Program Number 10-536-1
Associate Degree in Applied Science • Four Terms

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 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.

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

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

PROGRAM ADMISSIONS STEPS

- Work with Career Coach to:
 - Submit application and $30 fee.
 - Submit official transcripts (high school and other colleges).
 - Complete background check and $16 processing fee.

ENROLLMENT PROCESS

After you are admitted to your program you will meet with your Advisor to plan your first semester schedule, review your entire plan of study, discuss placement assessment results and complete any additional enrollment requirements. Enrollment requirements for this program's courses include:
 - Complete an assessment for placement (Accuplacer or ACT).
 - Complete health requirements.
 - Complete Pharmacy Technician Program Handbook form.
 - Complete Functional Abilities Statement of Understanding form.
 - Meet with your program's advisor.

APPROXIMATE COSTS

- $140 per credit (resident)
- Other fees vary by program (books, supplies, materials, tools, uniforms, health related exams, etc.) 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 Career Coach about how to apply for aid.

CONTACT

LTC Career Coach
920.693.1162 • CareerCoach@gotoltc.edu

Catalog No.	Class Title	Credit(s)
Term 1		
10501101	Medical Terminology	3
10501102	Health Insurance and Reimbursement	3
10536110	Pharmaceutical Calculations	3
10536113	Pharmacy Business Applications	3
10536115	Pharmacy Law	2
10536120	Fundamentals of Reading Prescriptions	1
10536122	Pharmacology	3
		18
Term 2		
10536125	Pharmacy Drug Distribution Systems	2
10536126	Pharmacy Parenteral Admixtures	3
10801196	Oral/Interpersonal Communication	3
10809198	Introduction to Psychology	3
10536143	Pharmacy Hospital Clinical	2
10536141	Pharmacy Computer Lab	2
10536139	Pharmacy Community Clinical	3
		18
Term 3		
10104102	Principles of Marketing OR 10182108 Purchasing	3
10801195	Written Communication OR 10801141 Introduction to Mass Communications OR 10801136 English Composition 1	3
10804123	Math with Business Applications	3
10809195	Economics	3
10809196	Introduction to Sociology	3
		15
Term 4		
10182102	Service Operations Management OR 10102110 Introduction to Business (3 cr)	3
10196191	Supervision	3
10196193	Human Resource Management	3
10536150	Advanced Pharmacy Services Applications	3
10809166	Intro to Ethics: Theory & Application OR 10809172 Race, Ethnic, & Diversity Studies	3
		15
	TOTAL	**66**

The Hire in HIGHER EDUCATION

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. PREREQUISITES: 10536143 Pharmacy Hospital Clinical and 10536139 Pharmacy Community Clinical and CONDITION: 105361 Pharmacy Services Management

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 Readingand Study Skills or equivalent

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 key top 200 drugs by brand and generic name and therapeutic class. CONDITION: 315361 Pharmacy Technician Admission Requirements Met

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 ofinformation to ambulatory settings, pharmacies, hospitals, and long term care.

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.

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: 10838105 Intro Reading and Study Skills or equivalent

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 equivalent

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 equivalent

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. CONDITION: 105361 Pharm Svcs Mgmt or 315361 Pharm Tech requirements met

MATH WITH BUSINESS APPLICATIONS...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: 10834109 Pre-Algebra or equivalent and COREQUISITE: 10838105 Intro Reading and Study Skills or equivalent

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.

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. COREQUISITE: 10838105 Intro Reading and Study Skills or equivalent

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 or 195316 Employed Pharmacy Technician Admission Requirements Met

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 PharmacyTechnician or 195361 Employed Pharmacy Technician admissions requirements met

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, andrelationships with patients and coworkers. CONDITION: 315361 Pharmacy Technician program requirements met

PHARMACY COMMUNITY CLNICAL...provides hands-on experience in a community pharmacy for 108 hours during term 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. PREREQUISITES: 10536110 Pharm Calculations, 10536120 Fund of Reading Prescriptions, 10501102 Hlth Ins & Reimbursement, 10536113 Pharmacy Business Appl; COREQUISITE: 10536141 Pharm Computer Lab; CONDITION: 315361 Pharm Tech program requirements met

PHARMACY COMPUTER LAB...expands the learner's ability to enter prescription orders and familiarizes learner with a variety of pharmacy software features, including updating pharmacy data bases, running reports, and billing. This course is offered in a self-paced format. PREREQUISITES: 10536120 Fundamentals of Reading Prescriptions and CONDITION 315361 Pharmacy Technician Admissions Requirements Met

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

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: 10536110 Pharmacy Calculations and COREQUISITE: 10536139 Pharmacy Community Clinical, 10536126 Pharmacy Parenteral Admixtures and 10536141 Pharmacy Computer Lab and CONDITION 315361 Pharmacy Technician Admissions Requirements Met

PHARMACY LAW...introduces the learner to federal and state regulations that apply to pharmacy practice. CONDITION: 315361 Pharmacy Technician or 195361 Employed Pharmacy Technician admissions requirements met

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 and CONDITION: 315361 Pharmacy Technician or 195361 Employed Pharmacy Technician Admission Requirements Met

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.

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.

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 equivalent and COREQUISITE: 10838105 Intro Rdg & Study Skills or equivalent