**High Plains Technology Center**

**Health Careers**

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

**Related unit of instruction:**

Retail Pharmacy Operations

**Approximate Completion time:**

15 hours

**Rationale for the Lap:**

This LAP is designed to prepare the student to function in a retail pharmacy setting. The student will practice purchasing, inventory and quality assurance tasks.

**Criteria for successful completion:**

By the end of this LAP the student will

1. Read and turn in work sheets for Chapters 6 and 7 in Ballington & Anderson’s *Pharmacy Practice for Technicians*
2. Pass the tests for these chapters

**Learning Objective:**

*Dispensing Medications in the Community Pharmacy Chapter 6*

1. Discuss overall community pharmacy operations including restricted area, hours of operation, drive-through options and general responsibilities of the pharmacy technician with regard to dispensing prescription drugs.
2. Identify the parts of a patient profile, detail the steps required to select a patient from the database and discuss the importance of including up-to-date allergy and adverse drug reaction information.
3. Describe the parts of a prescription and identify the most commonly used abbreviations for amounts, dosage forms, times of administration and sites of administration.
4. Describe controls necessary for reviewing prescriptions of scheduled drugs, including the identification of possible forgeries.
5. Explain the typical procedures for processing new and refill prescription orders.
6. Identify the parts of a prescription stock label and know the importance of comparing NDC numbers in medication selection and filling.
7. Describe the parts of a typical medication container label.
8. Contrast the purposes of the patient medication information sheet and leaflet with those of the medication guide.
9. Discuss the importance of a final check and verification by the pharmacist prior to dispensing to the patient.

*The Business of Community Pharmacy Chapter 7*

1. Understand the roles, responsibilities, and limitations of the technician in the sale of over-the-counter (OTC) drugs, dietary supplements, and medical supplies, especially in the case of a patient who is diabetic.
2. Accurately process special OTC sales, such as Schedule V cough syrups, decongestants containing pseudoephedrine, and the Plan B contraceptive.
3. Understand the importance of necessary cash register management functions.
4. Identify procedures for inventory management, including the purchasing, receiving and storage of prescription drugs, including controlled substances.
5. Discuss drug insurance coverage for private, Medicaid, Tricare and Medicare plans.
6. Define and explain the terms prescription benefits manager (PBM), tiered co-pay, and prior authorization.
7. Know how to process a workers’ compensation insurance claim.
8. Identify the necessary insurance information needed to process online claims for prescription drugs.
9. Calculate days supply of medication for online billing.
10. Resolve problems with online claims processing.

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**Criteria for successful completion:**

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1. Complete Labs 4-13 in Sparks & McCartney’s *Pharmacy Labs for Technicians*

**Learning Objective:**

*Reviewing a Patient Profile Lab 4*

1. Demonstrate an understanding of the importance of a patient profile in pharmacy practice.
2. Gain skill in reviewing a patient profile form for complete, accurate information.
3. Demonstrate an understanding of the types of problems that missing or inaccurate patient information can introduce to pharmacy practice.
4. Demonstrate strategies to resolve problems arising from incomplete patient profile forms.

*Reviewing a Prescription Form Lab 5*

1. Evaluate unprocessed prescriptions for completeness and accuracy.
2. Learn the additional checking steps for reviewing controlled-substances prescriptions.

*Reviewing a Filled Prescription Lab 6*

1. Gain skill in comparing a processed prescription to a printed label for completeness and accuracy.
2. Identify practices to correct errors on printed labels generated from prescriptions.

*Entering Patient Data Lab 7*

1. Begin using and learning from the CD that accompanies lab manual.
2. Become more familiar with the patient profile – now in computer form – as a means of recording patients’ personal and health information for access by pharmacy staff.
3. Learn to navigate efficiently within a model patient profile software system.
4. Increase skills in identifying standard patient profile information and evaluating profiles for completeness and accuracy.

*Processing a Prescription Lab 8*

1. Accurately process patient prescriptions.
2. Accurately process serialized prescription forms used in prescription monitoring programs.
3. Practice using pharmacy management software for prescriptions and monitored prescriptions.

*Processing a Refill Lab 9*

1. Demonstrate a proficiency in the use of pharmacy management software for processing prescription refills.

*Obtaining Refill Authorization Lab 10*

1. Learn strategies for resolving problems associated with expired prescriptions.
2. Demonstrate proficiency in using pharmacy management software for prescription refill authorization.
3. Practice securing authorization for prescription refills via paper forms.
4. Learn protocol for communicating refill authorizations through simulated telephone conversations with prescribers.

*Processing Third-Party Claims Lab 11*

1. Accurately process patient prescriptions with third-party, or insurance, claims.
2. Understand how pharmacy management software processes third-party claims.
3. Understand why third-party claims are rejected.
4. Learn how to resolve common claim rejections using pharmacy management software.

*Verifying Cash Pricing Lab 12*

1. Understand the reasons for cash price payments in the community pharmacy.
2. Demonstrate proficiency in the use of computer software for prescription pricing.

*Producing an Audit Log Lab 13*

1. Demonstrate a basic understanding of using pharmacy management software for pharmacy audit log reporting.
2. Become more informed about the evolving roles of the pharmacist and the pharmacy technician in pharmacy administration.