

## 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](http://gotoltc.edu/future-students/transfer).

## ADMISSION AND PROGRAM ENROLLMENT STEPS

- Submit online application.
- Submit transcripts (high school & other colleges). NOTE: Official transcripts required for acceptance of transfer credits; Financial Aid may require.
- Complete background check and \$20 processing fee.
- Complete the online Student Success Questionnaire.
- Complete health requirements.
- Complete Pharmacy Technician Program Handbook form.
- Schedule a Program Advising Session with your assigned advisor to plan your first semester schedule, review your entire plan of study, discuss the results of the Student Success Questionnaire.

## APPROXIMATE COSTS

- \$136.50 per credit tuition (WI resident) plus \$8.10 per credit student activity fee. \$10 per credit online or hybrid fee. Material fee varies depending on course. Other fees vary by program. Visit [gotoltc.edu/financial-aid/tuition-and-fees](http://gotoltc.edu/financial-aid/tuition-and-fees) for details.

## FINANCIAL AID

This program is eligible for financial aid. Visit [gotoltc.edu/Financial-Aid](http://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](mailto:CareerCoach@gotoltc.edu)

Catalog No.	Class Title	Credit(s)
<b>Term 1</b>		
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
		<b>18</b>
<b>Term 2</b>		
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 OR 10536142 Pharmacy Community Clinical-Adv (2 cr)	2
10536141	Pharmacy Computer Lab	2
10536138	Pharmacy Community Clinical	2
		<b>17</b>
<b>Term 3</b>		
10104102	Principles of Marketing OR 10182108 Purchasing	3
10801195	Written Communication OR 10801141 Introduction to Mass Communications OR 10801136 English Composition 1	3
10806112	Principles of Sustainability	3
10809195	Economics	3
10103121	Excel - Level 1	1
		<b>13</b>
<b>Term 4</b>		
10182102	Service Operations Management OR 10102110 Introduction to Business (3 cr)	3
10196191	Supervision	3
10536150	Advanced Pharmacy Services Applications	3
10809166	Introduction to Ethics: Theory & Application OR 10809172 Introduction to Diversity Studies (3 cr)	3
		<b>12</b>
		<b>TOTAL 60</b>

*Curriculum and Program Acceptance requirements are subject to change. Program start dates vary; check with your advisor for details. The tuition and fees are approximate based on 2019-2020 rates and are subject to change prior to the start of the academic year.*



**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 10536138 Pharmacy Community Clinical and CONDITION: 105361 Pharmacy Services Mng

**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 Reading placement assessment equivalent or CONDITION: 610062 Agribusiness/Financial Basic program admissions met

**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.

**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 or 105361 Pharmacy Services Mng Admission Requirements Met and Reading placement assessment equivalent

**HEALTH INSURANCE AND REIMBURSEMENT**...provides the learner with an understanding of the various types of insurance and managed care plans, and the cycle of medical claims processing. The learner will review cases, develop critical thinking skills in analyzing information, and selecting processes for reimbursement success.

**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 Reading placement assessment equivalent

**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. PREREQUISITE: Reading placement assessment equivalent or COREQUISITE: 10838105 Intro to Reading and Study Skills

**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.

**MEDICAL TERMINOLOGY**...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 all body systems, as well as systemic and surgical terminology.

**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 Reading placement assessment 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 105361 Pharmacy Services Management 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 Pharmacy Technician or 105361 Pharmacy Services Management or 615361 Community Retail Pharmacy Technician or 195361 Employed Pharmacy Technician admissions requirements met and Reading placement assessment equivalent

**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. CONDITION: 315361 Pharmacy Technician or 105361 Pharmacy Services Management program requirements met and Reading placement assessment equivalent

**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. PREREQ: 10536120 Fund of Rdg Prescr, 10536113 Pharm Bus Appls, 10501102 Hlth Ins & Reim, and 10536110 Pharm Calc, and CONDITION: 315361 Pharmacy Tech, 105361 Pharmacy Services Mgmt or 615361 Community Retail Pharmacy Tech admission 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 or 105361 Pharmacy Services Management 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 or 105361 Pharmacy Services Management 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 Calc; COREQUISITES: 10536138 Pharmacy Community Clinical, 10536141 Pharmacy Computer Lab; 10536126 Pharmacy Parenteral Admixtures and CONDITION 315361 Pharmacy Tech or 105361 Pharmacy Svcs Management Admission Req met

**PHARMACY LAW**...introduces the learner to federal and state regulations that apply to pharmacy practice. CONDITION: 315361 Pharmacy Technician or 105361 Pharmacy Services Management or 195361 Employed Pharmacy Technician admissions requirements met and Reading placement assessment equivalent

**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. CONDITION: 315361 Pharmacy Technician or 105361 Pharmacy Services Management or 195361 Employed Pharmacy Technician Admission Requirements Met

**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: 10838105 Intro Reading and Study Skills or Reading placement assessment 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.

**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 or Writing placement assessment equivalent and COREQUISITE: 10838105 Intro Rdg & Study Skills or Reading placement assessment equivalent