



PHMT 0000 Pharmacy Technician Program Orientation

Classroom Hours: Monday – Friday 8:00 a.m. – 3:00 p.m. (lunch 11:00 a.m. – 12:00 p.m.)

Advisement Hours: Monday – Friday 3:00 p.m. – 4:30 p.m. by appointment.

Introduction

Welcome to the Pharmacy Technician program at the Davis Technical College (Davis Tech)! The purpose of this program orientation is to acquaint you with information specific to the program and its unique policies and procedures. You are required to read this document thoroughly and discuss any unclear sections with your instructor or a Career and Academic Advisor. You may also review college policies on the Davis Tech website (davistech.edu), or in Student Services. Please review the program webpage at www.davistech.edu/pharmacy-technician.

Student Services and Health Professions Advisors

The Pharmacy Technician program has a Health Professions advisor that helps with enrollment, class changes, withdrawals, and acts as a student advocate. During this orientation, our advisors will be calling each of you up one at a time to take your picture for your student profile, sign enrollment documents, and then have all student ID badges printed by the end of orientation.

Program Description

The Pharmacy Technician program is designed to prepare individuals to support pharmacists by performing a wide range of practice-related duties for retail, hospital, compounding, long-term care, and mail-order and other pharmaceutical settings.

Program Objectives

Students will learn and apply the following while enrolled in the Pharmacy Technician program:

- Demonstrate knowledge of 350 medication brand/generic names and drug classes.
- Performing practice-related duties for community pharmacy, institutional pharmacy, compounding pharmacy, and other pharmaceutical settings.
- Demonstrate proficiency in medical terminology and prescription sig codes in order to interpret prescriptions and medication orders.
- Demonstrate proficiency in nonsterile, sterile, and hazardous compounding practices.
- Demonstrate proficiency in pharmacy management, safety standards, and administration.
- Participate in an unpaid clinical pharmacy externship.
- Prepare for the Pharmacy Technician Certification Exam national board exam.

Program and Course Materials

The program and course materials listed on the website show general resources that you will need to purchase for this program. We recommend that you wait to purchase these materials until you begin each course. Curriculum is updated throughout the year and materials and pricing may change without notice. Also note that some materials and supplies may be used for multiple courses and are required unless otherwise noted.

College Resources

Student Resource Center (College)

The Davis Tech campus has a Student Resource Center located in the main building. It is a safe space for all students to access and utilize a variety of campus and community resources to foster your success through acceptance, respect, and empowerment. There are computers and printers for student use, hygiene packs, financial resources, mental health resources, and physical resources. Please visit the Student Resource Center webpage here: www.davistech.edu/student-resource-center.

Student Resource Center (Classroom)

The classroom includes a Student Resource Center where you will find industry publications, flashcards, calculators, scratch paper, and other materials you may need in class. In addition, you will be given opportunities to use equipment and materials, such as computers with Internet access and software applications that are currently being used in industry.

Electronic Student Resources

Your Canvas orientation course contains electronic learning resources that can be used throughout your time in the program. Each canvas course links to these resources, and they will be updated regularly. If you find a frequently used resource (website, video, tutorial, etc.) that you think would be helpful for other students in your program, consider sharing the link with your instructor.

First Aid Supplies

The classroom also includes first aid kit, and other supplies needed in case of emergency. Evacuation maps can be found in strategic locations throughout the college.

Instructor Response Time

Your instructor will respond to any question regarding the program, assignments, or assessments in 24 hours within the Davis Tech operational schedule. Please discuss your instructor's preferred method of communication.

Student Policies and Procedures

You may find further information on institutional student policies and procedures here: <http://www.davistech.edu/student-policies>.



Program Safety

The program will require an active CPR and/or Basic Life Support certification. We will also cover safety during hazardous compounding in two directional Laminar Airflow Hoods, use of Personal Protective Equipment (PPE), spill prevention and protocol, and crash cart stocking. Student safety objectives are:

- Demonstrate proper CPR and/or BLS measures.
- Define the differences between horizontal and vertical Laminar Airflow Hoods.
- Define spill kit contents and usage.
- Demonstrate safe hazardous drug compounding.

Scheduling and Attendance

Adult students must be scheduled for a minimum of 12 hours per week and high school students must be scheduled a minimum of two class periods (although four periods are preferred). Following course enrollment, the student receives a schedule that shows the date by which they must complete the course.

The guidelines for attendance are based upon that of a working environment. If you were at your place of employment and you were continually late or leaving early, you probably wouldn't have your job for long. We are willing to work with you if you have special circumstances, but you must learn to communicate these to your instructor.

Northstar

Northstar is the student information system we use at Davis Tech. Each classroom has a computer located near the entrances for students to either scan their student ID badge or enter their student ID number to clock into class and clock out of class. Here are a few tips for Northstar:

- Students may arrive to class at the time class starts and up to 10 minutes after to be marked 'Present'. When you enter your student ID number, Northstar will tell you if it was entered successfully.
- If you arrive between 11 and 20 minutes late, Northstar will mark you tardy upon clock-in.
- *Note:* Northstar allows you to be tardy up to 20 minutes, but that does not mean there are not consequences. Students who arrive first and utilize all their class time complete the program sooner, and your instructors are noticing if you are consistently 15-20 minutes late and not showing a sense of urgency or commitment.
- If you arrive 21 minutes late, Northstar will mark you absent for the class period.
- At the end of class, students must perform the same function to clock out.
- If a student is scheduled for both morning and afternoon sessions, they will need to clock out for lunch and clock back in after lunch.

Dress Code

The Davis Technical College dress code policy is designed to help us all provide a consistent, professional, and identifiable appearance to Davis Tech faculty and support staff at the college. Our appearance reflects on ourselves as well as the college. This policy is modeled after what students



may be expected to wear at their clinical externship site. Students are expected to dress in dark gray scrub tops and bottoms that can be purchased from the Davis Tech Bookstore or other sources. Scrubs must be clean, and free of holes or tears. Students will also be expected to wear closed-toe shoes. Students must always present a clean, professional appearance.

Students with Disabilities

If you have a disability that may require some accommodation by the instructor, please visit www.davistech.edu/disability-services to contact our ADA Coordinator about classroom accommodations.

Grading

To demonstrate competency and receive a letter grade for each course, you are required to achieve 90 percent or higher on all graded activities. If you don't pass an activity, you will be required to rework it. Specific details for reworking an activity can be found in the Course Navigation section of your course syllabus.

The assignments and activities that will be used to calculate your grade will vary according to the course. The grade calculation for each course can be found in the course syllabus under Grading Practices.

Final grades for all courses are based on the following scale:

94% - 100%	A	84% - 86%	B	74% - 76%	C
90% - 93%	A-	80% - 83%	B-	70% - 73%	C-
87% - 89%	B+	77% - 79%	C+		

Canvas exams will be available during class time in the classroom using an online testing proctor and can be taken upon completion of a module. Tests may consist of multiple-choice, matching, true/false, fill in the blank, and short essay.

Under no circumstances should you discuss the content of tests or quizzes in or outside of class. Students who discuss examination items will be subject to the ramifications of academic misconduct.

Academic Performance

Your success in this program is important to us. We will work with you to help you succeed, but if we feel that you are not meeting the minimum standards as described in this orientation, we are committed to taking appropriate actions to help you improve. The following steps may be taken if you fail to meet the minimum performance, progress, and attendance standards set out by Davis Technical College and the Pharmacy Technician program:

Student Success Plans

Student Success Plans are used to help students identify barriers to success, provide time for the student to have a discussion with the instructor about concerns or questions, and for both to map out a plan on how to improve their classroom performance. Student Success Plans may be



initiated for failing to complete a course on time, having progress or attendance percentages drop below the minimum program standard, or any conduct issues that may need to be addressed.

Academic Probation

After a student has been put on a Student Success Plan, they generally succeed and do not have further issues. Sometimes, those issues persist, and this will warrant another discussion with the student, instructor, and a member of Student Services. The student who agreed to the stipulations of their Success Plan but did not follow through or improve will be placed on academic probation for a length determined by the Student Services advisor and instructor. Students placed on academic probation may lose federal financial aid, scholarship eligibility, or sponsorships, as determined in accordance with college Financial Aid requirements and Department of Education regulations.

Student Hearing

After a student has been put on a Student Success Plan, put on academic probation, and the issue persists, the next step is a hearing with the student, instructor, Student Services advisor, and two or three program directors. The meeting will consist of reviewing all previous plans, correspondence between student and instructor, and ongoing issues will be discussed. The hearing committee then meets privately and decides what the appropriate step would be. This can include continued probation, program suspension, or program dismissal.

Suspension

You may be suspended from the program for a predetermined amount of time. The hearing committee will decide on what steps must be completed during the suspension to continue enrollment once the suspension ends. Suspension lengths vary depending on many factors but can be as short as two weeks or up to one year.

Dismissal

You may be dismissed from the program for failure to meet the academic standards, for inappropriate conduct as defined by Davis Tech, the College of Health Professions, the program, or the medical profession, and for any of the following reasons:

- Failure to maintain 85% attendance.
- Failure to progress through proficiencies in a timely manner (85% standard time).
- Multiple re-enrollments into the same course (i.e., not finishing courses on time).
- Cheating on assignments, labs, or tests. Absolutely no cheating is tolerated. This includes writing the answers down and taking them to the test with you, telling other students what is on the test, telling other students the answer to any test question whatsoever, etc.
- Unsafe actions at the externship site that endanger you, coworkers, and patients.
- Breach of patient confidentiality (HIPAA).
- Failure to complete externship due to lack of professionalism, absenteeism, and/or skills.



- Displays of behavior that are considered harassment, sexual or otherwise.

Conflict Resolution

If you are not satisfied for any reason with your instructor, classroom management, grading or academic disciplinary actions taken, please visit the Grievance Policy on the Davis Tech website. discuss your concerns with your instructor.

Program Expectations

Part of the reason that the Pharmacy Technician program has been so successful is that we make sure we have the right students in the right program from the beginning. We do this by explaining details about how the program functions, what characteristics make someone a successful pharmacy technician, and ensure that each student is comfortable with what will be expected of them in this career field. Below are some tips for success in this program and career.

- Make sure that you are committed to this program before beginning the first class. This is a fun program that we know you will find satisfaction in, but it is also time-consuming and will be challenging.
- Do you know any Pharmacy Technicians? Go meet some! Most in the area are former students. If you are not sure where to go, please ask. It is hard to know that you want to enroll into this program or work in this field if you do not know anyone who has lived it!
- Do you already have a job? If not, I would strongly encourage you to get a job and experience basic workplace expectations and developing a work ethic. This will benefit you immensely for your externship which is done at the end of the program. Many of our preceptor's comment that they can easily tell who has worked before and who has not. If you can get a job in a customer service field, even better. It will be great preparation for this career.
- Are you outgoing and friendly? Great! If you are not, we will work on it! We have plenty of assignments and labs where we make phone calls to pharmacy customers and test you on your knowledge and speed with a grumpy patient. You will interact with your peers for group labs and assignments. You will work through many assignments that have you talking or mimicking talking to patients, physicians, and other healthcare professionals. If you are more of an introvert, this field may be a challenge for you, but we are confident that we can help you build those skills.
- This program requires intense memorization skills. You will memorize 350 medications. You will memorize their brand name, generic name, controlled substance schedule, and drug class. You will memorize pharmacy law, best practices, skills, etc. This is a daunting task but is accomplished with hard work and dedication. Please consider the amount of time this will take in class during the skills pass-offs, and especially at home to prepare.
- This field deals with a lot of needles. In retail pharmacy, technicians are expected to immunize patients (give shots). In hospital, compounding, specialty, long-term care pharmacy, etc., technicians may be performing sterile compounding which would be using needles to reconstitute powdered medications to liquid form and transfer medications into



IV bags. If you have a fear of needles, this will be a difficult program for you. It is something we are confident you can work on, but you will be expected to handle needles and syringes frequently in this field.

- This is a profession where you will be on your feet for 8-12 hours per shift. Please consider the physical toll this has on your body before you enroll, and the importance of reliable athletic shoes.
- This is a very fast-paced, high-stress, customer service-oriented profession. You must be able to multi-task and remain calm during these situations, as one tiny mistake can seriously hurt a patient or even be fatal.

Non-Negotiables

Throughout the program, I encourage you to be thinking about your values and items that you consider non-negotiable to succeed. In this program, our non-negotiables tend to be broader ideals for the sake of everyone's well-being. Here are our non-negotiables:

Professionalism

We always expect you to act professionally. Consider this a year-long interview with us. If you would not act a certain way in an interview, please do not behave that way in this program.

Degrading Comments

We expect you to speak and act professionally. We will not tolerate any foul language or any words that carry any sort of negative connotation or slurs.

Cheating

We do not tolerate any form of cheating. This includes obvious cheating, having your phone out, your smart watch, your own calculator instead of the Proctorio calculator or one supplied, talking during a test, talking about a test, talking about what is or is not on a test, or anything that looks, smells, or seems like cheating.

Lying

Lying will not be tolerated. It is imperative that this profession has trustworthy individuals who are committed to honesty and safety and are willing to own up to mistakes.

Laziness

Do what is expected of you. We do not have any tolerance for excuses or laziness or people attempting shortcuts. What if your pharmacist attempted a shortcut while verifying the correct dosage of your loved one's medication? We expect the job to be done thoroughly and correctly.

Complaining

Please do not complain about the program we have worked so hard to build. It is important to remember that you applied to and were accepted into this program. If you do not want to enroll into the program, now is the time to allow someone else to have your spot.



Competency-Based Education

Competency-based learning, sometimes called self-directed learning, is a learning process by which students move through at their own pace once competence is demonstrated. It is an intentional learning process that is created by the learner. Learning through competency-based education, hands-on learning, and self-directed learning styles allows many students to gain confidence in themselves and learn how they prefer to learn. Understanding the competency-based method is essential for this program. Here are some examples:

- An adult student can create their schedule for the minimum of 12 hours per week. They can decide if they only want to work in class, or if they want to move faster by also reading, studying, creating flash cards, etc. at home during free time.
- A high school student must be registered for two periods (3 hours). If they take a 60-hour class, their end-date is going to be months out (end-date is calculated based on course hours/hours scheduled). This student can take that whole time for one course, or they can also work at home, study, or do things at home that make the class go faster.
- In both cases, these students would be given an end-date for the course. They can take until the end-date with no repercussions. They can also finish much earlier than the end-date if they would like. It is up to the student's ability and competency level. Please refer to "Academic Performance" for situations in which students do not complete the course by their end-date.

Program Layout

You have two years to complete the Pharmacy Technician Program, externship, national exam, and to become a licensed Pharmacy Technician. The two-year period begins when you receive your trainee license that must be submitted to the Division of Occupational and Professional Licensing. More regarding this will be discussed with you when you begin the core Pharmacy Technician courses.

You and your instructor will decide which class you should enroll into first. You will be given a start date and end-date based on the schedule you provided. If you cannot make it to class, it is your responsibility to contact the instructor as you would in the workplace.

There are three prerequisite courses that are not taught in the Pharmacy Technician classroom. They are: Workplace Success, Job Seeking Skills, and Pharmacy Technician Math. These courses have textbooks and inclusive access (textbooks and accompanying material integrated into Canvas) and there may be additional fees due upon registration. When you begin these classes, an instructor will show you where the class is located and introduce you to the instructor.

When you finish a class, you will need to meet with an instructor to determine the next class. Classes are paid for one at a time and tuition is due upon enrollment. When you sign up for a new class, you will receive the corresponding syllabus from the instructor.



Externship

Students will be expected to complete an unpaid clinical externship. This externship is 200 hours in length and must be completed at two separate pharmacies. An instructor will find each site for you with your preferences and feedback taken. Students cannot go to an externship site where a relative works. During the externship, a minimum of 20 hours per week is required. 25-30 hours per week is recommended so that students can get through the rotation faster.

Background Check, Drug Screening, and Immunizations

The health professions require compliance in several areas. The most common areas are background checks, drug screenings, and verification of all immunizations that facility requires.

Background Check

Applicants who are 18+ must complete a background check upon application. Students who turn 18 during the program will have to complete a background check depending on which clinical site they want to go to.

Drug Screening

A drug screening is required by everyone upon program application. This serves as a notice that you may be randomly drug screened throughout the program and at the externship. Please note some clinical sites will require an additional drug screen before you begin your rotation.

Immunizations

Immunizations will need to be uploaded through CastleBranch Compliance Tracker. There are no exceptions to immunization requirements unless medically contraindicated. The following are required of all students unless documented medical exemption is provided.

- Hepatitis B
- MMR
- TDaP
- COVID-19 (series + booster)
- Annual Flu Shot (October through April)
- Negative tuberculosis (TB) skin test or negative chest x-ray
- Students wanting to complete a hospital rotation must submit two negative TB skin tests or a Quantiferon Gold blood test prior to the rotation.

Program and Profession Fees

What we have not yet covered are costs that you will owe when you complete the program. Please make note of these.

- Background Check: \$45
- National Certification Exam: \$129
- Pharmacy Technician License Application: \$95



- Cap & Gown and Davis Tech Certificate: \$18

Conclusion

The most important piece of advice we can give you is to make sure that you *want* to enroll into this program. It is a challenging program that will push you to your limits. However, if you are committed to the program, you will be able to motivate yourself through the hard parts and see it through until the end. We are excited to get to know you and to help you achieve your goals.

