Course Outline

PHRM2401
Community Dispensing Lab I
Winter 2024 - Current

PHRM2401 Community Dispensing Lab I

COURSE DESCRIPTION

Learners will apply dispensing policies and procedures while integrating skills and knowledge, including prescription interpretation, pharmacy law and ethics, pharmacy calculations, reimbursement considerations, documentation, and independent double checks. Extensive use of role plays will enhance development of effective communication skills.

REQUISITES	Complete all of the following
	
	• Earn a minimum grade of C in each of the following courses
	   ○ PHRM1102 - Pharmacy Jurisprudence and Ethics (3)
	• Earn a minimum grade of A- in each of the following courses
	   ○ PHRM1401 - Prescription Processing (3)
	• Complete with a minimum grade of C or concurrently enroll in all of the following courses
	   ○ PHRM1203 - Pharmacotherapy III (3)
	   ○ PHRM1402 - Community Pharmacy Practice (3)
	• Complete with a minimum grade of A- or concurrently enroll in all of the following courses
	   ○ PHRM1302 - Pharmacy Calculations II (3)

EQUIVALENTS	None
CREDITS	6
HOURS	90
ELIGIBLE FOR PLAR	No
ZERO TEXTBOOK COST	No

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	Maintain system information related to patient, prescriber and drug files.	5
2	Perform technical and cognitive aspects of dispensing to provide medications to patients.	1, 2, 3, 4, 5
3	Perform quality assurance procedures.	2, 4, 8
4	Demonstrate professionalism in the role of the pharmacy technician.	1, 2, 4, 6, 7, 8, 9
5	Communicate effectively with diverse patients, caregivers, colleagues, and other health care providers in the provision of patient-centred care.	1, 4, 6, 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	Orientation to Lab Policies and Procedures
Week 2	Rx Dispensing
Week 3	Rx Dispensing
Week 4	Rx Dispensing
Week 5	Rx Dispensing
Week 6	Rx Dispensing
Week 7	Rx Dispensing
Week 8	Rx Dispensing
Week 9	Rx Dispensing
Week 10	Rx Dispensing
Week 11	Rx Dispensing
Week 12	Rx Dispensing
Week 13	Quality Assurance
Week 14	Quality Assurance
Week 15	Rx Dispensing; Review
Week 16	Midterm Evaluation
Week 17	Rx Dispensing
Week 18	Rx Dispensing
Week 19	Rx Dispensing
Week 20	Rx Dispensing
Week 21	Rx Dispensing
Week 22	Rx Dispensing
Week 23	Rx Dispensing
Week 24	Rx Dispensing
Week 25	Rx Dispensing
Week 26	Rx Dispensing
Week 27	Rx Dispensing
Week 28	Rx Dispensing
Week 29	Review
Week 30	Final Evaluation

ASSESSMENT

COURSE LEARNING OUTCOME(S)	ASSESSMENT	WEIGHT
1, 2, 3, 4, 5	Assignments	35%
1, 2, 3, 4, 5	Midterm Evaluation	25%
1, 2, 3, 4, 5	Final Evaluation	40%

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 A- 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	

			Satisfactory/Acceptable: knowledge of subject matter adequately mastered
C	64-66	2.0	
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). *PHRM2401 Community dispensing lab I manual*.

Canadian Pharmacists Association. *e-CPS*. Retrieved from http://www.e-therapeutics.ca/. BVC access provided.

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

ADDITIONAL INFORMATION

NAPRA Competencies:

1.1 Practice within legal requirements.

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

1.1.3 Apply federal and provincial/territorial privacy legislation to the collection, use, storage, disclosure and destruction of personal health information.

1.2 Uphold ethical principles.

1.2.1 Apply the principles of professional codes of ethics.

1.2.2 Apply ethical principles in the decision-making process.

1.3 Manage actual and potential illegal, unethical, or unprofessional actions or situations in practice.

1.4 Apply principles of professionalism.

1.4.1 Apply principles of self-regulation.

1.4.2 Accept responsibility and accountability for own actions and decisions.

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

1.4.6 Protect the privacy and confidentiality of the patient.

1.5 Document activities of practice in compliance with federal and provincial/territorial legislation, standards and policies.

1.5.1 Maintain complete, accurate and secure patient records.

1.5.2 Identify situations in which documentation should and should not be shared with other health professionals or third parties.

1.5.3 Select appropriate methods to share documentation within the circle of care and facilitate patient care.

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.

2.1.4 Identify and respect the roles and responsibilities of each party in the relationship.

2.2 Obtain patient information for pharmacist review.

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

2.2.3 Gather information from the patient's health records.

2.2.4 Gather information required for medication reconciliation.

2.2.6 Organize, reconcile and record the patient's information.

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

2.3.4 Communicate relevant information and identified concerns to the pharmacist in a clear, concise and timely manner.

3.1 Receive, interpret and process a prescription.

3.1.1 Determine the validity, clarity, completeness and authenticity of the prescription and resolve concerns in collaboration with the pharmacist.

3.1.2 Transcribe verbal orders and ensure their accuracy.

3.1.3 Transfer a prescription and receive a transferred prescription.

3.1.4 Interpret numerals, symbols, measurement systems and Latin abbreviations.

3.1.5 Perform pharmaceutical calculations.

3.1.6 Identify patterns of unusual drug prescribing and usage including possible diversion or drug misuse and report relevant findings to the pharmacist or appropriate authority.

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 Prepare products for dispensing.

3.2.1 Select appropriate products by applying knowledge of brand and generic names, dosages, and dosage forms.

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

3.2.3 Verify the integrity of a product by considering stability, and, where applicable, sterility, including checking expiry dates, physical appearance, and odour.

3.2.4 Measure products by counting, pouring or weighing using the appropriate equipment and technology.

3.2.5 Package products in a suitable container to maintain product integrity, stability, and, where applicable, sterility.

3.2.6 Use packaging that is safe and appropriate for the patient, including pre-packaging, multi-dose or unit dose packaging and child-resistant vials.

3.2.7 Label products according to legislative requirements, best safety practices, established protocols and patient-specific needs.

3.3.1 Perform compounding calculations.

3.3.3 Prepare and compound non-sterile products according to recognized guidelines and standards of practice.

3.4 Verify the technical aspects of the prescription to ensure accuracy and quality of products.

3.4.1 Identify when an independent double check should be performed.

3.4.2 Check the product and its prescription label against the prescription using a systematic approach.

3.5 Collaborate with the pharmacist in the release of the product.

3.5.1 Determine whether the legal and professional requirements for a product to be released to the patient have been met.

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

4.1 Optimize the safety, efficacy and efficiency of operations in the practice setting.

4.1.1 Demonstrate the organizational and time management skills necessary to effectively prioritize, organize and manage product distribution workflow.

4.1.2 Supervise pharmacy support personnel so that accepted standards are met.

4.1.3 Use and maintain automation and other technology to enhance safety, efficacy and efficiency in the practice setting.

4.2 Contribute to the management of pharmacy inventory to ensure safe, effective and efficient product distribution.

4.2.1 Apply inventory and formulary management systems and strategies that incorporate best practices, including new technologies.

4.2.3 Identify issues with the drug supply chain, including drug shortages and drug recalls, and collaborate with the pharmacist to resolve these issues.

4.3.1 Use appropriate information technology to organize, maintain and retrieve pharmacy records.

4.3.2 Use information technology and record-keeping procedures that maintain the integrity, security and permanence of pharmacy records.

6.1 Respond to questions that do not require pharmacist referral using appropriate strategies.

6.1.1 Clarify requests for information to identify questions that require pharmacist referral.

6.1.2 Use a variety of retrieval techniques to access reliable and appropriate information, including evidence-based information when possible.

6.2 Apply relevant information to practice.

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.

7.1.3 Demonstrate appropriate interview techniques.

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.

7.2.1 Use communication techniques that maximize safety and understanding, including repeating back verbal orders, using recognized terminology and avoiding unnecessary or unsafe abbreviations.

7.2.2 Record and store information in a consistent manner for efficient access and retrieval by relevant personnel.

7.2.3 Select appropriate technology to facilitate communication.

8.1 Create and maintain collaborative professional relationships.

8.2 Contribute to the effectiveness of working relationships in collaborative teams.

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 Participate in the delivery of collaborative health services in collaboration with the pharmacist.

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

8.3.3 Facilitate continuity of care.

8.4 Accept referrals from and make referrals to the pharmacist.

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.

9.1 Contribute to a culture of patient safety.

9.1.1 Apply principles of patient safety to improve practice.

9.2 Contribute to continuous quality improvement and risk management activities related to the drug distribution system.

9.2.1 Apply principles of continuous quality improvement to practice.

9.2.2 Apply principles of risk management to practice by anticipating, recognizing and managing situations that place the patient at risk.

9.4 Create and maintain a working environment that promotes safety.

9.4.1 Minimize and manage distractions in the work environment.

9.4.2 Manage factors that affect personal wellness including work-life balance, sleep deprivation and physical and emotional health.

9.4.4 Handle hazardous products safely by minimizing personal exposure and reducing environmental contamination.

CPTEA Educational Outcomes:

6.3.1 Apply foundational knowledge related to the pharmacy technician role including:

- Pharmacy practice;
- Social, developmental, communication, interpersonal and behavioural science;
- Biomedical science;
- Health, wellbeing, and health promotion;
- Health care systems;
- Informatics, administrative, and business theory;
- Pharmaceutical sciences; and,
- Legislation and regulatory requirements.

1. Act in a manner that demonstrates the comprehensive knowledge required for the professional role.
2. Apply knowledge and expertise to resolve routine, previously encountered problems, issues, and situations.
3. Collaborate with the pharmacist to resolve novel problems, issues, and situations.

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.