**High Plains Technology Center**

**Health Careers**

**Learning Activity Packet (LAP) for Advanced Pharmacy Technician**

**Related unit of instruction:**

Professional Skills in the Pharmacy

**Approximate Completion time:**

15 hours

**Rationale for the Lap:**

This LAP is designed to help the student meet the public in a pharmacy setting. The student will practice greeting customers, preparing prescriptions and instructing the customer on medication.

**Criteria for successful completion:**

By the end of this LAP the student will

1. Read and turn in work sheets for Chapters 13 and 14 in Ballington & Anderson’s *Pharmacy Practice for Technicians*
2. Pass the test for the chapter

**Learning Objective:**

*Human Relations and Communications Chapter 13*

1. Explain the role of the pharmacy technician as a member of the customer care team in a pharmacy.
2. State the primary rule of retail merchandising.
3. Identify and discuss desirable personal characteristics of a pharmacy technician.
4. Identify the importance of verbal and nonverbal communication skills.
5. Provide guidelines for proper use of the telephone in a pharmacy.
6. Identify and resolve linguistic and cultural differences in working with a customer.
7. Identify and resolve problems related to mental and physical disabilities in working with a customer.
8. Define discrimination and harassment and explain the proper procedures for dealing with these issues.
9. Identify examples of professionalism in the pharmacy.
10. Explain the importance of managing change and being a team player in the pharmacy.
11. Explain the appropriate responses to rude behavior on the part of others in a workplace situation.
12. Define the role of pharmacy personnel in emergency situations in the community.
13. Identify and discuss the important areas of the regulations of the Health Insurance Portability and Accountability Act (HIPPA).
14. Discuss the importance of protecting patient privacy in the pharmacy.

*Your Future in Pharmacy Practice Chapter 14*

1. Identify a variety of strategies for successful adaptation to the work environment.
2. Define and differentiate the terms licensure, certification and registration.
3. Describe and contrast the format and content of the PTCB and ICPT certification examinations.
4. Explain the criteria for recertification for pharmacy technicians by PTCB and ICPT.
5. Discuss the importance of technician involvement in professional organizations and networking with colleagues in the profession.
6. Make a plan for a successful job search.
7. Write a resume and a cover letter.
8. Prepare for and successfully complete an interview.
9. Define ethics and discuss characteristics of ethical behavior.
10. Identify ethical dilemmas that may occur in pharmacy practice.
11. Discuss some trends for the future of the pharmacy profession and their impact on pharmacy technicians.