in such areas as learning, motivation, emotions, personality, deviance and pathology, physiological factors, and social influences. It directs the student to an insightful understanding of the complexities of human relationships in personal, social, and vocational settings. COREQUISITE: Reading placement assessment or equivalent

MEDICAL TERMINOLOGY PART 1...focuses on the component parts of medical terms: prefixes, suffixes, and word roots. Students practice formation, analysis, and reconstruction of terms. Emphasis on spelling, definition, and pronunciation. Introduction to operative, diagnostic, therapeutic, and symptomatic terminology of integumentary, respiratory, and urinary systems, as well as systemic and surgical terminology.

MEDICAL TERMINOLOGY PART 2...focuses on component parts of medical terms: prefixes, suffixes, and word roots. Practice formation, analysis, and reconstruction of terms. Emphasis on spelling, definition, and pronunciation. Introduction to operative, diagnostic, therapeutic, and symptomatic terminology of reproductive systems, cardiovascular system, and lymphatic and immune systems as well as systemic and surgical terminology. COREQ: 31501309 Med Term Pt 1

MEDICAL TERMINOLOGY PART 3...focuses on component parts of medical terms: prefixes, suffixes, and word roots. Practice formation, analysis, and reconstruction of terms. Emphasis on spelling, definition, and pronunciation. Introduction to operative, diagnostic, therapeutic, and symptomatic terminology of digestive, skeletal, muscular, sensory, nervous, and endocrine as well as systemic and surgical terminology. COREQ: 31501310 Med Term Pt 2

MEDICATION PROFILE SYSTEMS...reinforces the learner's ability to enter and update patient, practitioner, and prescription information into a pharmacy software database.

MICROECONOMICS...examines the behavior of individual decision makers, primarily consumers and firms. Topics include choices of how much to consume and to produce, the functioning of perfectly and imperfectly competitive markets, the conditions under which markets may fail, and arguments for and against government intervention. The student applies the fundamental tools of economics to real world problems. COREQUISITE: Reading placement assessment or equivalent

ORAL/INTERPERSONAL COMMUNICATION...provides students with the skills to develop speaking, verbal and nonverbal communication, and listening skills through individual speeches, group activities, and other projects. COREQ: Rdg placement assessment or equiv

PHARMACEUTICAL CALCULATIONS PART 1...introduces the learner to the metric system, common measures, ratio and proportion, and drug orders and calculating relating to the practice of pharmacy.

PHARMACEUTICAL CALCULATIONS PART 2...prepares the learner to enlarge and reduce formulas, and solve dilution, alligations, and concentrations.

PHARMACEUTICAL CALCULATIONS PART 3...prepares the learner to calculate solutions and reconstitute dry powders.

PHARMACOLOGY AND MULTISYSTEMS...enhances the learner's ability to act and react appropriately in the pharmacy by learning how drugs work through examination of the anatomy, physiology, pathophysiology, and drug therapy for multi-systems.

PHARMACY CLINICAL...provides hands-on experience in a pharmacy for 108 hours. Areas of instruction include interpretation of prescriptions, maintaining patient profiles, correctly preparing, packaging, and labeling prescriptions, billing patient and third parties, customer service, purchasing, checking in deliveries, inventory control, compounding, and patient confidentiality. COREQUISITES: 10536120 Fundamentals of Reading Prescriptions and 10536202 Pharmaceutical Calculations Part 3 or 10536110 Pharmacy Calculations

PHARMACY CLINICAL ADVANCED...provides hands-on experience in a pharmacy for 108 hours. Areas of instruction include interpretation of prescriptions, maintaining patient profiles, correctly preparing, packaging, and labeling prescriptions, billing patient and third parties, customer service, purchasing, checking in deliveries, inventory control, compounding, and patient confidentiality. PREREQUISITE: 10536210 Pharmacy Clinical

PHARMACY COMPLIANCE...allows the learner to integrate skills related to compliance and apply them to the pharmacy workplace.

PHARMACY DRUG DISTRIBUTION AND INPATIENT PRACTICE...introduces the learner to the basic drug distribution systems used in institutional pharmacy, including automation technology and pharmacist and pharmacy technician roles.

PHARMACY DRUG DISTRIBUTION AND OUTPATIENT PRACTICE...introduces the learner to the basic drug distribution systems used in community pharmacy, including automation technology and pharmacist and pharmacy technician roles.

PHARMACY LEADERSHIP...allows the learner to integrate skills related to the principles and characteristics of leadership and apply them to the pharmacy workplace.

PHARMACY MANAGEMENT...allows learner to integrate skills related to principles and characteristics of effective pharmacy management and apply them to the pharmacy workplace.

PRESCRIPTION PROCESSING AND PATIENT RECORDS...expands the learner's ability to enter prescription orders and familiarizes learner with a variety of pharmacy software database features, including billing, updating patient records, medication reconciliation, and generating reports.

PRINCIPLES OF MANAGEMENT...will enable students to develop short and long range plans to effectively accomplish organizational goals. Through the use of terminology, exercises, and case studies, students will be able to give a critical appraisal of real life situations involving organizing, staffing, and motivating others. The student will also learn tools to aid in problem solving, value in diversity, and coping with change.

PRINCIPLES OF MARKETING...introduces the student to the consumer decision process model, the bases used to segment a market, basic concepts about goods, services, and ideas, the nature of supply chain and distribution, integrated marketing communications, and the stages of the product life cycle and their impact on the marketing mix.

PRINCIPLES OF SUSTAINABILITY...prepares students to develop sustainable literacy, analyze interconnections among physical and biological sciences and environmental systems, summarize effects of sustainability on health and well-being, analyze connections among social, economic, and environmental systems, employ energy conservation strategies to reduce use of fossil fuels, investigate alternative energy options, evaluate options to current waste disposal/recycling in the U.S., and analyze approaches used by your community. COREQUISITE: Reading placement assessment or equivalent

SERVICE OPERATIONS MANAGEMENT...introduces the student to the basic coverage of the concepts and current issues in service operation management. Topics include the value equation in operations management; understanding services; building the service system; operating the service system; enterprise resource management (ERP) and supply chain management concepts in the service sector.

WISCONSIN PHARMACY LAW...introduces the learner to state regulations that apply to pharmacy practice.