

**COURSE OUTLINE**

**Course:** 30861 PHARMACY CLERK

**Total Course Hours:** 270.00

**CBEDS Title:** THERAPEUTIC SERVICES

**CBEDS #:** 4260

**Job Title(s):**

Pharmacy Clerk/Aide

**Prerequisites:**

Recommended: Medical Math and Medical Core

**Course Description:**

This course gives the student basic skills and understanding of the profession to perform as an entry level pharmacy clerk in many practice settings. Students learn pharmaceutical terms, basic clerical skills, customer service, insurance billing and retail skills. Integrated throughout the course are Academic and CTE standards, which include safety, communication, technology, ethics, career planning and other employability skills.

Hours	
Class	OJT

**Occupational Competencies**

1-7 on the Course Outline are generic to all BVROP courses and include the BVROP Student Outcomes

3.00	
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**1 ORIENTATION**

- A Identifies and discusses course objectives and competencies.
- B Discusses ROP Student Outcomes.
- C Explains class attendance and behavior objectives.

10.00	
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**2 HEALTH, SAFETY AND ENVIRONMENTAL MANAGEMENT**

- A Describes accident procedure.
- B Demonstrates appropriate safety practices (e.g. bending, lifting, etc.).
- C Demonstrates knowledge of classroom procedures and drills (e.g. earthquake, fire and emergency).
- D Demonstrates knowledge of CPR.

5.00	5.00
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**3 ETHICS AND LEGAL RESPONSIBILITIES**

- A Defines sexual harassment and discusses tactics for handling harassment situations.
- B Applies appropriate workplace behavior and standards.
- C Understands federal drug laws.
- D Understands State of California pharmacy law
- E Understands the Omnibus Reconciliation Act of 1990

10.00	20.00
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**4 LEADERSHIP AND TEAMWORK**

- A Describes the characteristics and benefits of teamwork and leadership.
- B Demonstrates ability to make appropriate decisions.
- C Works well with others and gives/takes constructive criticism.

Hours	
Class	OJT

15.00	3.00	<b>5 <u>CAREER PLANNING</u></b> <b>A</b> Prepares a finished, professional portfolio showing the best work that has been completed during the class. <b>B</b> Locates job opportunities through the use of want-ads and placement agencies. <b>C</b> Visits at least one facility related to area of training and observes jobs performed. <b>D</b> Completes a job application correctly. <b>E</b> Prepares for and critiques a simulated employment interview. <b>F</b> Discusses employee benefits and rights as related to the specific occupational job area including gender equity and equal opportunity. <b>G</b> Identifies acceptable procedures to leave a job. <b>H</b> Applies for a scholarship. <b>I</b> Completes a professional resume. <b>J</b> Demonstrates appropriate personal grooming and dress.
10.00	10.00	<b>6 <u>COMMUNICATION</u></b> <b>A</b> Uses effective workplace conversation. <b>B</b> Reads and interprets written information and directions. <b>C</b> Practices various forms of written communication appropriate to the occupation.
5.00		<b>7 <u>STUDENT OUTCOMES</u></b> <b>A</b> Demonstrates Occupational Specific, Communication and Critical Thinking Skills <b>B</b> Demonstrates Responsible Work Ethics <b>C</b> Demonstrates Career/Employment Literacy <b>D</b> Demonstrates Effective Use of Technology
5.00	4.00	<b>8 <u>INTRODUCTION TO HEALTH CARE</u></b> <b>A</b> Identifies forms of health insurance in the United States <b>B</b> Identifies major health care systems <b>C</b> Knowledge of major health care changes - impacts for Pharmacy Clerks
5.00	5.00	<b>9 <u>PHARMACEUTICAL CARE</u></b> <b>A</b> Defines pharmaceutical care <b>B</b> Recognizes main elements of pharmaceutical care model <b>C</b> Discusses consequences of drug-related problems <b>D</b> Discusses barriers to implementing pharmaceutical care <b>E</b> Demonstrates skills required of Pharmacy Clerks in pharmaceutical care
5.00	5.00	<b>10 <u>MEDICATIONS</u></b> <b>A</b> Explains what a drug is <b>B</b> Describes the difference between generic and brand names <b>C</b> Describes difference between side effects and toxicities
5.00	2.00	<b>11 <u>CURRENT &amp; FUTURE ROLES OF PHARMACY CLERKS</u></b> <b>A</b> Explains general skills Pharmacy Clerks should possess <b>B</b> Explains general functions of Pharmacy Clerks <b>C</b> Identifies future skills and functions of Pharmacy Clerks
5.00	5.00	<b>12 <u>OPERATIONAL SKILLS</u></b> <b>A</b> Recognizes and identifies medical and pharmacy terminology, symbols and abbreviations <b>B</b> Defines routes of administration <b>C</b> Describes types of pharmaceutical dosage forms
10.00	10.00	<b>13 <u>PHARMACY CALCULATIONS</u></b> <b>A</b> Demonstrates knowledge of basic arithmetic <b>B</b> Describes dosage calculation formulas <b>C</b> Describes the apothecary system <b>D</b> Describes the avoirdupois system <b>E</b> Describes the metric system

Hours	
Class	OJT

30861 PHARMACY CLERK

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|-------|-------|---|
| 15.00 | 20.00 | <b>14 <u>CUSTOMER RELATIONS AND SALES</u></b> |
|-------|-------|---|
- A Identifies principles and applications for establishing and maintaining good customer relationships
  - B Identifies and uses basic sales approaches
  - C Creates a pleasant atmosphere for selling
  - D Determines customer needs
  - E Demonstrates the ability to handle customer complaints

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|-------|-------|-------------------------------------|
| 15.00 | 20.00 | <b>15 <u>SALES TRANSACTIONS</u></b> |
|-------|-------|-------------------------------------|
- A Demonstrates procedure for making change
  - B Applies and demonstrates cash transactions
  - C Demonstrates correct handling of checks
  - D Demonstrates correct handling of credit cards
  - E Demonstrates functions of cash register

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| 10.00 | 15.00 | <b>16 <u>COMPUTER APPLICATIONS</u></b> |
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- A Describes technician roles with computers
  - B Demonstrates pharmacy applications
  - C Describes future applications of computer in pharmacy
  - D Demonstrates basic computer language and functions

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| 2.00 | 2.00 | <b>17 <u>POLICIES AND PROCEDURES</u></b> |
|------|------|--|
- A Defines policies and procedures and importance
  - B Knowledge of contents and use of policy and procedure manual

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| 5.00 | 4.00 | <b>18 <u>OPERATIONS</u></b> |
|------|------|-----------------------------|
- A Describes pharmacy formulary
  - B Describes utilization in the medication process
  - C Demonstrates clerk utilization in purchasing process
  - D Demonstrates utilization in inventory management

**TOTAL HOURS**

Class	OJT	Course
140.00	130.00	270.00