



# Pharmacy Services Management

Program No: 10-536-1

Associate Degree in Applied Science • Degree Completion Time: Four Terms  
In general, an academic year consists of two terms; however, degree completion time may vary based on student scheduling needs and class availability.

2013-2014

Catalog No.	Class Title	Credit(s)	
			<b>About the Program</b>
			The Associate Degree in Pharmacy Services prepares individuals to advance their roles as Pharmacy Technicians or to transition into related roles in the work place. 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.
			<b>Careers</b>
			<ul style="list-style-type: none"> <li>Pharmacy Technician</li> <li>Claims Review Analyst</li> <li>Senior Pharmacy Technician</li> <li>Lead Pharmacy Technician</li> <li>Assistant Pharmacy Manager</li> <li>Assistant Store Manager</li> <li>Pharmacy Technician Trainer</li> </ul>
			<b>Admissions Steps</b>
			<ul style="list-style-type: none"> <li>Submit Application and \$30 Processing Fee</li> <li>Complete an Assessment for Placement (Accuplacer or ACT)</li> <li>Submit Official Transcripts (High School and Other Colleges)</li> <li>Meet with Program Advisor</li> <li>Complete Functional Ability Statement of Understanding Form</li> <li>Complete Pharmacy Technician Diploma Program or Transcript Evaluation</li> </ul>
			<b>Program Outcomes</b>
			You'll learn to: <ul style="list-style-type: none"> <li>Perform all pharmacy technician functions.</li> <li>Incorporate into practice professional ethics, laws, regulations, and policies established by the licensing state and regulatory agencies (Pharmacy Examining Board, FDA, DEA).</li> <li>Pursue lifelong professional growth and development through self-directed learning, participation in professional organizations, and continuing education.</li> </ul>
			<b>Functional Abilities</b>
			Functional abilities are the basic duties that a student must be able to perform with or without reasonable accommodations. At the postsecondary level, students must meet these requirements, and they cannot be modified.
			<b>Placement Scores</b>
			Accuplacer/ACT scores will be used to develop your educational plan. Please contact your program counselor/advisor at 920-693-1109.
			<b>Approximate Costs</b>
			<ul style="list-style-type: none"> <li>\$132 per credit (resident)</li> <li>\$198 per credit (out-of-state resident)</li> <li>Other fees vary by program (books, supplies, materials, tools, uniforms, health-related exams, etc.)</li> <li>See counseling for complete listing.</li> </ul>
			<b>Graduation Requirements</b>
			<ul style="list-style-type: none"> <li>Students must attain a "C" or better in all required classes and maintain a grade point average of 2.0 or above to be eligible for graduation.</li> </ul>
			<b>Maintain an awareness of developments in the pharmacy and management fields as they relate to job responsibilities.</b>
			<b>Manage human resources and employee development.</b>
			<b>Resolve conflict and build teams.</b>
			<b>Implement a mission and goals.</b>
			<b>Demonstrate critical thinking and problem solving skills.</b>
<b>Term 1</b>			
10501101	Medical Terminology	3.00	
10501102	Health Insurance and Reimbursement OR 10510102 Health Insurance and Reimbursement	3.00	
10536110	Pharmaceutical Calculations	3.00	
10536112	Pharmacy Business Applications	4.00	
10536115	Pharmacy Law	2.00	
10536120	Fundamentals of Reading Prescriptions	1.00	
10536138	Pharmacy Community Clinical	2.00	
	<b>Total</b>	<b>18.00</b>	
			<b>Term 2</b>
10536122	Pharmacology	3.00	
10536124	Pharmacy Drug Distribution Systems	1.00	
10536126	Pharmacy Parenteral Admixtures	3.00	
10801196	Oral/Interpersonal Communication	3.00	
10809198	Psychology - Introduction to	3.00	
	<b>Choice A (5 credits)</b>		
10536140	Pharmacy Hospital Clinical	3.00	
10536141	Hospital Clinical Lab	2.00	
	<b>Choice B (5 credits)</b>		
10536142	Pharmacy Community Clinical-Advanced	2.00	
xxx-xxx	An Approved Business Course Such as:	3.00	
	10104102 Principles of Marketing		
	10104104 Selling Principles		
	10182108 Purchasing		
	<b>Total</b>	<b>18.00</b>	
			<b>Term 3</b>
10104102	Principles of Marketing OR 10182108 Purchasing	3.00	
10801195	Written Communication	3.00	
10804123	Math with Business Applications	3.00	
10809195	Economics	3.00	
10809196	Introduction to Sociology	3.00	
	<b>Total</b>	<b>15.00</b>	
			<b>Term 4</b>
10102182	Business Operations	3.00	
10196191	Supervision	3.00	
10196193	Human Resource Management	3.00	
10536150	Advanced Pharmacy Services Applications	3.00	
10809166	Intro to Ethics: Theory & Application OR 10809172 Introduction to Diversity Studies	3.00	
10999992	Elective	2.00	
	<b>Total</b>	<b>17.00</b>	
	<b>Program Total</b>	<b>68.00</b>	
<b>Note:</b>	Catalog numbers assigned to "elective" classes are for administrative use only. Consult with program counselor regarding your elective selection.		
	Program start dates vary; check with your counselor for details.		
	Curriculum and program acceptance requirements are subject to change.		

# Transfer agreements are available with the following institutions:

Bellevue University  
Capella University  
Concordia University  
Excelsior College  
Franklin University  
Herzing University

Lakeland College  
Ottawa University  
Silver Lake College  
University of Phoenix  
Upper Iowa University  
UW-Green Bay

UW-Oshkosh  
UW-Stout

IMPORTANT: For more information on these agreements, visit [gotoltc.edu/transfer](http://gotoltc.edu/transfer).

## **10102182 Business Operations**

...assesses the role of business, its internal structure and its relationship to the external environment. Each learner analyzes the supervisor's role in the functions of business planning, information systems, operations management, information technology, marketing and how they interact and drive business activities.

## **10104102 Marketing, Principles of**

...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.  
**COREQUISITE:** Microsoft Word and PowerPoint skills or equivalent or **CONDITION:** 105361 Pharm Svcs Mgmt or 315361 Pharm Tech requirements met

## **10196191 Supervision**

...allows the learner to apply the skills and tools necessary to perform the functions of a frontline leader. Students learn the application of strategies and transition to a contemporary supervisory role including day-to-day operations, controlling, staffing, leadership, problem-solving, team skills, motivation, and training.

**COREQUISITE:** Microsoft Word skills or equivalent or **CONDITION:** 105361 Pharm Svcs Mgmt or 315361 Pharm Tech requirements met

## **10196193 Human Resource Management**

...applies the skills/tools necessary to effectively value and apply employees' abilities and needs to organization goals. Learners will demonstrate the application of the supervisor's role in contemporary human resources management, impacts of EEOC, writing job descriptions, recruitment, selection, conducting job interviews, orientation, developing policies/procedures, training, performance management, employee counseling/development, and effective use of compensation and benefit strategies.

## **10501101 Medical Terminology**

...focuses on the component parts of medical terms, including prefixes, suffixes, and word roots. Spelling, definition, and pronunciation will enhance student learning as students practice formation, analysis, and reconstruction of medical terms. Medical terminology will come "alive" through an introduction to operative, diagnostic, therapeutic and symptomatic terminology of all body systems, as well as systemic and surgical terminology. Students will explore the Greek and Latin origins of medical terms and commonly used abbreviations.

## **10501102 Health Insurance and Reimbursement**

...introduces the learner to Federal, state, and private health insurance plans and managed care systems; and surveys the coding, submission and processing cycle of claims, as well as reimbursement methods used by payers. It provides application of information to ambulatory settings, pharmacies, hospitals, and long term care.

## **10536110 Pharmaceutical Calculations**

...prepares the learner to enlarge and reduce formulas and solve proportions, dilutions, alligations, and other calculations pertinent to the preparation of pharmaceuticals using metric, apothecary, avoirdupois, and household measuring systems.  
**CONDITION:** 315361 Pharmacy Technician Admission Requirements Met

## **10536112 Pharmacy Business Applications**

...prepares the learner to utilize pharmaceutical business terminology, procedures, customer service, record keeping, purchasing procedures, inventory control systems, pricing, merchandising, reference materials, ethics, roles, responsibilities, and relationships with patients and coworkers.  
**COREQUISITE:** 10536138 Pharmacy Community Clinical; **CONDITION:** 315361 Pharmacy Technician Admissions Requirements Met

## **10536115 Pharmacy Law**

...introduces the learner to federal and state regulations that apply to pharmacy practice.  
**CONDITION:** 315361 Pharmacy Technician Admission Requirements Met

## **10536120 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; examining each step in the prescription filling process; and identifying the top 200 drugs by brand and generic name and therapeutic class.

**CONDITION:** 315361 Pharmacy Technician Admission Requirements Met

## **10536122 Pharmacology**

...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 systems.

**CONDITION:** 315361 Pharmacy Technician Admission Requirements Met

## **10536124 Pharmacy Drug Distribution Systems**

...is an introductory study of the basic drug distribution systems used in community and institutional pharmacy, including automation technology, pharmacist and pharmacy technician roles, and dispensing considerations.

**CONDITION:** 315361 Pharmacy Technician Admission Requirements Met

## **10536126 Pharmacy Parenteral Admixtures**

...provides the learner with the skills to utilize aseptic technique in vertical and horizontal laminar flow hoods for preparation of solutions and medications to be administered intravenously, intramuscularly, subcutaneously, and intradermally to patients.

**PREREQUISITE:** 10536110 Pharm Calculations or 10536193 Calculations for Working Pharmacy Technicians and **CONDITION:** 315361 Pharmacy Technician Admission Requirements Met

## **10536138 Pharmacy Community Clinical**

...provides hands-on experience in a community pharmacy for 108 hours during quarter two. Areas of instruction include interpretation of prescriptions, entering prescriptions on computer, patient profiles, correctly filling and labeling prescriptions, billing patient and third parties, customer service, over-the-counter medications, purchasing, checking in deliveries, and inventory control, compounding and patient confidentiality.  
**COREQUISITES:** 10536120 Fund of Reading Prescriptions, 10536112 Parmacy Bus Appls, 10536110 Pharmaceutical Calculations or 10536193 Calculations for Working PT and 10510102 Health Ins & Reimbursement or 10501102 Health Ins & Reimbursement and **CONDITION:** 315361 Pharmacy Technician

## **10536140 Pharmacy Hospital Clinical**

...provides the learner with the skills to prepare parenteral admixtures, fill medication carts and unit-dose drawers, control inventory, package medications, and maintain patient records in the hospital setting. **PREREQUISITES:** 10536138 Pharmacy Community Clinical, 10536110 Pharmacy Calculations; **COREQUISITES:** 10536141 Hospital Clinical Lab; 10536126 Pharmacy Parenteral Admixtures; **CONDITION:** 315361 Pharmacy Technician Admission Requirements Met

## **10536141 Hospital Clinical Lab**

...provides the learner with the skills to utilize aseptic technique in vertical and horizontal laminar flow hoods for preparation of solutions and medications to be administered intravenously, intramuscularly, subcutaneously, and intradermally to patients and provides experience with institutional drug delivery systems including the unit-dose system.

**PREREQUISITES:** 10536138 Pharmacy Community Clinical; **COREQUISITES:** 10536140 Pharmacy Hospital Clinical; 10536126 Pharmacy Parenteral Admixtures; **CONDITION:** 315361 Pharmacy Technician Admissions Requirements Met

## **10536142 Pharmacy Community Clinical Advanced**

...expands the learners ability to support community pharmacy services in areas of diabetes services, immunization programs, durable medical equipment, automated dispensing systems, patient education, and over-the-counter products, in addition to traditional community services. This course involves a hands-on component in a community pharmacy and a research component.

**PREREQUISITE:** 10536138 Pharmacy Community Clinical and **COREQUISITES:** 10104102 Principles of Marketing or 10104104 Selling Principles or 10182108 Purchasing and **CONDITION:** 315361 Pharmacy Technician Admission Requirements Met

## **10536150 Advanced Pharmacy Services Applications**

...allows the learner to integrate skills learned in the Pharmacy Services Management courses and apply them to the pharmacy workplace. Areas include staff training, development, supervision, and scheduling; customer service; PBM processing and claims rejection management; and improving efficiency of operations, maximizing profits, and increasing sales.

**PREREQUISITE:** All courses in the Associate Degree plan need to be completed prior to this course. **CONDITION:** 105361 Pharmacy Services Management

## **10801195 Written Communication**

...teaches the writing process, which includes prewriting, drafting, revising, and editing. Through a variety of writing assignments, the student will analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Keyboarding skills are required for this course. It also develops critical reading and thinking skills through the analysis of a variety of written documents.

**PREREQUISITE:** 10831103 Intro to College Wrtg or **CONDITION:** Written Comm Prepared Learner (Accuplacer Wrtg min score of 86 or Equivalent) and **COREQUISITE:** 10838105 Intro Rdg & Study Skills or **CONDITION:** Reading Accuplacer min score of 74 or equivalent

## **10801196 Oral/Interpersonal Comm**

...provides students with the skills to develop speaking, verbal and nonverbal communication, and listening skills through individual speeches, group activities, and other projects.

**COREQUISITE:** 10838105 Intro Reading and Study Skills or **CONDITION:** Reading accuplacer minimum score of 74 or equivalent

## **10804123 Math w Business Apps**

...covers real numbers, basic operations, linear equations, proportions with one variable, percents, simple interest, compound interest, annuity, apply math concepts to the purchasing/buying process, apply math concepts to the selling process, and basic statistics with business/consumer applications.

**PREREQUISITE:** Accuplacer Math minimum score of 79 or Equivalent or 10834109 Pre-Algebra and **COREQUISITE:** 10838105 Intro Reading and Study Skills or **CONDITION:** Reading accuplacer minimum score of 74 or equivalent

## **10809166 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:** 10838105 Intro Reading and Study Skills or **Accuplacer Reading score of 74 or equivalent**

## **10809195 Economics**

...provides the participant with an overview of how a market-oriented economic system operates, and it surveys the factors which influence national economic policy. Basic concepts and analyses are illustrated by reference to a variety of contemporary problems and public policy issues. Concepts include scarcity, resources, alternative economic systems, growth, supply and demand, monetary and fiscal policy, inflation, unemployment and global economic issues.

**COREQUISITE:** 10838105 Intro Reading and Study Skills or **Accuplacer Reading score of 74 or equivalent**

## **10809196 Introduction to Sociology**

...introduces students to the basic concepts of sociology: culture, socialization, social stratification, multi-culturalism, and the five institutions, including family, government, economics, religion, and education. Other topics include demography, deviance, technology, environment, social issues, social change, social organization, and workplace issues.

**COREQUISITE:** 10838105 Intro Reading and Study Skills or **Accuplacer Reading score of 74 or equivalent**

## **10809198 Intro 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:** 10838105 Intro Reading and Study Skills or **Accuplacer Reading score of 74 or equivalent**