



PHRA 2360.101CL
Clinical Pharmacy Technician Externship-Hospital and Community
Spring 2023
Schedule Varies by Externship Assigned

Instructor Information: Lisa Homburg, R. Ph., lhomburg@com.edu, 409-933-8685 (office)

Student hours and location: Monday-Thursday 1:15pm-3:15pm, or by appointment.
STEAM Building, Office 255-41

Required Textbook: None

Course Description: This course consists of a health-related work-based learning experience that enables the student to apply specialized occupational theory, skills, and concepts. Direct supervision is provided by the clinical professional.

Course Requirements:

TSBP Technician Trainee Registration

***Must take wall certificate to the pharmacy on the first day.

Maintain wallet card on person at all times

COM Technician Trainee ID –**Must wear at all times.

(*Must be turned in at end of externship)

Mainland Center ID Badge (*Must be turned in at end of externship)

Immunizations including current Tuberculosis and Influenza Vaccinations

Background Check

Drug Screen

Students are required to perform 160 hours of experiential hands-on training, divided between 2 sites: a hospital pharmacy and a retail pharmacy setting. while under the direction of supervising pharmacists and technicians. Students will be required to maintain time sheets, work through designated skills assessments, and maintain appropriate documentation.

Course work will consist of completing in full, two sets of externship documents, each consisting of a skills assessment checklist, a time sheet, a mid-rotation evaluation, a site evaluation, and an end-of-rotation evaluation. All **completed** forms are required to be submitted to pass the rotation.

Pharmacy Technician Externship Folders for the community and hospital externships will be given to each student. These folders and forms should remain clean and be kept organized within the folder, which is always accessible to the precepting pharmacist/technician. These forms will be initialed by the student and the pharmacist/technician on duty daily as each task or each shift is

completed. ****Time sheets are to be filled out and initialed daily at beginning and completion of shift.**

Turn the folder in with all forms COMPLETELY filled out upon completion of the required hours for each rotation.

**Students should approach their externship placement with the same expectations they would for a job. If a student repeatedly acts in an unprofessional manner, does not wear the proper attire and name badge, and/or is repeatedly late, that student may be dismissed from the externship by the preceptor. If a student is “fired” from the externship, they will receive a failing grade for that rotation.

Students should only practice the skills as indicated on the skills summary form, or as directed by the preceptor. Follow all policy and procedures at your externship site and follow all the federal and state laws and regulations as they pertain to the practice of pharmacy.

The **student** is responsible for seeing that the skills assessment forms are being addressed and material is being covered. The student must be proactive in bringing to the attention of the preceptor the skills that need to be learned. It is the **STUDENT’S RESPONSIBILITY** to get the skill assessments checked off. Do not wait until the last week or the last day to work on getting the skills assessment form checked off. The skills should be worked on diligently starting on the second day.

It is the **STUDENT’S RESPONSIBILITY** to provide evaluation forms to the preceptor in a timely manner and retrieve the completed forms from the preceptor for turn-in to the instructor.

Students will be responsible for their own transportation to and from their externship site. This includes any parking fees incurred.

Dress Attire and Behavior

A professional attitude and dress are expected at all times. This includes appropriate attire worn under any designated uniform as well as appropriate shoes. Sandals, flip-flops, and other open-toed shoes are not acceptable. Students must also comply with the dress code of the externship site. The pharmacy technician extern is expected to display good grooming habits and cleanliness. Facial piercings will not be acceptable. Externs must follow the particular guidelines of the externship site. I.D. badges are to be worn only when scheduled to work at the designated externship site and must be returned upon completion of the externship. Failure to return the hospital I.D. badges will result in a failing grade for that particular externship. Failure to return the COM I.D. badge will result in an “I” as a final grade until the badge is turned in.

Uniform

Hospital Rotation— professional attire or hospital scrubs,
**Technician Trainee ID supplied by C.O.M. and
ID supplied by hospital**

Community Rotation- professional attire and any specific requirements of the
externship site,
Technician Trainee ID supplied by C.O.M

Mandatory Mid-Semester Meetings: All students are required to meet with the Pharmacy Technician Program Instructor at the mid-point of each semester while enrolled in the program. This is an opportunity to discuss the students standing in each course, determine regulatory requirements which must be met, develop a student academic plan, and complete mandatory paperwork.

Determination of Course Grade/Detailed Grading Formula:

The Pharmacy Skills Assessment provides a process of checklists (initials) designed to validate a student's technical skills. Each **checklist** will be worth **15%** of your grade and are due upon completion of the externship hours. **(30% total)**

The Student Externship Evaluation from the Pharmacist in Charge consists of an evaluation of your personal communication skills, knowledge, work ethic, professional performance, and ability to work with other members of the pharmacy team. This evaluation will be sent directly to my office. Each **evaluation** will be worth **10%** of your grade. **(20% total)**

Two planned office visits (by appointment) with the instructor will be required. During our visit you are required to have your externship folder and the required completed forms. 80 hours are required to be completed in each externship (160 hours total). At this time, a plan for corrective action of any problems will be discussed. Attendance at this **meeting** along with the properly completed paperwork will constitute **25%** of your grade. **(50% total)**

Retail Skills Assessment Checklist	15%
Hospital Skills Assessment Checklist	15%
Retail Preceptor Evaluations	10%
Hospital Preceptor Evaluations	10%
Retail Externship Folder Turn-in	25%
Hospital Externship Folder Turn-IN	25%

Grading Scale:

A	90-100
B	80-89
C	70-79
D	65-69
F	64 and below

Late Work, Make-Up, and Extra-Credit Policy:

Make-Up Policy: The student is responsible for rescheduling any missed shifts with the pharmacy manager and the instructor.

Attendance Policy: Students at COM are expected to attend and participate in every session of all courses for which they are registered. College of the Mainland recognizes no excused absences other than those prescribed by law.

- A student may be dropped after 2 absences from class or the externship site.
- Students should arrive **early** at their externship site and be ready to work at the start of their shift. Students must report to their pharmacy supervisor at their scheduled time. Students who are more than 5 minutes late may be dismissed by the preceptor/instructor. Leaving the externship site **early** may result in dismissal from the site.
- Students, along with their preceptor, will sign/document their Time Sheets **upon arrival** to their site and **upon leaving** their site **daily (NO EXCEPTIONS)**.

If an absence occurs due to special circumstances, students **must call** their externship site and speak to the **pharmacist on duty**. Students **must also call** the **instructor** (832)-677-1423. A student may be dismissed from their site if they do not show up for their shift and/or do not call in. **Students who miss more than 2 scheduled shifts will be dismissed from the externship site and will receive an “F” for that rotation.**

Tardiness: Students are expected to be in their externship, ready to work at the shift’s scheduled start time. Repeated tardiness could result in expulsion from the site.

Classroom Conduct: College of the Mainland requires that students enrolled at COM be familiar with the Standards of Student Conduct, which can be found in the on-line Student Handbook. <http://www.com.edu/student-services/student-handbook>. Students should always act in a professional manner. Disruptive students will be held accountable according to college policy. Any violations of the Code of Conduct will result in a referral to the Office for student Conduct and may result in dismissal from this class.

- All cell phones, pagers, MP3 players, radios, ear devices, and similar devices must be turned off and put away in the classroom and **the externship site**.
- A negative attitude in class or at the externship site may result in expulsion from the externship site or program.
- Cheating and/or **forgery of externship documents** will result in expulsion from the program.
- Should you miss a shift at your externship site, you **must notify** the program director and the pharmacist on duty.
- If you are experiencing problems at your externship site, bring them to the attention of the program director as soon as possible.
- Externship forms must be filled out completely** (all signatures and all names, address etc) All blanks must be filled in. Points will be deducted for each missing item.
- Changes to the outline, schedule, or instructional materials may occur and each student is responsible for making these changes.
- All pharmacy technician students are **REQUIRED** to maintain an active email account on file with the College of the Mainland. Students are required to check their emails at least three (3) times per week for communication from course instructors.
- Students are also required to maintain updated contact information (email, address, telephone numbers) with the pharmacy technician program instructor

Warnings/Dismissals

Warnings and possible dismissal will occur if the student fails to act or carry oneself in a professional manner as deemed appropriate by the precepting pharmacist and the College of the Mainland Pharmacy Technician Program Director.

Warning to dismissal process-----Verbal warning>written warning > dismissal from program

Grounds for immediate dismissal from an externship site/pharmacy technician program:

- 1) Any behavior/action that is consistently unsafe or detrimental to a patient or co-worker (Non-professional behavior)
- 2) An externship site refuses to let a student finish due to negligence on the student's part (failure to comply)
- 3) Forging any externship documents or written correspondence meant for the preceptor or instructor.

Comments made on the evaluation forms or brought to the instructor's attention will be discussed with the student. Behaviors or actions other than those outlined above will receive one verbal warning. Subsequent infractions will receive a written warning leading up to dismissal from the program. Students in disagreement with any disciplinary action may follow the grievance policy outlined in the College of the Mainland's catalog.

Communicating with your instructor: ALL electronic communication with the instructor must be through your COM email. Due to FERPA restrictions, faculty cannot share any information about performance in the class through other electronic means.

The preferred method of contact is **com.edu email**. You may reach me at lhomburg@com.edu. I will respond within 24 hours of receiving your email, Monday through Friday. Emails sent on Fridays may not receive a response until Monday. If you need an immediate response on weekends or evenings, you may use my personal email, lisahomburg@aol.com or text me at 832-677-1423.

Student Learner Outcomes:

Core Objectives: Students successfully completing this course will demonstrate competency in the following Core Objectives:

Student Learner Outcome	Map to Core Objectives	Assessed via this Assignment
1. Students will apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental,	Critical Thinking	Preceptor Overall Performance Evaluation Form-Evaluation rating for Critical Thinking

social, and legal systems associated with the occupation and the business/industry.		
2. Students will demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry	Teamwork	Preceptor Overall Performance Evaluation Form-Evaluation rating for Teamwork

Academic Dishonesty: Any incident of academic dishonesty will be dealt with in accordance with college policy and the Student Handbook. Academic dishonesty—such as cheating on exams, forging paperwork, or passing someone else’s work off as your own, is an extremely serious offense and will result in a grade of zero on that exam/assignment and a referral to the appropriate office for disciplinary action. It may result in failure of the course and expulsion from the program.

Student Concerns: If you have any questions or concerns about any aspect of this course, please contact me using the contact information previously provided. If, after discussing your concern with me, you continue to have questions, please contact Kay Frieze, Department Chair at 409-933-8414, or kfrieze@com.edu.

Course outline for PHRA 2360:

Winter Break – Week 1	Week of Jan 16	First Rotation Begins---Work 10 hours per week ***Show up early and be ready to work at the beginning of your shift---Give yourself time to get lost, etc. on your first day.
Week 2	Week of Jan 23	Work 10 hours
Week 3	Week of Jan 30	Work 10 hours
Week 4	Week of Feb 6	Work 10 hours Give Mid-Rotation Evaluation to Preceptor at approximately 40 hours completed.
Week5	Week of Feb 13	Work 10 hours Mid-Rotation Evaluation Due

Week 6	Week of Feb 20	Work 10 hours
SPRING BREAK	Week of Feb 27	Work 10 hours Give Final Evaluation to Preceptor at approximately 72 hours
Week 9	Week of Mar 6	Work 10 hours <i>to complete 80 hours.</i> 1st Rotation should be completed this week –Schedule Mid-Semester Meeting with program director to turn in folder and completed paperwork. -Call Second Rotation site to establish schedule
Week 10	Week of Mar 13	***SPRING BREAK***
Week 11	Week of Mar 20	Begin 2nd Rotation – Work 10 hours ***Show up early and be ready to work at the beginning of your shift---Give yourself time to get lost, etc. on your first day
Week 12	Week of Mar 27	Work 10 hours
Week 13	Week of Apr 3	Work 10 hours
Week 14	Week of Apr 10	Work 10 hours
Week 15	Week of Apr 17	Work 10 hours Give Mid-Rotation Evaluation to Preceptor at approx. 40 hours complete
Week 16	Week of Apr 24	Work 10 hours Mid-Rotation Evaluation Due
	Week of May 1	Work 10 hours Give Final Evaluation to Preceptor at approximately 72 hours
	Week of May 8	Work 10 hours to complete 80 hours BY WEDNESDAY 2nd Rotation Should be Completed-Schedule Meeting with program director to turn in folder by Wednesday 2nd Rotation Folder Turn-In Due <u>by Wednesday</u>

Important Note: This syllabus, along with course assignments and due dates, are subject to change. It is the student's responsibility to check their com.edu email account and D2L Brightspace for corrections or updates to the syllabus. Any changes will be clearly noted in a course announcement or through email.

Institutional Policies and Guidelines

Grade Appeal Process: Concerns about the accuracy of grades should first be discussed with the instructor. A request for a change of grade is a formal request and must be made within six months of the grade assignment. Directions for filing an appeal can be found in the student handbook. https://www.com.edu/student-services/docs/Student_Handbook_2022-2023_v2-1.pdf *An appeal will not be considered because of general dissatisfaction with a grade, penalty, or outcome of a course. Disagreement with the instructor's professional judgment of the quality of the student's work and performance is also not an admissible basis for a grade appeal.*

Academic Success & Support Services: College of the Mainland is committed to providing students with the necessary support and tools for success in their college careers. Support is offered through our Tutoring Services, Library, Counseling, and through Student Services. Please discuss any concerns with your faculty or an advisor.

ADA Statement: Any student with a documented disability needing academic accommodations is requested to contact Kimberly Lachney at 409-933-8919 or klachney@com.edu. The Office of Services for Students with Disabilities is located in the Student Success Center.

Counseling Statement: Any student that is needing counseling services is requested to please contact Michelle Brezina in the Student Success Center at 409-933-8520 or mvaldes1@com.edu. Counseling services are available on campus in the student center for free and students can also email counseling@com.edu to setup their appointment. Appointments are strongly encouraged; however some concerns may be addressed on a walk-in basis.

Textbook Purchasing Statement: A student attending College of the Mainland is not under any obligation to purchase a textbook from the college-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

Withdrawal Policy: Students may withdraw from this course for any reason prior to the last eligible day for a "W" grade. Before withdrawing students should speak with the instructor and consult an advisor. Students are only permitted to withdraw six times during their college career by State law. The last day to withdraw is **April 24, 2023**.

FN Grading: The FN grade is issued in cases of *failure due to a lack of attendance*, as determined by the instructor. The FN grade may be issued for cases in which the student ceases or fails to attend class, submit assignments, or participate in required capacities, and for which the student has failed to withdraw. The issuing of the FN grade is at the discretion of the instructor.

Early Alert Program: The Student Success Center at College of the Mainland has implemented an Early Alert Program because student success and retention is very important to us. I have been asked to refer students to the program throughout the semester if they are having difficulty completing assignments or have poor attendance. If you are referred to the Early Alert Program you will be contacted by someone in the Student Success Center who will schedule a

meeting with you to see what assistance they can offer in order for you to meet your academic goals.

Resources to Help with Stress: If you are experiencing stress or anxiety about your daily living needs including food, housing or just feel you could benefit from free resources to help you through a difficult time, please click here <https://www.com.edu/community-resource-center/>. College of the Mainland has partnered with free community resources to help you stay on track with your schoolwork, by addressing life issues that get in the way of doing your best in school. All services are private and confidential. You may also contact the Dean of Students office at deanofstudents@com.edu or communityresources@com.edu.

Notice to Students Regarding Licensing: Effective September 1, 2017, HB 1508 amends the Texas Occupations Code Section 53 that requires education providers to notify potential or enrolled students that a criminal history may make them ineligible for an occupational license upon program completion. The following website provides links to information about the licensing process and requirements: (<https://www.ptcb.org/get-certified/apply-for-cpht#.W34ziOhKjiU>, <https://www.pharmacy.texas.gov/> and https://www.pharmacy.texas.gov/files_pdf/Licensure%20QA.pdf).

Should you wish to request a review of the impact of criminal history on your potential Pharmacy Technician Certification and Texas State Board of Pharmacy Registration prior to or during your quest for a degree, you can visit this link and request a “Criminal History Evaluation”: (<https://www.ptcb.org/> and <https://www.pharmacy.texas.gov/>).

COM is providing this information to all persons who apply or enroll in the program, with notice of the requirements as described above, regardless of whether or not the person has been convicted of a criminal offense. Additionally, HB 1508 authorizes licensing agencies to require reimbursements when a student fails to receive the required notice.

Course Structure

This course will be delivered face-to-face with assignments/quizzes/exams delivered online through the course management system D2L Brightspace. You will use your COM account to log in to the course from the D2L Brightspace login page - <https://com.brightspace.com/>. If you have not activated your COM account, please visit <https://webadvisor.com.edu>.

In D2L Brightspace, you will access online lessons, course materials, and resources. At designated times throughout the semester, students will participate in activities which may consist of but not be limited to quizzes, exams, questions/assignments, chat, blogs, discussion forums, email, journaling, blogging, wikis, and web posting using D2L Brightspace and/or alternative Internet-based technologies.

To access this course on D2L Brightspace you will need access to the Internet and a supported Web browser (Chrome, Firefox, Safari). To ensure that you are using the recommended personal computer configurations, please refer to the course requirements section in this syllabus.

Viewing Grades in D2L Brightspace: Students can view their grades by clicking on the **My Grades** link in the course menu in D2L Brightspace.

Required Skills

Students enrolled in this course should possess the following technology skills:

- The ability to use latest stable releases of Google Chrome, Mozilla Firefox, or Safari 10.X web browsers.
- The ability to access information via the Internet
- The ability to use D2L Brightspace and associated tools, including discussion boards, chat rooms, online testing, and assignment submission features
- The ability to use Respondus LockDown Browser and Respondus Monitor (see section, “Using LockDown Browser and a Webcam for Online Exams” for more details)
- The ability to use any necessary publisher content (examples: Cengage, SIMnet, MindTap, MyMathLab, etc.)
- The ability to use word processing software, and to save in alternate formats
- The ability to send, receive and include attachments using email
- The ability to demonstrate netiquette (appropriate online conduct)

Software and Hardware

- Minimum recommended computer and internet configurations for online courses can be found [here](#).
- Internet connection (DSL, LAN, or cable connection desirable)
- An up-to-date operating system from Microsoft or Apple - PC platforms should run Windows 7 or newer; Mac platforms should run OS 10.8 or newer (Chromebooks, tablets, and mobile devices are not compatible with all online course components)
- Access to D2L Brightspace
- Latest stable release of JAVA
- 256 MB RAM
- 20 MB free disk space
- A microphone and headphones (A headset with microphone/headphones is highly recommended, but not required.)
- Webcam
- Any other tools, resources, and materials needed by the student for the course.

Technical Assistance

For technical assistance during the course or to report a problem with D2L Brightspace you can visit the Educational Technology Services support site: <http://de-support.com.edu/requests>
For technical assistance with campus Wi-Fi, COM user ID or password, and other campus related IT needs, visit: <https://helpdesk.com.edu/>

Online Etiquette (Netiquette)

Discussion, chat, and e-mail spaces within this course are for class purposes only, unless otherwise stated. Please remember to conduct yourself collegially and professionally. What you say in the online environment is documented and not easily erased or forgotten.

The following guidelines apply:

- Avoid using ALL CAPS, sarcasm, and language that could come across as strong or offensive.
- Use proper punctuation and grammar, and be sure to edit your contribution before posting.
- Read all posts before contributing your own to avoid unnecessarily repeating information.
- Keep chat comments brief and to the point.
- Focus on one topic at a time when chatting or posting to discussions.
- Remember that what you say in discussions and chats is documented and available to be revisited. Choose your words and discussion topics carefully.
- E-mail should only be used for messages pertaining to the course. Please refrain from sending forwards, jokes, etc.

Technology Outage

Students are responsible for maintaining their hardware, software, and Internet connection to the course. If you are incapable of maintaining your own system, please use the computers available on campus or take the CL section of the course. (NB, Access to college computers is limited by the hours of operation for the computer labs and library. You are responsible for staying abreast of these times.) No additional time will be provided for hardware, software, or Internet connection problems that interfere with your ability to access the course and complete your assignments and assessments. If a verifiable interruption in the access to the Course Management System that lasts for fifteen minutes or longer and occurs within twenty-four hours of an assignment or assessment, the deadline for the assignment or assessment may be extended at the discretion of your instructor.