



PHRA 2360.101CL
Clinical Pharmacy Technician Internship-Hospital and Community
Spring 2022
Schedule Varies by Externship Assigned

Instructor Information: Lisa Homburg, R. Ph.
lhomburg@com.edu
409-933-8685 (office) 832-677-1423 (cell)

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.

Student hours and location: Monday-Thursday 1:00pm-3:00pm, or by appt, STEAM 225-41
Or virtually through BlackBoard Collaborate--call, text, or email
instructor for link to meeting

Required Textbook: None

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.

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 (including description of any special projects or assignments):

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. Other optional externship sites may be incorporated into the 160 hour

total, and divided as 60 hours hospital, 50 hours retail, 50 hours compounding or long-term care). 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 (or optional three) sets of externship documents, each consisting of a skills assessment check-list, a time sheet, a mid-rotation evaluation, a site evaluation, and an end-of-rotation evaluation. All **completed** forms are required to be turned in in order to pass the rotation.

Pharmacy Technician Externship Folder and Forms

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 accessible to the precepting pharmacist at all times. These forms will be initialed by the student and the pharmacist 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 the 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 internship site and follow all the federal and state laws and regulations as they pertain to the practice of pharmacy.

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 intern is expected to display good grooming habits and cleanliness. Facial piercings will not be acceptable. Interns 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)**

Grading Scale:

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

Course outline for PHRA 2360:

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|-----------------|-------------------|--|
| Winter Break | Week of Dec 12 | First Rotation Begins---Work 8 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. |
| Winter Break | Week of Dec 19 | Work 8 hours (16 total) |
| Winter Break | Week of Dec 26 | Work 8 hours (24 total) |
| Winter Break | Week of Jan 2 | Work 8 hours (32 total) |
| Winter Break | Week of Jan 9 | Work 8 hours (40 total) Give Mid-Rotation Evaluation to Preceptor at approximately 40 hours completed. |
| Week 1 | Week of Jan 16 | Work 8 hours (48 total) |
| Week 2 | Week of Jan 23 | Work 8 hours (56 total) Mid-Rotation Evaluation Due |
| Week 3 | Week of Jan 30 | Work 8 hours (64 total) |
| Week 4 | Week of Feb 6 | Work 8 hours (72 total) Give Final Evaluation to Preceptor at approximately 72 hours |
| Week5 | Week of Feb13 | Work 8 hours (80 total) 1st Rotation should be completed –Schedule Meeting with program director to turn in folder Call Second Rotation to establish schedule |
| Week 6 | Week of Feb 20 | 1st Rotation Folder Turn-In Due Begin 2nd Rotation – Work 8 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 7 | Week of Feb 27 | Work 8 hours (16 total) |
| Week 8 | Week of Mar 6 | Work 8 hours (24 total) |
| SPRING BREAK | Week of Mar 13 | *** SPRING BREAK *** (You are not required to work. Please let Preceptor know that you will be out for Spring Break) |
| Week 9 | Week of Mar 20 | Work 8 hours (32 hours) |
| Week 10 | Week of Mar 27 | Work 8 hours (40 total) Give Mid-Rotation Evaluation to Preceptor at approx. 40 hours complete |

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|---------|-------------------|--|
| Week 11 | Week of Apr 3 | Work 8 hours (48 total) |
| Week 12 | Week of Apr 10 | Work 8 hours (56 total) Mid-Rotation Evaluation Due |
| Week 13 | Week of Apr 17 | Work 8 hours (64 total) |
| Week 14 | Week of Apr 24 | Work 8 hours (72 hours) Give Final Evaluation to Preceptor at approximately 72 hours |
| Week 15 | Week of May 1 | Work 8 hours (80 total) 2nd Rotation Should be Completed-Schedule Meeting with program director to turn in folder |
| Week 16 | Week of May 8 | 2nd Rotation Folder Turn-In Due <u>by Wednesday</u> |

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

- A student may be dropped after 2 absences from class or the internship site.
- Students should arrive **early** to their internship 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 internship 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.**

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.

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

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

The **student** is responsible for seeing that the skills assessment forms are being addressed and material is being covered. The student must be proactive with 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.

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 25, 2022** for 16 week courses.

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.

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 act in a professional manner at all times. 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 internship site may result in expulsion from the internship 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

Academic Dishonesty: Any incident of academic policy will be dealt with in accordance with college policy and the Student Handbook. Academic dishonesty – such as cheating on exams is an extremely serious offense and will result in a grade of zero on that exam and the student will be referred to the Office of Student Conduct for the appropriate discipline action. It may result in your failure of this course and expulsion from the program.

Plagiarism: Plagiarism is using someone else’s words or ideas and claiming them as your own. Plagiarism is a very serious offense. Plagiarism includes paraphrasing someone else’s words without giving proper citation, copying directly from a website and pasting it into your paper, using someone else’s words without quotation marks. Any assignment containing any plagiarized material will receive a grade of zero and the student will be referred to the Office of Student Conduct for the appropriate discipline action.

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.

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, kfrieze@com.edu, 409-933-8414.

| 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, social, and legal systems associated with the occupation and the business/industry. | Critical Thinking | Preceptor Overall Performance Evaluation Form-Evaluation rating for Critical Thinking |
| 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 |

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://build.com.edu/uploads/sitecontent/files/student-services/Student_Handbook_2019-2020v5.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.* https://build.com.edu/uploads/sitecontent/files/student-services/Student_Handbook_2019-2020v5.pdf

Academic Success & Support Services: College of the Mainland is committed to providing students the necessary support and tools for success in their college career. 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 Holly Bankston at 409-933-8520 or hbankston@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 Holly Bankston in the student success center at 409-933-8520 or hbankston@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.