

Pharmacy Technician

Program Objective

The Pharmacy Technician program will cover areas such as: assisting the pharmacist in collecting, organizing, and evaluating information for direct patient care; receiving and screening prescription/medication orders for completeness and authenticity; preparing medications for dispensing; verifying the measurements, preparation, or packaging of medication produced by other technicians; dispensing medications; assisting the pharmacist in monitoring medication therapy; and maintaining confidentiality of patient and proprietary business information.

The objective of the Pharmacy Technician program is to involve the students in the technical knowledge and practical skills required for entry-level positions in retail, hospital or HMO pharmacies, health-care facilities, and pharmaceutical companies.

This program is designed to help students prepare for the Pharmacy Technician Certification Exam (PTCE) sponsored by the Pharmacy Technician Certification Board (PTCB).

To be licensed as a pharmacy technician in California, you must qualify under A, B, or C as listed below and be a high school graduate or possess a general educational development (GED) certificate:

A. If you are qualifying by one of the following methods, the Affidavit of Completed Coursework or Graduation for Pharmacy Technician (page 4 of the application) must be submitted with your application.

- An Associate Degree in Pharmacy Technology;
- Any other course that provides a minimum of 240 hours of instruction as specified in Title 16 California Code of Regulation section 1793.6(c);
- A training course accredited by the American Society of Health-System Pharmacists (ASHP); or
- Graduation from a school of pharmacy accredited by the Accreditation Council for Pharmacy Education (ACPE).

B. If you are NA by the Pharmacy Technician Certification Board (PTCB), you must submit a NA true copy of your PTCB certificate or the original certificate with your application. (A NA true copy is a copy that has been notarized as a true copy.)

C. If you are qualifying by training provided by a branch of the federal armed services, you must submit a copy of your DD214 with your application.

All Applicants enrolling in Pharmacy Technician program must provide a high school diploma or a copy of their GED and 2 sets of official transcripts, within 30 days of starting the program.

For more information, please visit The California Department of Consumer Affairs – Board of Pharmacy

Type of Instruction: Theory/Clinical
Level of Occupation: Entry-Level Pharmacy Technician or related field

Program Schedule:

Clock Hours: 720 Hours
Total Weeks: 36 Weeks
Hours: Monday to Thursday
8:30 a.m. to 1:30 p.m.

Course Description:

Module I - Law, Ethics, Regulations & Business applications 80 hours

This module orients students to the work of pharmacy technicians and the context in which their work is performed. Students learn the concept of direct patient care and the technicians' general role in its delivery, with particular emphasis on the complementary roles of pharmacists and technicians. Students are introduced to the profound influence that

medication laws, standards, and regulations have on practice. Upon successful completion of the module, students should be able to explain the concept of quality assurance and its procedures while noting the laws and regulations that govern the practice.

Also, in this module, students learn to assist the pharmacist in collecting, organizing, and evaluating information for direct patient care, medication use review, and departmental management. Emphasis will be placed on securing information from the patient medical chart, record, and patient profile. Students also learn to interview patients, their representatives, caregivers, and healthcare professionals for needed information. Upon successful completion of the module, students should have the ability to adapt patient care to meet the needs of diversity while using basic math skills to evaluate information for direct patient care. Finally, students learn confidentiality issues regarding patient-specific information while handling health insurance billing including federal- and state-funded insurance programs.

Module II – Pharmacology and the Vascular System 80 hours

In this module, the students will understand the principal structural features of the heart and lymphatic system and its role in the circulatory process while discussing the use of cardiovascular drugs for treatment of its pathologies. Students will also be trained in the use of methods and equipment in CPR. Emphasis will be placed on trade and generic drugs of the cardiovascular system and their therapeutic effects. Upon successful completion of the module, students should be able to identify and discuss trade, generic, use, action, dosage form, route, and classification of cardiovascular drugs in the top 200 lists and interpret prescriptions using the correct dosage equation while dispensing the drug in the correct delivery system.

Module III – Sterile Products & the Apocrine System 80 hours

In this module, students learn the uses and side effects of prescription medications, nonprescription medications, and alternative therapies commonly used to treat diseases affecting the endocrine and integumentary systems. To achieve this, students comprehend an understanding of basic anatomy and physiology of the endocrine and integumentary systems. For each medication studied, students learn the brand and generic name, standard pronunciation, abbreviation, dosage forms, and routes of administration. Upon successful completion of the module, students should be proficient in therapeutic treatment alternatives for diseases of the apocrine system, demonstrating this by interpretation, dosage calculation, and delivery method of brand and generic medication distribution.

Module IV – Motor Systems and Order Processing 80 hours

This module will provide students with an understanding of the generalized musculoskeletal system. Topics discussed will include muscle relaxants, non-narcotic analgesics, and drugs for arthritis. Emphasis will focus on causes, cures, and treatment of common ailments using both prescription and OTC drugs. Upon successful completion of the module, students should be able to discuss pathologies of the musculoskeletal system and generic and trade drugs that are used for treatment. Students should be aware of the side effects, dosage form, route, and proper use of these drugs while determining the correct delivery system.

Also, in this module students will learn to receive and screen prescriptions and medication orders. Initially, students learn how state laws and regulations determine what activities associated with receiving and screening prescriptions/medication orders for completeness and authenticity can be delegated by pharmacists to technicians. Upon successful completion of the module, students should be able to demonstrate the proper method for receiving a prescription or medication order for authenticity and be proficient in adding any missing information. Students should be able to communicate in a clear, logical manner at the appropriate level when performing this job responsibility.

Module V – Nervous System 80 hours

This module will provide students with an introduction to pathologies of the nervous system and drugs for treatment of these pathologies in prescription and nonprescription form. Drug classes presented will include stimulants, depressants, psychotropic, anxiolytic, antianxiety, pain management, anticonvulsants, anesthetics, analgesics, and narcotics. Emphasis will be to correlate the connection between the physiological systems and the related drugs. Students should demonstrate competency with the different drug trade names, generic names, and their classification. Upon successful completion of the module, students should be able to distinguish between the brand and generic name, standard pronunciation, dosage form, and routes of administration of medications used to treat the nervous system including psychiatric disorders. Students should be able to demonstrate this knowledge by interpreting prescription and medication orders using the correct dosage equation and delivery system.

Module VI – Absorption System

80 hours

This module will allow students to review and differentiate the drugs linked to the respiratory system, gastrointestinal system, and the urinary system while studying the anatomy and physiology of these systems. Emphasis will be placed on pathologies and drug treatment involving essential and accessory organs. Upon successful completion of the module, students should be able to identify and discuss trade and generic names, standard pronunciation, dosage forms, abbreviations, and routes of administration for each medication studied that relates to the absorption systems.

Module VII – Hospital Pharmacy Inventory & Computer Applications

80 hours

In this module students learn to control the inventory of medication and equipment, and how to maintain pharmacy equipment and devices according to an established plan. Emphasis will be placed on inventory control of pharmaceuticals, devices, and supplies including handling their receipt, storage, removal, and infection control. Students learn to identify items that should be ordered, and how to clean laminar airflow cabinets. Upon successful completion of the module, students should understand the concept of troubleshooting and the maintenance and repair of pharmacy equipment and devices while maintaining the security of the inventory. Along with key speaker’s form Hospital Pharmacies and field trips students will understand and be able to anticipate expectations with a hospital pharmacy. Upon completion of the module the student will be able to detail workflow within a hospital setting. Also, in this module, students learn the components of commonly used computer hardware and software. Keyboarding skills are practiced to enhance speed and accuracy. Microsoft Office is introduced and used for the purpose of building proficient operation of computer software. Emphasis is placed on the practical application of entering patient information and prescription data. Upon successful completion of the module, students should have a basic understanding of career management in pharmacy while using Microsoft Office applications to assist with managerial duties. Students should also be proficient in prescription processing system software.

Module – VIII

160 hours

This module provides students with skills training developed in the didactic and laboratory phases of their training in the practice environment of an ambulatory clinic that provides infusion services. The externship will be completed at a pharmacy, hospital, or other appropriate healthcare facility under the supervision of a qualified medical personnel. At the completion of the externship, students should have performed all duties designated to a pharmacy technician in an ambulatory setting. The preceptor at the extern facility completes a written evaluation of each student's performance. **Prerequisites: All pharmacy technician program modules must be successfully completed.**

Module Number	Module Name	Lecture Hours	Lab Hours	Externship
Module I	Law, Ethics, Regulations & Business applications	60	20	
Module II	Pharmacology and the Vascular Systems	60	20	
Module III	Sterile Products & The Apocrine System	50	30	
Module IV	Motor Systems & Order Processing	50	30	
Module V	Nervous System	60	20	
Module VI	Absorption System	60	20	
Module VII	Hospital Pharmacy Inventory & Computer Applications	40	40	
Module VIII	Externship*			160
Total		380	180	160

*All modules must be completed before going on Externship.

Program Delivery:

Residential

Medical Insurance Billing and Coding

Program Objective:

The objective of the Medical Insurance Billing and Coding program is to provide an opportunity for students to explore and learn medical office skills, medical coding, and medical insurance billing. Graduates from the program may qualify for entry-level positions in medical offices, clinics, hospitals, and medical insurance companies.

Students will become proficient in completing and processing a variety of health claim forms using correct coding information. Students will also become familiar with industry-based reference materials such as the Physicians' Current Procedural Terminology (CPT), Health Care Common Procedure Coding Systems (HCPCS), and the International Classification of Diseases (ICD.9.CM).

The program involves the use of computer software that is associated with the coding and billing industry. Students will process insurance claim forms as well as use case studies to determine if and how a claim would be accepted and coded.

Type of Instruction: Theory/Clinical
Level of Occupation: Entry-Level Medical Insurance Billing and Coding or related field

Program Schedule:

Clock Hours: 720 Hours
Total Weeks: 36 Weeks
Hours: Monday to Friday
8:00 a.m. to 12:00 p.m.

Course Description:

Module I - Concepts in Healthcare 80 hours

This course will provide the students with the knowledge involving the core concepts of the healthcare delivery system and health occupations. It will discuss various aspects of communication, interpersonal skills, legal and ethical responsibilities, as well as, safety and security procedures. The course will also describe wellness and diseases, quality assurance and safety, emergency (first aid and CPR) response and aseptic techniques. Skills in computer literacy, basic math and science and employability are also discussed in this course. Professionalism in dress, behavior, and attitude are presented and monitored throughout the program.

Module II – Anatomy/Physiology 80 hours

This module will discuss the concepts of medical terminology, including prefixes, suffixes and word roots, as well as, abbreviations and symbols. In this course, students learn the anatomy and physiology of the body systems, including vocabulary, pathology, diagnostic and therapeutic procedures. Infection control, vital signs and measurements, as well as handling office emergencies are also covered in this course. Professionalism in dress, behavior, and attitude are presented and monitored throughout the program.

Module III – Medical Office Administration 80 hours

This module will discuss the concepts related to the medical office management, including interpersonal relationships, and communication. The lesson also covers descriptions of the patient reception, office facility, equipment and supplies. The course also illustrates appointment scheduling, medical records management and its components, and medical office management. Concepts of professionalism in healthcare will also be discussed professionalism in dress, behavior, and attitude are presented and monitored throughout the program.

Module IV - Medical Billing and Financial Management 80 hours

The course is designed to provide students concepts and skills in financial management including accounting systems, payroll procedures, fees, credit and collection, as well as check writing and banking procedures. Students are also introduced to the medical billing procedures and its components such as CMS-1500 and UB-92 forms. Students are presented concepts of clinical records and medical documentation and abstracting, billing, and coding from medical reports. Professionalism in dress, behavior and attitude are presented throughout the program.

Module V - Insurance Processing

80 hours

This course will assist the student to develop proficiency in preparing and processing insurance claims. Types of health care plans will be reviewed. Students will also become familiar with essential medical terminologies used in medical insurance processing, as well as, with the different claim forms. Electronic claims billing and submission will also be mentioned. Professionalism in dress, behavior and attitude are presented throughout the program.

Module VI- Medical Coding Systems

80 hours

This course will provide students with the necessary skills and concepts required to perform medical billing using the medical coding system. It will cover diagnostic coding/ICD-9 codes, HCPCS and its correct applications as they relate to describing diagnoses, procedures, services, supplies, and injections. The course will describe the external regulating agencies and their impact on the coding systems. Professionalism in dress, behavior and attitude are presented throughout the program.

Module VII – Health Information and Record Management

80 hours

This course is designed to provide the student with an understanding of the concepts and skills involved in working with health information and medical records. Students will demonstrate the proper techniques involved in maintaining patient records, indexing and filing, as well as, charting and documentation. The course will also cover clinical records and medical documentation. Professionalism in dress, behavior and attitude are presented throughout the program.

Module VIII – Externship

160 hours

This module is designed to provide the student hands on experience in the field working as an extern in healthcare facility. Professionalism in dress, behavior and attitude are presented throughout the program.

Prerequisites: All Medical Assistant modules must be successfully completed.

Module	Module Name	Lecture Hours	Lab Hours	Externship
Module I	Introduction to Health Care	60	20	
Module II	Medical Office Administration	80		
Module III	Anatomy and Physiology	60	20	
Module IV	Clinical Medical Assisting Duties	40	40	
Module V	Medical Laboratory	40	40	
Module VI	Pharmacology	40	40	
Module VII	Electrocardiography and X Ray	40	40	
Module VIII	Externship*			160
Total		360	200	160

*All Modules must be completed before going on Externship

Program Delivery:

Residential

Administration and Faculty

Administration

Saied H. Jacob, Ph. D.
Chief Administrative Officer
On Site Administrator

University of Minnesota

Yousef Bukhari, B. Sc.
Chief Operating Officer

King Saud University

Brenda Ostio, AA
Associate Director

Santa Ana College

Lubidia Dennis, AS in Nursing
Certificates: RN, DSD
Director of Nursing

Excelsior College

Teresa Michel
Director of Admissions

Gabrielle Mercado
Registrar

Mount San Antonio College

Faculty

Arnetta Anderson, 2 years
Medical Insurance Billing and Coding Instructor

San Bernardino Valley College

Alicia Dumas-Pace, B.A., M.S.
Certificates: RMA, RPT
Medical Assistant and Pharmacy Technician Instructor

Southern Junior College
Birmingham School of Allied Health

Lalani Pearson, AS in Vocational Nursing
Certificates: CNA, LVN, DSD
Nurse Assistant Instructor

Moreno Valley College

Shirley Wilson, LVN
Certificate: DSD
Nursing Assistant Instructor

Summit College

Ownership

Glen Oaks College, LLC.

Appendix A

Program	Start Date	End Date
Medical Assistant Monday – Thursday 4:00 p.m. to 9:00 p.m. Contact Hours: 760 Total Weeks: 36 Weeks	January 08, 2018 February 12, 2018 March 12, 2018 April 09, 2018 May 14, 2018 June 11, 2018 July 09, 2018 August 13, 2018 September 10, 2018 October 08, 2018 November 13, 2018 January 07, 2019 February 11, 2019 March 11, 2019 April 08, 2019	October 04, 2018 October 31, 2018 December 06, 2018 January 31, 2019 February 26, 2019 March 25, 2019 April 18, 2019 May 23, 2019 June 20, 2019 July 18, 2019 August 22, 2019 September 26, 2019 October 30, 2019 November 27, 2019 January 16, 2020
Pharmacy Technician Monday – Thursday 8:30 a.m. to 1:30 p.m. Contact Hours: 760 Total Weeks: 36 Weeks	January 08, 2018 February 12, 2018 March 12, 2018 April 09, 2018 May 14, 2018 June 11, 2018 July 09, 2018 August 13, 2018 September 10, 2018 October 08, 2018 November 13, 2018 January 07, 2019 February 11, 2019 March 11, 2019 April 08, 2019	October 04, 2018 October 31, 2018 December 06, 2018 January 31, 2019 February 26, 2019 March 25, 2019 April 18, 2019 May 23, 2019 June 20, 2019 July 18, 2019 August 22, 2019 September 26, 2019 October 30, 2019 November 27, 2019 January 16, 2020
Nurse Assistant Theory: Monday – Friday 8:00 a.m. to 2:00 p.m. Clinical: Monday-Friday 7:00 a.m. to 3:30 p.m. Contact Hours: 176.5 Total Weeks: 6 Weeks	January 07, 2019 February 25, 2019 April 15, 2019 June 03, 2019 July 22, 2019 September 9, 2019 October 28, 2019	February 19, 2019 April 05, 2019 May 24, 2019 July 15, 2019 August 30, 2019 October 18, 2019 December 11, 2019
Medical Insurance Billing and Coding Monday – Thursday 8:00 a.m. to 12:00 p.m. Contact Hours: 760 Total Weeks: 36 Weeks	January 07, 2019 February 11, 2019 March 11, 2019 April 08, 2019	September 26, 2019 October 30, 2019 November 27, 2019 January 16, 2020