



**Bow Valley  
College**

## **Course Outline**

**PHRM2402**

Community Dispensing Lab

II

Fall 2024 - Current

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## PHRM2402 Community Dispensing Lab II

### COURSE DESCRIPTION

Learners will apply problem-solving and critical thinking skills to assisted living and community pharmacy practice in this comprehensive lab. Operation of a high-speed automated drug packager (PACMED®) will be integrated into the dispensing process and extensive use of role-plays will further develop communication skills.

REQUISITES	<p>Complete all of the following</p> <ul style="list-style-type: none"> <li>• Earn a minimum grade of C in each of the following courses <ul style="list-style-type: none"> <li>◦ PHRM1204 - Pharmacotherapy IV (3)</li> <li>◦ PHRM1402 - Community Pharmacy Practice (3)</li> </ul> </li> <li>• Earn a minimum grade of A- in each of the following courses <ul style="list-style-type: none"> <li>◦ PHRM1302 - Pharmacy Calculations II (3)</li> <li>◦ PHRM2401 - Community Dispensing Lab I (6)</li> </ul> </li> </ul>
EQUIVALENTS	None
CREDITS	3
HOURS	45
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, patient, prescriber, and drug information in the dispensing software database.	5
2	Perform technical and cognitive aspects of dispensing to provide medications to patients in community and assisted living settings.	2, 3, 4, 5, 8
3	Perform quality assurance procedures.	2, 4, 8
4	Demonstrate professionalism in the role of the pharmacy technician.	1, 2, 4, 6, 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, 8, 9
6	Perform health promotion activities in the role of a pharmacy technician.	1, 2, 4, 5, 6, 7, 8, 9, 10
7	Contribute to the effectiveness of working relationships in collaborative teams.	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	Course Introduction; Dispensing
Week 2	Dispensing
Week 3	Dispensing
Week 4	Dispensing
Week 5	Dispensing
Week 6	Dispensing; Review
Week 7	Midterm Evaluation
Week 8	Intraprofessional Collaboration
Week 9	Dispensing
Week 10	Dispensing
Week 11	Health Promotion
Week 12	Dispensing
Week 13	Dispensing
Week 14	Dispensing; Review
Week 15	Final Evaluation

## ASSESSMENT

### COURSE

### LEARNING ASSESSMENT OUTCOME(S)

### WEIGHT

1, 2, 3, 4, 5, 6, 7	Assignments	40%
1, 2, 3, 4, 5	Midterm Evaluation	25%
1, 2, 3, 4, 5	Final Evaluation	35%
3	Independent Double Check Assessment	PASS/FAIL

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	
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). *PHRM2402 Community dispensing lab II 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 Practise 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 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.

2.1.4 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.

2.2.2 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.

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

2.3 Collaborate with the pharmacist to support care plan activities.

2.3.1 Identify patient needs related to issues such as dosage forms, special packaging or labeling.

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.

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.

3.1.3 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.
- 3.4 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.
- 4.3 Contribute to the management of record keeping activities within the practice setting.
  - 4.3.1 Use appropriate information technology to organize, maintain and retrieve pharmacy records.
- 5.1 Support patient-specific health promotion activities in collaboration with 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.
- 5.2 Support public health activities in collaboration with the pharmacist.
  - 5.2.1 Identify factors that are barriers to, or facilitators of, public health and wellness.
  - 5.2.2 Participate in public health initiatives in collaboration with the pharmacist.
- 5.3 Contribute to the maintenance of a healthy environment for the public.
  - 5.3.2 Identify and minimize the risk of disease transmission from the pharmacy environment.
- 6.1 Respond to questions that do not require pharmacist referral using appropriate strategies.
  - 6.1.2 Use a variety of retrieval techniques to access reliable and appropriate information, including evidence-based information when possible.
  - 6.1.3 Organize and provide information using strategies appropriate to the target audience.
- 6.2 Apply relevant information to practice.
  - 6.2.1 Gather new information, including evidence-based information when possible, that may be applicable 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.

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

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.

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

8.3.3 Facilitate continuity of care.

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.

9.1.2 Employ best practices when informing the patient of the occurrence of a medication incident.

9.1.3 Share information about problems, resolutions, system changes and lessons learned with the workplace team.

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

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

9.2.3 Identify the occurrence of a medication incident or close call and respond effectively to mitigate harm and prevent reoccurrence.

9.4 Create and maintain a working environment that promotes safety.

9.4.3 Identify factors that impact the safety of the working environment, including resource allocation, procedural consistency and ergonomics.

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.

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

7.3.1 Incorporate effective learning strategies and techniques into educational and information-sharing opportunities. 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](http://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](mailto:foip@bowvalleycollege.ca).