Course Outline

PHRM1402
Community Pharmacy Practice
Winter 2025 - Current

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PHRM1402 Community Pharmacy Practice

COURSE DESCRIPTION

Learners will apply third party billing procedures and provide device and home health care product education. Extensive use of role-plays will enhance development of effective communication skills.

REQUISITES	Earn a minimum grade of C in each of the following courses: • PHRM1101 - Pharmacy Theory (3)
EQUIVALENTS	None
CREDITS	3
HOURS	45
ELIGIBLE FOR PLAR	No
ZERO TEXTBOOK COST	Yes

COURSE LEARNING OUTCOMES

Bow Valley College is committed to ensuring our graduates can demonstrate their abilities in key areas that will make them effective citizens and encourage their development as lifelong learners. In addition to the discipline-specific skills that learners acquire in their programs, the College has identified ten learning outcomes.

College-Wide Outcomes:

1. Communication
2. Thinking Skills
3. Numeracy and Financial Literacy
4. Working with Others
5. Digital Literacy
6. Positive Attitudes and Behaviours
7. Continuous Learning
8. Health and Wellness Awareness
9. Citizenship and Intercultural Competence
10. Environmental Sustainability

#	COURSE LEARNING OUTCOME(S)	COLLEGE WIDE OUTCOMES SUPPORTED
1	Analyze the role of community pharmacy within the health care system.	2, 4, 10
2	Apply insurance plan policies to prescription payment.	2, 3, 5
3	Communicate effectively with diverse patients, caregivers, colleagues, and other health care providers in the provision of patient-centred care.	1, 2, 6, 7, 8
4	Contribute to the effectiveness of working relationships in collaborative teams.	1, 4, 6, 9
5	Describe the use of various health care products, devices and aids related to community pharmacy practice.	1, 2, 4, 7, 8
6	Provide patient information and education for the use of various health care devices within the role of the pharmacy technician.	1, 6, 8, 9

COURSE MODULES AND SCHEDULE

Course schedule subject to change, depending on delivery mode and term of study. For exact dates, please consult the Course Offering Information in Brightspace.

WEEK/HOURS	MODULES
Week 1	Community Pharmacy and the Health Care System
Week 2	Third-Party Billing
Week 3	Third-Party Billing
Week 4	Third-Party Billing
Week 5	Communication Skills
Week 6	Communication Skills
Week 7	Review
Week 8	Midterm Exam
Week 9	Home Health Care Products, Devices & Aids
Week 10	Home Health Care Products, Devices & Aids
Week 11	Home Health Care Products, Devices & Aids
Week 12	Home Health Care Products, Devices & Aids
Week 13	Home Health Care Products, Devices & Aids
Week 14	Review
Week 15	Final Exam

ASSESSMENT

COURSE LEARNING OUTCOME(S)	ASSESSMENT	WEIGHT
1, 2, 3, 4, 5, 6	Assignments	45%
1, 2, 3	Midterm Exam	25%
1, 2, 3, 5, 6	Final Exam	30%

Important: For details on each assignment and exam, please see the Course Offering Information.

PERFORMANCE STANDARDS

A minimum grade of D is required to pass this course. However, a program may require a higher grade in this course to progress in the program or to meet specific program completion requirements.

The Pharmacy Technician Program requires a minimum grade of C in this course to progress in the program.

Please consult with the program area or contact the program chair for further details. A minimum Grade Point Average of 2.0 is required for graduation.

GRADING SCHEME

Grade	Percentage	Grade Point	Description
A+	95-100	4.0	Exceptional: superior knowledge of subject matter
A	90-94	4.0	Excellent: outstanding knowledge of subject matter
A-	85-89	3.67	
B+	80-84	3.33	
B	75-79	3.0	Very Good: knowledge of subject matter generally mastered
B-	70-74	2.67	
C+	67-69	2.33	
C	64-66	2.0	Satisfactory/Acceptable: knowledge of subject matter adequately mastered
C-	60-63	1.67	
D+	57-59	1.33	
D	50-56	1.0	Minimal Pass
F	Less than 50	0.0	Fail: an unsatisfactory performance

REQUIRED LEARNING RESOURCES

Bow Valley College. (current year). *PHRM1402 Community pharmacy practice course package*.

Additional learning resources may be found in the Course Offering Information or in Brightspace.

ADDITIONAL INFORMATION

NAPRA Competencies:

1.1.1 Apply legal requirements to practice, including federal and provincial/territorial legislation, policies, by-laws, and standards.

1.2.2 Apply ethical principles in the decision-making process

1.4.1 Apply principles of self-regulation.

1.4.3 Seek guidance when uncertain about own knowledge, skills, abilities, and scope of practice.

1.4.5 Maintain appropriate professional boundaries.

1.4.8 Describe the Canadian health care system and the role of health professionals within it.

2.1 Develop a professional relationship with the patient.

2.1.1 Establish and maintain rapport by using effective communication skills.

2.1.2 Demonstrate a caring, empathetic, and professional attitude.

2.1.3 Determine and acknowledge the patient's needs, values and desired level of care.

2.2.1 Gather information from the patient using appropriate interview techniques, including active listening.

2.2.2 Identify factors such as culture, language, demographic and physical characteristics that may impact the patient's care.

2.2.3 Gather information from the patient's health records.

2.2.4 Gather information required for medication reconciliation.

2.2.5 Measure the patient's physical parameters such as height, weight and blood pressure.

2.3.2 Assist the patient in making informed decisions regarding the selection and use of drug administration devices, monitoring devices and health aids.

2.3.3 Gather monitoring parameter information for pharmacist review, including adherence information and lab test results.

3.1.5 Perform pharmaceutical calculations.

3.1.7 Process the adjudication for payment of prescriptions and other pharmacy services using knowledge of third-party payer policies and formularies.

3.2.2 Apply drug interchangeability principles in accordance with applicable formularies, policies or legislation.

3.5.2 Identify when the patient requires further consultation or education from the pharmacist.

5.1.1 Identify and inform the pharmacist of socio-economic, cultural, environmental and other factors that are barriers to, or facilitators of, health and wellness for the patient.

5.1.2 Gather health promotion information relevant to the patient.

5.1.3 Participate in health promotion activities in collaboration with the pharmacist.

5.1.4 Facilitate the patient's access to and interaction with support agencies and health services within the healthcare system.

5.2.1 Identify factors that are barriers to, or facilitators of, public health and wellness.

6.1.3 Organize and provide information using strategies appropriate to the target audience.

7.1 Establish and maintain effective communication skills.

7.1.1 Demonstrate proficiency in written and verbal English or French.

7.1.2 Demonstrate appropriate verbal and non-verbal communication skills, including listening skills.

7.1.4 Select appropriate communication and education techniques for use with the patient and other health professionals.

7.1.5 Conduct interpersonal interactions, including conflict management, in a professional manner.

7.1.6 Communicate with sensitivity, respect and empathy.

7.2 Use safe, effective and consistent communication systems.

7.2.3 Select appropriate technology to facilitate communication.

8.1 Create and maintain collaborative professional relationships.

8.1.1 Identify potential collaborators with whom to initiate ongoing professional relationships.

8.1.2 Collaborate with other parties in the relationship to define the roles and responsibilities of each party.

8.2.1 Interact respectfully with other members of the team by accepting accountability for themselves and managing disagreements and conflict.

8.2.2 Share decision-making activities with other members of the team.

8.3.1 Collaborate with team members to ensure appropriate utilization of resources.

8.3.2 Collaborate with team members to determine and achieve team goals and objectives.

8.4.1 Recognize situations that fall beyond the scope of practice of pharmacy technicians and refer these situations to the pharmacist.

8.4.2 Accept responsibility for referrals from the pharmacist.

CPTEA Educational Outcomes:

7.3 Engage in health teaching and in providing educational and information-sharing opportunities.

7.3.1

a. Incorporate effective learning strategies and techniques into educational and information-sharing opportunities.
b. Provide information and demonstrations regarding technology, policies, and procedures in collaboration with the pharmacist.

Additional information may be found in the Course Offering Information or in Brightspace.

ACADEMIC ACCOMMODATIONS

Learners with a disability (learning, physical, and/or mental health) may qualify for academic and exam accommodations. For more information, or to apply for accommodations, learners should make an appointment with Accessibility Services in the Learner Success Services (LSS) Department. Accessibility Services can also assist learners who may be struggling with learning but do not have a formal diagnosis. To make an appointment visit LSS on the first floor of the south campus or call 403-410-1440. It is the learner's responsibility to contact Accessibility Services and request academic accommodations. For more information, please visit our website at http://www.bowvalleycollege.ca/accessibility.

INSTITUTIONAL POLICIES

Bow Valley College is committed to the highest standards of academic integrity and honesty. Learners are urged to become familiar with and uphold the following policies: Academic Integrity (500-1-7), Learner Code of Conduct, Procedures and Guidelines (500-1-1), Learner Appeals (500-1-12), Attendance (500-1-10), Grading (500-1-6), Academic Continuance and Graduation (500-1-5), and Electronic Communications (300-2-13). Audio or video recording of lectures, labs, seminars, or any other teaching and learning environment by learners is allowed only with consent of the instructor as part of an approved accommodation plan. Recorded material is to be used solely for personal study and is not being used or distributed without prior written consent from the instructor.

Turnitin:

Students may be required to submit their course work to Turnitin, a third-party service provider engaged by BVC. Turnitin identifies plagiarism by checking databases of electronic books and articles, archived webpages, and previously submitted student papers. Students acknowledge that any course work or essays submitted to Turnitin will be included as source documents in the Turnitin.com reference

database, where it will be used solely to detect plagiarism. The terms that apply to a student's use of Turnitin are described on Turnitin.com.

Online Exam Proctoring:

Examinations for this course may require proctoring through an online proctoring service. Online proctoring enables online exam taking within a controlled and monitored environment, thereby enhancing academic integrity. Online proctoring may occur through a variety of methods, including but not limited to:

a. live online proctoring where a remote invigilator authenticates identity and observes completion of an exam using specialized software and recordings;
b. automated proctoring where the exam session is recorded and AI (artificial intelligence) analyzed;
c. browser lockdown that limits access to other applications, websites, copying, printing, screen capture and other functions; or
d. a combination of both live/automated proctoring and browser lockdown.

Course instructors will review recordings, analyses, and data obtained through online proctoring for academic integrity infractions. It is the student's responsibility to meet the technical, software, location, and identity verification requirements necessary to enable online proctoring.

Further details of these policies are available in the Academic Calendar and on the Bow Valley College website, bowvalleycollege.ca.

Learners are encouraged to keep a copy of this course outline for future reference.

Collection of Personal Information:

This course, including your image and voice, may be recorded and made available to you and other students taking the course section. By attending the class(es) online or in person, you consent to the collection of your personal information. If you do not wish to be recorded, please contact your instructor before starting the course/class to discuss alternative arrangements.

You may use the recordings only for educational purposes and you must not copy, share, or use the recordings for any other purpose without the instructor's express permission.

Your personal information is collected in accordance with section 33(c) of the Freedom of Information and Protection of Privacy Act (Alberta) to deliver academic programming, support learner flexibility, promote universal design for learning principles, and for purposes consistent with the course activities and outcomes. If you have any questions about the collection, disclosure, use, or protection of this information, please contact the College's Access and Privacy Officer at foip@bowvalleycollege.ca.