Pharmacy Technician Orientation

TEPT 0000

Classroom Hours:
M – F   8am – 3pm
Lunch   11am – 12pm

Advisement Hours:
M – F   3pm – 4:30pm by appointment

TEPT Program Faculty:
https://www.davistech.edu/programs/
pharmacy-technician-advanced#faculty

Faculty

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 (https://www.davistech.edu) or in Student Services. Please review the program webpage at https://www.davistech.edu/programs/pharmacy-technician-advanced .

Student Services and Health Professions Advisors

The Pharmacy Technician program has a Health Professions advisor who helps with enrollment, class changes, and withdrawals and acts as a student advocate.

Program Description

The Pharmacy Technician-Advanced program prepares students to support pharmacists by performing a wide range of practice-related duties for community, institutional, compounding, long-term care, mail-order, and other pharmaceutical settings. Students learn the most common medications, calculate dosages, process prescriptions, bill third-party insurance, learn aseptic techniques, and prepare sterile and non-sterile compounded medications. Students receive extensive hands-on training in the lab area using advanced pharmacy technology.

Program Objectives

Students will learn and apply the following while enrolled in the Pharmacy Technician program:
- Practice personal and interpersonal skills needed in various pharmacy settings
- Demonstrate the pharmacy technician's role in the medication-use process and wellness promotion
- Recall the most utilized drugs by brand and generic name, indications, and interactions

- Solve pharmacy mathematical calculations
- Prepare sterile and non-sterile compounds

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 buy these materials until you begin each course. The 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 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 the 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.

If you need technical assistance with any electronic services, you may contact IT help desk at 801-593-2888.

First Aid Supplies

The classroom also includes a first aid kit and other supplies needed in an 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 within 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: https://www.davistech.edu/policies-and-procedures .

Program Health, Safety, and Fire Prevention

The program will require an active Cardiopulmonary Resucitation (CPR) and/or Basic Life Support (BLS) certification. We will also cover safety during hazardous compounding in 2 directional Laminar Airflow Hoods, use of Personal Protective Equipment (PPE), spill prevention and protocol, and crash cart stocking. The 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

First Aid Supplies

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

Fire Prevention

Fire prevention and safety are paramount in our classrooms. We are committed to ensuring a safe learning environment for all students and staff. Please familiarize yourself with the location of fire exits, fire extinguishers, and emergency procedures posted in each classroom. In case of a fire alarm, calmly evacuate the building using the nearest exit and assemble at the designated meeting point.

Scheduling and Attendance

Adult students must be scheduled for a minimum of 12 hours per week, and high school students must be scheduled for a minimum of 2 class periods (although 4 periods are preferred). Following course enrollment, the student receives a schedule that shows the date by which they must complete the course.

The attendance guidelines are based on the 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 will work with you if you have special circumstances, but you must learn to communicate these to your instructor.

Campus Technology

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 for up to 20 minutes, but that does not mean there are no consequences. Students who arrive first and utilize all their class time complete the program sooner, and your instructors notice 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.

Canvas

You can access Canvas from any internet-connected computer using the following URL: https://davistech.instructure.com/login . If you have problems logging in to Canvas, please email online.support@davistech.edu . If you encounter technical issues in Canvas, use the help button and the "Report a Problem" link.

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 black scrub with Davis Tech Logo on the top and black scrub 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 https://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% or higher on all graded activities. If you don't pass an activity, you must 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 essays.

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 vital 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 help students identify barriers to success, provide time for the student to discuss concerns or questions with the instructor, and map out a plan 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, warranting another discussion with the student, instructor, and the Director of Allied Health Professions. 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 defined per college Financial Aid requirements and Department of Education regulations.

Student Hearing

After a student has been put on a Student Success Plan and academic probation, and the issue persists, the next step is a hearing with the student, instructor, Student Services advisor, and 2 or 3 program directors. The meeting will consist of reviewing all previous plans and 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 2 weeks or up to 1 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 progress through proficiencies on time (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 or 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 or discuss your concerns with your instructor.

Program Expectations

Part of the reason the Pharmacy Technician program has been so successful is that we ensure we have the right students in the right program from the beginning. We do this by explaining how the program functions and what characteristics make someone a successful pharmacy technician, and we 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.

- Ensure you are committed to this program before beginning the first class. This is a fun program that we know you will find satisfying but also time-consuming and 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 in 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, we strongly encourage you to get a job, experience basic workplace expectations, and develop a work ethic. This will benefit you immensely for your externship, which is done at the end of the program. Many of our preceptors comment that they can quickly tell who has worked before and who has not.

If you can get a job in the customer service field, that would be even better. It will be excellent 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 struggle with socialization, 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 over 250 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 task is daunting but accomplished with hard work and dedication. Please consider the amount of time this will take in class during the skills pass-offs, especially at home, to prepare.

- This field deals with a lot of needles. In retail pharmacies, technicians are expected to immunize patients (give shots). In hospitals, compounding, specialty, long-term care pharmacies, etc., technicians may perform sterile compounding, 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 challenging 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 1 tiny mistake can seriously hurt a patient or even be fatal.

Non-Negotiables

Throughout the program, we encourage you to consider the values and items 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 words with negative connotations or slurs.

Cheating

We do not tolerate any form of cheating. This includes obvious cheating, having your phone out, your smartwatch, 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 in 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 process by which students move at their own pace once competence is demonstrated. It is an intentional learning process that the learner creates. 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 at least 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 flashcards, etc., at home during free time.

- A high school student must be registered for 2 periods (3 hours). If they take a 60-hour class, their end date will be months out (the end date is calculated based on course hours/hours scheduled). This student can take that whole time for 1 course or 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" when students do not complete the course by their end date.

Program Layout

You have 2 years to complete the Pharmacy Technician Program, externship, national exam, and to become a licensed Pharmacy Technician. The 2-years period begins when you receive your Trainee

License, which 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.

Three courses are not taught in the Pharmacy Technician classroom: Pharmacy Technician Math, Workplace Success, and Job Seeking Skills. The Pharmacy Technician program instructors do not teach these courses, 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. 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.

When you finish a class, you will need to meet with an instructor to determine the next class. Classes are paid for 1 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 2 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.

You are required to have a Divison of Professional Licensing (DOPL) Trainee License before you go on externships. We will help you get this during your first course. The requirements can be found at the following site: https://www.dopl.utah.gov/pharmacy/apply-for-a-license/pharmacy-technician-trainee/ .

Background Check, Drug Screening, and Immunizations
The health professions require compliance in several areas. The most common areas are background checks, drug screenings, CPR/BLS certification, and verification of all immunizations that specific 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 acceptance. 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.

CPR/BLS Certification
An active CPR/BLS certification will need to be uploaded through CastleBranch Compliance Tracker along with required immunizations (covered next). Davis Tech offers the course

outside classroom hours for an additional fee. It is not required to be through Davis Tech, but highly recommended if you do not currently have the certification.

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. ***Please speak with an instructor if you are not fully vaccinated and/or choose to not be vaccinated with the immunizations listed below.***

- Hepatitis B
- Measles, Mumps, and Rubella (MMR)
- Varicella
- Diphtheria, Tetanus, and acellular Pertussis (TDaP)
- COVID-19 series
- Annual Flu Shot (October through April)
- Students wanting to complete a hospital rotation must submit 2 negative TB skin tests or a Quantiferon Gold blood test prior to the rotation
- Depending on the pharmacy, students may need an additional Hep B titer test

Program and Profession Fees

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

- Name Tag through Davis Technical College Bookstore: $13
- Uniform – Scrubs (See Bookstore for correct color): $40
- CPR through Davis Technical College: $60
- CastleBranch Externship Requirements
  - Background Check: $45
  - Drug Test: $47
  - Compliance Tracker for Immunizations: $45
- Licensing Requirements -
  - Criminal History Report: $15
  - Pharmacy Technician Trainee License: $50
  - Pharmacy Technician Certification Exam (PTCB): $129
  - DOPL Pharmacy Technician License: $95
  - Fingerprints for DOPL License: $15
- Cap, Gown, and Davis Tech Certificate: $40

Licensing and Placement

Upon completion of the Pharmacy Technician program, you will become National Certified and licensed in the state of Utah. You can find licensing requirements at the following link: https://www.dopl.utah.gov/pharmacy/apply-for-a-license/pharmacy-technician/ .

Once you are licensed you will be able to obtain employment. Instructors or other college personnel may follow-up with you to determine your placement status. We ask that your instructors once you have found employment in a related field.

Conclusion

The most important advice we can give you is to make sure you *want* to enroll in 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.