

# CURRICULUM CROSSWALK **EXAMPLE**

Based on the FIFTH EDITION of the MODEL CURRICULUM  
for Pharmacy Technician Education and Training Programs

## PURPOSE

This Curriculum Crosswalk Template is being provided as a simple and standardized means of ensuring your Pharmacy Technician Education and Training Program’s educational activities and curriculum satisfy the ASHP/ACPE Standards for Pharmacy Technician Education and Training (Standards) approved in June, 2018 (effective January 1, 2019). This template utilizes the Model Curriculum format, to ensure all Key Elements of the Standards are accounted for in your pharmacy technician education and training program, providing expandable space for curriculum and learning activities to be added into the Learning Modality columns. This tool will help ensure your program has accounted for all the necessary learning activities to satisfy the Standards, while allowing for continual revisions as your program grows and evolves over the years. This template also helps identify any potential gaps in the learning activities your program provides, allowing for your program to develop curriculum to enhance your program offerings, and ensure a comprehensive approach to Pharmacy Technician Education and Training.

## DOCUMENTATION

Pharmacy Technician Education and Training Programs will be required to utilize this Curriculum Crosswalk template as a means of demonstrating the curriculum, instruction, and learning activities provided by a program meet the ASHP/ACPE Standards for Pharmacy Technician Education and Training. This documentation will need to be provided by your program for accreditation purposes, so it is important that this tool be utilized, updated and maintained, and kept in your program’s records.

## HOURS OF INSTRUCTION

The grid below is provided so your Pharmacy Technician Education and Training Program may tally an estimate total number of instructional and learning activity hours provided to your learners to achieve either the Entry-Level and/or Advanced-Level program, as defined by the Standards. The minimum number of hours per program type, as defined in Standard 9: Curricular Length, are provided for your quick reference.

PROGRAM TYPE	HOURS IN PROGRAM	LEARNING MODALITY	MINIMUM HOURS	PROGRAM TYPE	HOURS IN PROGRAM	LEARNING MODALITY	MINIMUM HOURS
ENTRY-LEVEL	126	Didactic	120	ADVANCED-LEVEL		Didactic	160
	50.5	Simulated	50			Simulated	100
	224	Experiential	130			Experiential	200
TOTAL:	400.5	Minimum Total:	400	TOTAL:		Minimum Total:	600

Please complete the information on your program in the spaces provided below:

PROGRAM NAME: EXAMPLE Pharmacy Education & Training Program

PROGRAM CODE: NY-00

DIRECTOR NAME: EXAMPLE DIRECTOR NAME

PROGRAM TYPE: Entry

(Entry / Advanced / Entry & Advanced)

DIRECTOR EMAIL: Example@pharmtechprogram.org

CONTACT PHONE #: 555-555-5555

### INSTRUCTIONS

For each Key Element, write (or copy and paste) in the appropriate columns the portion of your program’s curriculum that fulfill the necessary instruction and learning activities for learners to comprehend, demonstrate, and achieve the Key Element. Use the appropriate spaces to estimate the duration of the instruction/learning activities and indicate in which course(s) the learning takes place. *Do NOT include every instance where a topic may be mentioned, (i.e., individual lectures, presentations, etc.), but rather indicate specific courses where a topic/skill-set is discussed/practiced for a **minimum duration of 0.25 hour**.* This documentation is required for program review for accreditation purposes.

### EXAMPLE

This Curriculum Crosswalk is being provided as only an example of how completed content regarding your program’s curricular instruction/learning activities may look (example content in red text). You may reference this example and the Model Curriculum for guidance when completing your programs Curriculum Crosswalk.

## **STANDARD 1: Personal/Interpersonal Knowledge and Skills**

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>1.1</b> Demonstrate ethical conduct.	Explain, define, and review material regarding ethical conduct (e.g., “ethics” definition).		Demonstrates ethical conduct (e.g., uses appropriate conduct during ethical challenges)
<b>HOUR(S):</b>	0.5	N/A	4.0
<b>COURSE(S):</b>	Role of the Pharmacy Technician 0100-19-D	N/A	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>1.2</b> Present an image appropriate for the profession of pharmacy in appearance and behavior.	Explain, define, and review how pharmacy technicians present an image appropriate for the profession, in appearance and behavior, including the following topics: <ul style="list-style-type: none"> <li>• appropriate attire</li> <li>• appropriate hygiene</li> <li>• professional attitude and demeanor</li> <li>• behavior during challenging situations</li> </ul>		Presents professional behavior in appearance and behavior (e.g., dresses appropriately, exhibits a positive attitude, and handles challenging situations appropriately)
<b>HOUR(S):</b>	0.5	N/A	4.0
<b>COURSE(S):</b>	Role of the Pharmacy Technician 0100-19-D	N/A	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>1.3</b> Demonstrate active and engaged listening skills.	Explain, define, and review how pharmacy technicians demonstrate active and engaged listening skills (e.g., body language).	Simulate common spoken communications with patients/customers, role-playing typical interpersonal situations with distracting elements in the environment.	Exhibits active and engaged listening skills with patients or team members (e.g., listens with focus and doesn’t engage in other distractions).

<b>HOUR(S):</b>	0.5	1	15.0
<b>COURSE(S):</b>	Communication 1105-19-D	Communication - HIPAA Scenarios 47-0114 Communication - Hard of Hearing Patients 47-0106 Handling OTCs 47-0100 Communication - Duplicate Therapy 47-0110 Communication - Angry Patient 47-0111	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>1.4 Communicate</b> clearly and effectively, both verbally and in writing.	Explain, define, and review how pharmacy technicians communicate clearly and effectively, both verbally and in writing (e.g., how to use conversational language and not jargon).	Simulate common spoken and written communications. Have students give common verbal and written communications. Have instructor give feedback about if they clearly understood them and/or how they could be improved.	Communicates clearly and effectively when speaking and in writing (e.g., verbal communication is understood and written notes are clear and concise).
<b>HOUR(S):</b>	0.5	1	15.0
<b>COURSE(S):</b>	Communication 1105-19-D	Communication - HIPAA Scenarios 47-0114 Communication - Hard of Hearing Patients 47-0106 Handling OTCs 47-0100 Communication - Duplicate Therapy 47-0110 Communication - Angry Patient 47-0111	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>1.5 Demonstrate a</b> respectful and	Explain, define, and review how pharmacy technicians demonstrate a respectful and professional	Simulate communication with patients of diverse populations, and	Displays a respectful attitude when interacting with diverse patient populations, colleagues, and

professional attitude when interacting with diverse patient populations, colleagues, and professionals.	attitude when interacting with diverse patient populations, colleagues, and professionals, including the following topics: <ul style="list-style-type: none"> <li>• respectful vs. disrespectful actions</li> <li>• special communication strategies</li> </ul>	other healthcare professionals, and how to respond.	professionals (e.g., communicates respect and care both verbally and non-verbally)
<b>HOUR(S):</b>	0.5	0.75	4.0
<b>COURSE(S):</b>	Communication 1105-19-D	Communication - Hard of Hearing Patients 47-0106 Communication – Phone 47-0105	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>1.6</b> Apply self-management skills, including time, stress, and change management.	Explain, define, and review management skills, including time, stress, and change management related to the pharmacy technician role and topics, including: <ul style="list-style-type: none"> <li>• prioritizing tasks</li> <li>• sources of stress</li> <li>• ways to manage stress</li> <li>• principles of change management</li> </ul>		Applies self-management skills, including time, stress, and change (e.g., prioritizes and schedules appropriately, and handles stressful situations well)
<b>HOUR(S):</b>	0.5	N/A	4.0
<b>COURSE(S):</b>	Role of the Pharmacy Technician 0100-19-D	N/A	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>1.7</b> Apply interpersonal skills,	Explain, define, and review interpersonal skills related to the pharmacy technician role and	Simulate typical interpersonal situations that may be challenging, such as an uncooperative or	Applies interpersonal skills, including negotiation, conflict resolution, customer service, and

including negotiation skills, conflict resolution, customer service, and teamwork.	topics, including effective skills in the following areas: <ul style="list-style-type: none"> <li>• communication</li> <li>• teamwork</li> <li>• conflict resolution</li> <li>• customer service</li> </ul>	disrespectful patient or other healthcare professionals, in a professional manner.	teamwork (e.g., works well with colleagues, talks through and resolves issues, and models friendly customer service in patient and healthcare staff interactions)
<b>HOUR(S):</b>	0.75	0.5	5.0
<b>COURSE(S):</b>	Communication 1105-19-D Role of the Pharmacy Technician 0100-19-D	Handling OTCs 47-0100 Communication - Angry Patient 47-0111	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
1.8 Demonstrate problem solving skills.	Explain, define, and review problem solving skills when an issue arises in the pharmacy (e.g., angry patients, conflict with coworkers).	Simulate typical situations in the pharmacy, such as a hard of hearing or angry patient needs assistance, or an issue arises with a prescription. Students have to problem solve for the issues.	
<b>HOUR(S):</b>	0.75	0.75	4.0
<b>COURSE(S):</b>	Communication 1105-19-D Role of the Pharmacy Technician 0100-19-D	Communication - Hard of Hearing Patients 47-0106 Communication - Angry Patient 47-0111 Communication - Duplicate Therapy 47-0110	

## **STANDARD 2: Foundational Professional Knowledge and Skills**

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>2.1</b> Explain the importance of maintaining competency through continuing education and continuing professional development.	<p>Explain, define, and review continuing education and continuing professional development to maintain and build competencies related to the pharmacy technician role and topics, including:</p> <ul style="list-style-type: none"> <li>resources for staying current</li> <li>local/regional organizations and events</li> <li>online resources</li> </ul>		
<b>HOUR(S):</b>	0.5	N/A	
<b>COURSE(S):</b>	Role of the Pharmacy Technician 0100-19-D	N/A	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>2.2</b> Demonstrate ability to maintain confidentiality of patient information, and understand applicable state and federal laws.	<p>Explain, define, and review material regarding legal and ethical guidelines for safeguarding the confidentiality of patient information.</p>	<p>Simulate common patient confidentiality situations and practice the minimum necessary rule.</p>	<p>Maintains confidentiality of patient information, and understands state and federal laws pertaining to confidentiality (e.g., places trash with protected health information in appropriate waste bin, and doesn't discuss patient information openly)</p>
<b>HOUR(S):</b>	1.25	0.5	10.0
<b>COURSE(S):</b>	Laws Affecting Prescription Dispensing 0200-19-D	Communication - HIPAA Scenario 47-0114	

	Prescription Drop-Off and Entry 0800-19-D		
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ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>2.3</b> Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment.	Explain, define, and review the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment/delivery system, including non-traditional roles of pharmacy technicians.		
<b>HOUR(S):</b>	2	N/A	
<b>COURSE(S):</b>	Role of the Pharmacy Technician 0100-19-D State Law and Regulations 0220-19-D Review Games 57-1000 Review Quizzes 58-0000	N/A	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>2.4</b> Describe wellness promotion and disease prevention concepts.	Explain, define, and review wellness promotion practices and disease prevention concepts, such as use of health screenings; health practices and environmental factors that impact health; and adverse effects of alcohol, tobacco, and legal and illegal drugs.	Simulate gathering supplies and appropriate forms for a patient who requested a vaccination. Demonstrate the use of home blood pressure machines and blood glucose monitors.	
<b>HOUR(S):</b>	3.25	1.25	

<b>COURSE(S):</b>	Immune System 1320-19-D Respiratory System Smoking Cessation 1330-19-N	Durable Medical Equipment – Glucometers 47-0126 Durable Medical Equipment - Blood Pressure Monitors 47-0168 Immunization Supplies 47-0182	
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ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>2.5</b> Demonstrate basic knowledge of anatomy, physiology and pharmacology, and medical terminology relevant to the pharmacy technician’s role.	Explain, define, and review basic anatomy, physiology, pharmacology, and medical terminology relevant to the pharmacy technician’s role.	Simulate identifying and locating different medications in various pharmacologic classes, and have students create flashcards for each drug to memorize, brand, generic, and drug class.	Demonstrates basic knowledge of anatomy, physiology, pharmacology, and medical terminology relevant to their role (e.g., able to name common indications of medications, and translate sig codes and abbreviations).
<b>HOOR(S):</b>	18	10	20.0
<b>COURSE(S):</b>	Pharmaceutical Terminology 0300-19-D Basic Pharmaceutics 0700-19-D Prescription Preparation 0801-19-D Pharmacology 1300-19-D Immune System 1320-19-D Immune System - HIV Training 1321-19-D Respiratory System 1325-19-D Topical Agents 1335-19-D Gastrointestinal System 1340-19-D Cardiovascular System 1342-19-D Musculoskeletal System 1345-19-D Opioid Epidemic - Naloxone 1348-19-N Central Nervous System 1350-19-D	Prescription Entry Training 47-0007 Processing a Prescription 47-0006 Difficult to Read Prescriptions 47-0181 Pharmacology – Antibiotics 47-0183 Pharmacology - Ophthalmic Medications 47-0190 Pharmacology - Topical Medications 47-0191 Pharmacology - Asthma-COPD Medications 47-0188 Pharmacology - Acid Reducers 47-0189 Pharmacology - Cholesterol-Lowering Medications 47-0186	

	Endocrine System 1355-19-D Reproductive System 1360-19-D Nutrition 1362-19-D Cancer Medications 1347-19-D Review Games 57-0000 Review Quizzes 58-0000	Pharmacology – Antihypertensives 47-0184 Pharmacology – Antidepressants 47-0187 Pharmacology – Antidiabetics 47-0185	
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ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>2.6 Perform</b> mathematical calculations essential to the duties of pharmacy technicians in a variety of settings.	Explain, define, and review mathematical calculations essential to the duties of pharmacy technicians in a variety of settings, including topics such as: <ul style="list-style-type: none"> <li>• types of calculations</li> <li>• when specific calculations are used</li> <li>• how to perform calculations</li> </ul>	Perform each type of calculation in situations that simulate tasks that occur as a part of typical pharmacy technician job such as: <ul style="list-style-type: none"> <li>• controlled substances inventory</li> <li>• non-controlled substances inventory</li> <li>• days' supply</li> <li>• quantities to dispense</li> <li>• ingredient quantities for non-sterile compounds</li> </ul>	Performs mathematical calculations relevant to technician duties (e.g., calculates days' supplies, dosages, quantities to dispense, and converts between measuring systems)
<b>HOUR(S):</b>	24	4.5	20.0
<b>COURSE(S):</b>	Introductory Calculations 0405-19-D Basic Pharmaceutical Calculations 0410-19-D Measurement Calculations 0415-19-D Dosage Calculations 0420-19-D Business Calculations 0600-19-D Basic Pharmaceutics 0700-19-D Prescription Drop-Off and Entry 0800-19-D Prescription Preparation 0801-19-D Inventory Control and Management 1200-19-D Compounding Calculations 0500-19-D Review Games 57-1000	C-II Perpetual Inventory 47-0179 Counting Tablets or Capsules 47-0120 Prescription Entry Training 47-0007 Filling a Prescription 47-0121 Processing a Prescription 47-0006 Ordering Inventory 47-0003 Non-Sterile Compounding Magic Mouthwash 47-0169 Non-Sterile Compounding Cream 47-0123	

	Review Quizzes 58-0000		
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ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>2.7</b> Explain the pharmacy technician's role in the medication-use process.	Explain, define, and review the pharmacy technician's role in the medication-use process.		
<b>HOUR(S):</b>	1.75	N/A	
<b>COURSE(S):</b>	Role of the Pharmacy Technician 0100-19-D Prescription Preparation 0801-19-D Community Non-Dispensing Duties 1205-19-D Community Non-Dispensing Duties Supporting Materials 1205-19-N Institutional Pharmacy Dispensing Process 0900-19-D	N/A	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>2.8</b> Practice and adhere to effective infection control procedures.	Explain, define, and review effective infection control procedures related to the pharmacy technician's role, including: <ul style="list-style-type: none"> <li>• policies and procedures for infection control</li> <li>• protective clothing</li> <li>• hand-washing</li> </ul>	Demonstrate proper hand-washing technique.	Practices and adheres to effective infection control procedures (e.g., uses proper handwashing technique, and cleans counters, counting trays, spatulas, and other equipment)
<b>HOUR(S):</b>	1	0.5	10.0
<b>COURSE(S):</b>	Sterile Compounding 0910-19-D	Proper Hand-Washing Procedure 47-0166	

### STANDARD 3: Processing and Handling of Medications and Medication Orders

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>3.1</b> Assist pharmacists in collecting, organizing, and recording demographic and clinical information for the <i>Pharmacists' Patient Care Process</i> .	Explain, define, and review how pharmacy technicians assist pharmacists in collecting, organizing, and recording demographic and clinical information for the <i>Pharmacists' Patient Care Process</i> , including topics such as: <ul style="list-style-type: none"> <li>• relevant state laws</li> <li>• pertinent patient information</li> <li>• effective patient interviewing</li> <li>• formats for organizing information</li> <li>• when patients require pharmacist attention</li> <li>• how to collect data for use in managing pharmacy services</li> </ul>	Simulate collecting appropriate information in various scenarios such as: <ul style="list-style-type: none"> <li>• patients dropping off prescriptions</li> <li>• asking for add-on services</li> <li>• contacting patients for a comprehensive medical review appointment</li> </ul>	Assists the pharmacist in collecting, organizing, and recording demographic and clinical information in patient profiles (e.g., collects patient information including demographics, medication and medical history, and allergies)
<b>HOUR(S):</b>	4.25	1.25	20.0
<b>COURSE(S):</b>	Prescription Drop-Off and Entry 0800-19-D Prescription Preparation 0801-19-D Billing and Third-Party Processing 1000-19-D Community Non-Dispensing Duties 1205-19-D Community Non-Dispensing Duties Supporting Materials 1205-19-N Institutional Non-Dispensing Duties 1210-19-D Institutional Pharmacy Dispensing Process 0900-19-D	Communication - Drop-off Prescription Questions 47-0109 Communication - Add-on Services at Drop Off 47-0107 Communication - Comprehensive Medication Review (CMR) Appointment 47-0108	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<p><b>3.2</b> Receive, process, and prepare prescriptions/ medication orders for completeness, accuracy, and authenticity to ensure safety.</p>	<p>Explain, define, and review how pharmacy technicians receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety, including the following topics:</p> <ul style="list-style-type: none"> <li>☐ act in accordance with state laws and regulations related to receiving and screening of medication orders</li> <li>☐ how to efficiently obtain information to complete a prescription/medication order</li> <li>☐ how to assess for completeness and authenticity of information</li> <li>☐ how to identify possibly inappropriate refills and renewals</li> <li>☐ when the technician should notify the pharmacist of potential inappropriateness</li> </ul>	<p>Simulate receiving prescriptions/medication orders. Simulate assessing for completeness and authenticity. Give difficult to read prescriptions and ask to translate them. Give students sample refill renewals and simulate communication with a prescriber's office for additional refills.</p>	<p>Receives, processes, and prepares prescriptions for completeness, accuracy, and authenticity to ensure safety (e.g., screens paper and electronic prescriptions for all needed information and legitimacy, and processes prescriptions using pharmacy software)</p>
<b>HOUR(S):</b>	3.5	1.5	20.0
<b>COURSE(S):</b>	<p>Pharmaceutical Terminology 0300-19-D  Basic Pharmaceutics 0700-19-D  Prescription Drop-Off and Entry 0800-19-D  Prescription Preparation 0801-19-D  Institutional Pharmacy Dispensing Process 0900-19-D  Controlled Substances 0210-19-D</p>	<p>Difficult to Read Prescriptions 47-0181  Prescription Entry Training 47-0007  Processing a Prescription 47-0006  Communication – Phone 47-0105</p>	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>3.3</b> Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.	<p>Explain, define, and review how pharmacy technicians assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices, including the following:</p> <ul style="list-style-type: none"> <li>☐ act in accordance with state laws and regulations regarding patient counseling</li> <li>☐ the importance of counseling</li> <li>☐ effective communication skills to determine if a patient or caregiver would like pharmacist counseling on the use of medications</li> </ul>	<p>Simulate a scenario with a patient and the student identifies pharmacist counseling is needed for a medication.</p>	<p>Assists pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices (e.g., follows state laws in determining whether patients would like or require pharmacist counseling).</p>
<b>HOUR(S):</b>	1.5	0.5	2.0
<b>COURSE(S):</b>	<p>Laws Affecting Prescription Dispensing 0200-19-D            Prescription Preparation 0801-19-D            Community Non-Dispensing Duties 1205-19-D            Community Non-Dispensing Duties Supporting Materials 1205-19-N</p>	<p>Handling OTCs 47-0100</p>	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>3.4</b> Prepare patient-specific medications for distribution.	<p>Explain, define, and review how pharmacy technicians prepare patient-specific medications for distribution, including topics such as:</p>	<p>Demonstrate preparation of medications and non-sterile compounds for patients.            Have students practice counting, weighing and measuring finished</p>	<p>Prepares medications for patients (e.g., inputs prescription information in pharmacy software, accurately selects correct medications, counts or weighs</p>

	<ul style="list-style-type: none"> <li>☐ systems for inputting prescription/medication order information</li> <li>☐ accurately creating a new, or enter data into an existing, patient profile according to an established procedure</li> <li>☐ accurately counting or measuring finished dosage forms as specified by the prescription /medication order</li> <li>☐ follow protocols to assemble appropriate patient information materials</li> </ul>	<p>dosage forms in the simulated setting.</p> <p>Have students include appropriate written materials with simulated dispensed products in the lab setting.</p> <p>Have students match different types of dispensed products with written information that would need to go with it.</p> <p>Have students apply labels appropriately on containers.</p>	<p>medications, and labels vials for patient prescriptions).</p>
<b>HOUR(S):</b>	1.5	4.5	20.0
<b>COURSE(S):</b>	<p>Prescription Drop-Off and Data Entry 0800-19-D</p> <p>Prescription Preparation 0801-19-D</p> <p>Institutional Pharmacy Dispensing Process 0900-19-D</p> <p>Non-Sterile Compounding 0805-19-D</p>	<p>Reconstitute an Oral Powder 47-0128</p> <p>Prescription Entry Training 47-0007</p> <p>Counting Tablets or Capsules 47-0120</p> <p>Filling a Prescription 47-0121</p> <p>Processing a Prescription 47-0006</p> <p>Non-Sterile Compounding Magic Mouthwash 47-0169</p> <p>Non-Sterile Compounding Cream 47-0123</p>	

ENTRY-LEVEL KEY ELEMENT	LEARNING MODALITIES		
	Didactic	Simulated (Lab)	Experiential
3.5 Prepare non-patient-specific medications for distribution.	<p>Explain, define, and review how pharmacy technicians prepare non-patient-specific medications for distribution, including topics such as:</p>	<p>Have students practice identifying which medications must be dispensed in an original container.</p> <p>Have students practice counting medications in a simulated setting.</p>	

	<ul style="list-style-type: none"> <li>☐ Act in accordance with state laws and regulations regarding preparing medications for distribution</li> <li>☐ purpose and use of a formulary</li> <li>☐ typical storage arrangements</li> <li>☐ appropriately obtain prescribed medications or devices from inventory</li> <li>☐ safety policies and procedures</li> <li>☐ product packaging options</li> <li>☐ information needed on label</li> <li>☐ categories of medications requiring auxiliary labels</li> <li>☐ recording procedures</li> <li>☐ relevant recommendations and guidelines</li> <li>☐ following safety policies and procedures in the preparation of all medications</li> </ul>	Properly record preparations of controlled substances in a simulated setting.	
<b>HOUR(S):</b>	1.5	1	
<b>COURSE(S):</b>	Controlled Substances 0210-19-D Prescription Preparation 0801-19-D Institutional Pharmacy Dispensing Process 0900-19-D	C-II Perpetual Inventory 47-0179 Original Containers 47-0167 Counting Tablets or Capsules 47-0120	

ENTRY-LEVEL KEY ELEMENT	LEARNING MODALITIES		
	Didactic	Simulated (Lab)	Experiential
3.6 Assist pharmacists in preparing, storing,	Explain, define, and review how pharmacy technicians assist pharmacists in preparation, storage, and distribution of medication	Have students gather supplies for a patient who requested an immunization.	Prepares, stores, and delivers medications that require special handling and documentation while assisting the pharmacist (e.g.,

and distributing medication products including those requiring special handling and documentation.	<p>products, including those requiring special handling and documentation, including topics such as:</p> <ul style="list-style-type: none"> <li>• controlled substances</li> <li>• immunizations</li> <li>• chemotherapy</li> <li>• investigational drugs</li> <li>• drugs with mandated Risk Evaluation and Mitigation Strategies [REMS]</li> <li>• act in accordance with state laws and regulations</li> </ul>	Properly record controlled substances in a perpetual inventory log.	documents, stores, and handles controlled substances, drugs with Risk Evaluation and Mitigation Strategies [REMS], and immunizations).
<b>HOUR(S):</b>	2.5	0.75	10.0
<b>COURSE(S):</b>	<p>Drug Regulation and Control 0205-19-D  Controlled Substances 0210-19-D  Restricted Drug Programs 0215-19-D  Immune System 1320-19-D  Chemotherapy Compounding 0915-19-D</p>	<p>C-II Perpetual Inventory 47-0179  Immunization Supplies 47-0182</p>	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<p><b>3.7</b> Assist pharmacists in the monitoring of medication therapy.</p>	<p>Explain, define, and review how pharmacy technicians assist pharmacists in the monitoring of medication therapy, including topics such as:</p> <ul style="list-style-type: none"> <li>• act in accordance with state laws and regulations regarding technician's role in monitoring of medication therapy</li> <li>• explain the purpose of monitoring a patient's medication therapy</li> </ul>	<p>Have students identify patients to offer additional pharmacy services to, such as:</p> <ul style="list-style-type: none"> <li>• med sync</li> <li>• comprehensive medication reviews</li> <li>• prescription-ready alerts</li> </ul> <p>Simulate contacting patients for a comprehensive medication review appointment.  Simulate a situation where students communicate with a patient about a duplicate therapy rejection.</p>	<p>Assists the pharmacist in monitoring medication therapy (e.g., sets up appointments, collects information, and handles paperwork).</p>

	<ul style="list-style-type: none"> <li>• medication monitoring procedures</li> <li>• equipment</li> <li>• supplies</li> <li>• monitoring selected procedures (e.g., finger-stick blood draw for glucose monitoring and</li> <li>• cholesterol screening, blood pressure, pulse, etc.)</li> </ul>		
<b>HOUR(S):</b>	11	1	10.0
<b>COURSE(S):</b>	Prescription Preparation 0801-19-D Community Non-Dispensing Duties 1205-19-D Community Non-Dispensing Duties Supporting Materials 1205-19-N Immune System 1320-19-D Immune System - HIV Training 1321-19-D Respiratory System 1325-19-D Topical Agents 1335-19-D Gastrointestinal System 1340-19-D Cardiovascular System 1342-19-D Musculoskeletal System 1345-19-D Central Nervous System 1350-19-D Endocrine System 1355-19-D Reproductive System 1360-19-D Nutrition 1362-19-D Cancer Medications 1347-19-D	Communication - Duplicate Therapy 47-0110 Communication - Add-on Services at Drop Off 47-0107 Communication - Comprehensive Medication Review (CMR) Appointment 47-0108	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
3.8 Maintain pharmacy facilities and equipment.	Explain, define, and review how pharmacy technicians maintain pharmacy facilities and equipment, including topics such as:		Properly cleans pharmacy counters, counting trays, spatulas, and other equipment (e.g., uses proper cleaning disinfectants and maintains a clean space and supplies).

	<ul style="list-style-type: none"> <li>• policies and procedures for sanitation management and hazardous waste handling</li> <li>• appropriate techniques for cleaning laminar flow biological safety cabinets</li> <li>• importance of maintaining a clean and neat work environment</li> <li>• importance of calibrate weighing or counting devices</li> <li>• sample guidelines for trouble shooting, maintain and repairing electronics relevant devices</li> </ul>		
<b>HOUR(S):</b>	2.5	N/A	5.0
<b>COURSE(S):</b>	Prescription Preparation 0801-19-D Inventory Control and Management 1200-19-D Inventory Management Supporting Materials 1200-19-N Non-Sterile Compounding 0805-19-D Institutional Pharmacy Dispensing Process 0900-19-D Sterile Compounding 0910-19-D	N/A	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>3.9</b> Use information from Safety Data Sheets (SDS), National Institute of Occupational Safety	Explain, define, and review how pharmacy technicians use information from Safety Data Sheets (SDS), National Institute of Occupational Safety and Health (NIOSH) Hazardous Drug List, and the United States Pharmacopeia (USP) to identify, handle, dispense,		

and Health (NIOSH) Hazardous Drug List, and the United States Pharmacopeia (USP) to identify, handle, dispense, and safely dispose of hazardous medications and materials.	and safely dispose of hazardous medications and materials.		
<b>HOUR(S):</b>	1.5	N/A	
<b>COURSE(S):</b>	Medication Safety 1100-19-D Prescription Preparation 0801-19-D Institutional Pharmacy Dispensing Process Supporting Materials 0900-19-N	N/A	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>3.10</b> Describe Food and Drug Administration product tracking, tracing and handling requirements.	Explain Food and Drug Administration product tracking, tracing and handling requirements.		
<b>HOUR(S):</b>	0.5	N/A	

<b>COURSE(S):</b>	Inventory Management Supporting Materials 1200-19-N	N/A	
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ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>3.11</b> Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.	Explain, define, and review how pharmacy technicians apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.	Have students practice quality assurance processes during activities in the simulated setting, such as: <ul style="list-style-type: none"> <li>identifying medication expiration dates and proper shelf placement</li> <li>medications that should be stored in the refrigerator</li> </ul>	
<b>HOUR(S):</b>	0.5	1.25	
<b>COURSE(S):</b>	Inventory Control and Management 1200-19-D Inventory Management Supporting Materials 1200-19-N	Expiration Dates 47-0125 Refrigerated Medications 47-0124	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential

<b>3.12</b> Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or identification of another problem.	Explain, define, and review how pharmacy technicians utilize procedures and communication channels for medication-related events, including: <ul style="list-style-type: none"> <li>• Drug shortage(s)</li> <li>• Product recall(s)</li> <li>• Market withdrawals</li> <li>• Medication error(s)</li> </ul>		
<b>HOUR(S):</b>	2.25	N/A	
<b>COURSE(S):</b>	Drug Regulation and Control 0205-19-D Medication Safety 1100-19-D Review Games 57-1000 Review Quizzes 58-0000	N/A	

ENTRY-LEVEL KEY ELEMENT	LEARNING MODALITIES		
	Didactic	Simulated (Lab)	Experiential
<b>3.13</b> Use current technology to ensure the safety and accuracy of medication dispensing.	Explain, define, and review how pharmacy technicians use current technology in the healthcare environment to ensure the safety and accuracy of medication dispensing ( <i>medical information systems</i> ).  Explain define and review bar coding and automated dispensing technology, and unit dose packaging and reporting.		Uses current technology to safely dispense medications (e.g., uses bar-code scanners, baker cells, automated dispensing devices, and pill counters)
<b>HOUR(S):</b>	0.75	N/A	10.0
<b>COURSE(S):</b>	Prescription Preparation 0801-19-D	N/A	

	Institutional Pharmacy Dispensing Process 0900-19-D		
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ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>3.14</b> Collect payment for medications, pharmacy services, and devices.	Explain, define, and review how pharmacy technicians collect payment for medications, pharmacy services, and devices (pharmacy reimbursement plans).	Simulate billing insurance for medications, and practice identifying and troubleshooting rejections. Practice communicating with patients about various aspects of their insurance by not using jargon.	Collects payment for medications, services, and devices (e.g., processes and submits claims to insurance companies for reimbursement)
<b>HOUR(S):</b>	4.75	2.5	5.0
<b>COURSE(S):</b>	Billing and Third-Party Processing 1000-19-D Billing and Third-Party Processing Supporting Materials 1000-19-N Review Games 57-1000 Review Quizzes 58-0000	Communication - Insurance Terminology 47-0112 Communication - Non-Covered Medications 47-0102 Billing for Rx Drugs 47-0008	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>3.15</b> Describe basic concepts related to preparation for sterile and non-sterile compounding.	Explain, define, and review the preparation and process for sterile and non-sterile compounding.		
<b>HOUR(S):</b>	3	N/A	
<b>COURSE(S):</b>	Non-Sterile Compounding 0805-19-D Sterile Compounding 0910-19-D Review Games 57-1000	N/A	

	Review Quizzes 58-0000		
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ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>3.16</b> Prepare simple non-sterile medications per applicable USP chapters (e.g., reconstitution, basic ointments and creams).	Explain, define, and review simple non-sterile compounding and the difference between Simple, Moderate, and Complex non-sterile compounding.	Have students gather materials to prepare for non-sterile compounding. Have students prepare medications using non-sterile techniques such as reconstituting an antibiotic suspension, and making a preparation that has a USP compounding monograph or appears in a journal article that contains specific quantities of all components, procedure and equipment, and stability data for that formulation with BUDs. Practice documenting all compounding procedures and labeling compounded drugs accurately with beyond use dates.	Prepares simple non-sterile medications following United States Pharmacopeia (USP) guidelines, while assisting the pharmacist (e.g., reconstitution, basic ointments and creams, and Magic Mouthwash).
<b>HOUR(S):</b>	1.25	2	5.0
<b>COURSE(S):</b>	Basic Pharmaceutics 0700-19-D Non-Sterile Compounding 0805-19-D	Reconstitute an Oral Powder 47-0128 Non-Sterile Compounding Magic Mouthwash 47-0169 Non-Sterile Compounding Cream 47-0123	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>3.17</b> Assist pharmacists in preparing	Explain, define, and review the role of pharmacy technicians in assisting pharmacists with preparing medications requiring compounding of non-sterile products.	Have students gather materials to prepare for non-sterile compounding. Have students prepare medications using non-sterile techniques such as	

medications requiring compounding of non-sterile products.		reconstituting an antibiotic suspension, and making a preparation that has a USP compounding monograph or appears in a journal article that contains specific quantities of all components, procedure and equipment, and stability data for that formulation with BUDs. Practice documenting all compounding procedures and labeling compounded drugs accurately with beyond use dates.	
<b>HOUR(S):</b>	1.25	2	
<b>COURSE(S):</b>	Basic Pharmaceutics 0700-19-D Non-Sterile Compounding 0805-19-D	Reconstitute an Oral Powder 47-0128 Non-Sterile Compounding Magic Mouthwash 47-0169 Non-Sterile Compounding Cream 47-0123	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>3.18</b> Explain accepted procedures in purchasing pharmaceuticals, devices, and supplies.	Explain, define, and review the accepted purchasing procedures for pharmaceuticals, devices, and supplies.	Practice calculating appropriate amounts of medications to order using par and maximum stock levels.	
<b>HOUR(S):</b>	2.25	0.5	
<b>COURSE(S):</b>	Controlled Substances 0210-19-D Inventory Control and Management 1200-19-D	Ordering Inventory 47-0003	

	Inventory Management Supporting Materials 1200-19-N Review Games 57-1000 Review Quizzes 58-0000		
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ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>3.19</b> Explain accepted procedures in inventory control of medications, equipment, and devices.	<p>Explain, define, and review the accepted procedures in inventory control of medications, equipment, and devices, including the following topics:</p> <ul style="list-style-type: none"> <li>• prime vendors</li> <li>• just-in-time</li> <li>• how to identify pharmaceuticals</li> <li>• durable medical equipment, devices, and supplies to be ordered</li> <li>• alternative ways of obtaining a pharmacy item that is not available</li> <li>• policies and procedures verifying specifications on the original order when receiving inventory</li> <li>• policies and procedures for placing pharmaceuticals, durable medical equipment, devices, and supplies in inventory under proper storage conditions</li> <li>• policies and procedures for documenting, repackaging, and/or removing from inventory expired/discontinued pharmaceuticals, durable</li> </ul>	<p>Practice calculating appropriate amounts of medications to order using par and maximum stock levels.</p> <p>Simulate inventory control procedures such as:</p> <ul style="list-style-type: none"> <li>• identifying medications on pharmacy shelves that are expired, or are soon to expire, and place in a separate bin, if needed</li> <li>• documenting controlled substances in a perpetual inventory log</li> <li>• identifying meds that require refrigerator storage temperatures</li> </ul>	

	<p>medical equipment, devices, supplies, or recalled items in these same categories</p> <ul style="list-style-type: none"> <li>• policies and procedures for prevention of theft and/or medication diversion</li> <li>• policies and procedures to maintain a record of controlled substances received, stored, and removed from inventory</li> </ul>		
<b>HOUR(S):</b>	0.75	1.75	
<b>COURSE(S):</b>	Controlled Substances 0210-19-D Inventory Control and Management 1200-19-D Inventory Management Supporting Materials 1200-19-N	C-II Perpetual Inventory 47-0179 Expiration Dates 47-0125 Refrigerated Medications 47-0124 Ordering Inventory 47-0003	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>3.20</b> Explain accepted procedures utilized in identifying and disposing of expired medications.	Explain, define, and review accepted procedures utilized in identifying and disposing of expired medications.	Simulate inventory control procedures by locating and identifying medications on pharmacy shelves that are expired, or are soon to expire, and place in a separate bin for future return.	
<b>HOUR(S):</b>	0.5	0.75	
<b>COURSE(S):</b>	Inventory Control and Management 1200-19-D Inventory Management Supporting Materials 1200-19-N	Expiration Dates 47-0125	

ENTRY-LEVEL	LEARNING MODALITIES		
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KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>3.21</b> Explain accepted procedures in delivery and documentation of immunizations.	Explain, define, and review accepted procedures in delivery and documentation of immunizations.	Have students practice gathering supplies and proper documentation of immunizations, following accepted procedures.	
<b>HOUR(S):</b>	0.75	0.5	
<b>COURSE(S):</b>	Immune System 1320-19-D	Immunization Supplies 47-0182	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>3.22</b> Prepare, store, and deliver medication products requiring special handling and documentation.	Explain, define, and review how pharmacy technicians prepare, store, and deliver medication products requiring special handling and documentation.	Have students practice gathering supplies and proper documentation for immunizations, following accepted procedures. Properly document controlled substances in a perpetual inventory log.	
<b>HOUR(S):</b>	2.5	0.5	
<b>COURSE(S):</b>	Drug Regulation and Control 0205-19-D Controlled Substances 0210-19-D Restricted Drug Programs 0215-19-D Immune System 1320-19-D Chemotherapy Compounding 0915-19-D	C-II Perpetual Inventory 47-0179 Immunization Supplies 47-0182	

**Standard 4: Patient Care, Quality and Safety Knowledge and Skills**

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<p><b>4.1</b> Explain the <a href="#">Pharmacists' Patient Care Process</a> and describe the role of the pharmacy technician in the patient care process.</p>	<p>Explain, define, and review how pharmacy technicians assist pharmacists in the patient care process.</p>		
<b>HOUR(S):</b>	1.25	N/A	
<b>COURSE(S):</b>	<p>Role of the Pharmacy Technician 0100-19-D                      Community Non-Dispensing Duties 1205-19-D                      Community Non-Dispensing Duties Supporting Materials 1205-19-N                      Institutional Non-Dispensing Duties 1210-19-D</p>	N/A	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<p><b>4.2</b> Apply patient- and medication-safety practices in aspects of the pharmacy technician's roles.</p>	<p>Explain, define, and review how pharmacy technicians apply patient- and medication-safety practices, including topics such as:</p> <ul style="list-style-type: none"> <li>the technician's role in preventing and detecting medication errors</li> <li>programs currently in place for reporting medication</li> </ul>	<p>Simulate common patient- and medication-safety practices and pharmacy technician tasks to prevent medication errors, such as looking up pertinent drug information in a package insert and the Orange Book                      Practice identifying and locating "high alert" and look-alike/sound-</p>	<p>Applies patient and medication safety practices (e.g., identifies adverse drug events [ADEs], informs the pharmacist of ADEs, and assists the pharmacist in preventing medication errors).</p>

	<p>errors on a global and institutional level</p> <ul style="list-style-type: none"> <li>when a clinically significant ADE is identified, participate in formulating a strategy for preventing its recurrence</li> </ul>	<p>alike medications on pharmacy shelves.</p> <p>Identify medications that require being dispensed in its original container.</p>	
<b>HOUR(S):</b>	5.25	3.75	2.0
<b>COURSE(S):</b>	<p>Drug Information Resources 0105-19-D</p> <p>Medication Safety 1100-19-D</p> <p>Prescription Preparation 0801-19-D</p> <p>Institutional Dispensing Process 0900-19-D</p> <p>Sterile Compounding 0910-19-D</p>	<p>Drug Reference: Package Insert I 47-0011</p> <p>Drug Reference: Orange Book 47-0005</p> <p>Look-Alike/Sound-Alike Medications 47-0127</p> <p>High-Alert Medications 47-0129</p> <p>Original Containers 47-0167</p>	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<p><b>4.3</b> Explain how pharmacy technicians assist pharmacists in responding to emergent patient situations, safely and legally.</p>	<p>Explain, define, and review how pharmacy technicians assist pharmacists in responding to emergent patient situations, safely and legally, including topics such as:</p> <ul style="list-style-type: none"> <li>different emergent care patient situations (e.g., cardiopulmonary arrest, anaphylactic shock)</li> <li>acting in accordance with state laws and regulations</li> </ul>		
<b>HOUR(S):</b>	0.75	N/A	
<b>COURSE(S):</b>	<p>Emergency Preparedness 1206-19-D</p> <p>Emergency Preparedness Supporting Materials 1206-19-N</p>	N/A	

ENTRY-LEVEL	LEARNING MODALITIES
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KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
4.4 Explain basic safety and emergency preparedness procedures applicable to pharmacy services.	<p>Explain, define, and review pharmacy technician safety and emergency preparedness procedures, applicable to pharmacy services, including topics such as:</p> <ul style="list-style-type: none"> <li>different emergent situations that may arise to be prepared for (e.g., various natural disasters, state of emergency)</li> <li>the importance of having and knowing the safety and emergency procedures (e.g., preparing an emergency plan)</li> </ul>		
<b>HOUR(S):</b>	0.75	N/A	
<b>COURSE(S):</b>	Emergency Preparedness 1206-19-D Emergency Preparedness Supporting Materials 1206-19-N	N/A	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
4.5 Assist pharmacist in the medication reconciliation process.	<p>Explain, define, and review how pharmacy technicians assist pharmacists in the medication reconciliation process.</p>		
<b>HOUR(S):</b>	0.5	N/A	
<b>COURSE(S):</b>	Institutional Non-Dispensing Duties 1210-19-D	N/A	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
4.6 Explain point of care testing.	<p>Explain, define, and review how pharmacy technicians perform point of care testing, including topics such as:</p> <ul style="list-style-type: none"> <li>☐ define different point of care tests</li> <li>☐ acting in accordance with state laws and regulations</li> </ul>	<p>Perform point of care tests and complete the associated log book for:</p> <ul style="list-style-type: none"> <li>• blood glucose</li> <li>• blood pressure</li> </ul>	
<b>HOUR(S):</b>	0.75	1	
<b>COURSE(S):</b>	Billing and Third-Party Processing Supporting Materials 1000-19-N	Durable Medical Equipment: Glucometers 47-0126 Durable Medical Equipment: Blood Pressure Monitors 47-0168	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
4.7 Explain pharmacist and pharmacy technician roles in medication management services.	<p>Explain, define, and review pharmacist and pharmacy technician roles in medication management services, including:</p> <ul style="list-style-type: none"> <li>• explaining and identifying skills needed to assist pharmacists in medication therapy management</li> </ul>	<p>Have students identify patients to offer additional pharmacy services to, such as:</p> <ul style="list-style-type: none"> <li>• med sync</li> <li>• comprehensive medication reviews</li> <li>• prescription-ready alerts</li> </ul> <p>Simulate contacting patients for a comprehensive medication review appointment.</p>	
<b>HOUR(S):</b>	0.5	0.75	
<b>COURSE(S):</b>	Community Non-Dispensing Duties 1205-19-D Community Non-Dispensing Duties Supporting Materials 1205-19-N	Communication - Add-on Services at Drop Off 47-0107 Communication - Comprehensive Medication Review (CMR) Appointment 47-0108	

ENTRY-LEVEL	LEARNING MODALITIES		
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KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>4.8</b> Describe best practices regarding quality assurance measures according to leading quality organizations.	Explain, define, and review pharmacy technician best practices regarding quality assurance measures according to leading quality organizations.	Have students practice quality assurance measures according to leading quality organizations, such as identifying and locating “high alert” and look-alike/sound-alike medications on pharmacy shelves.	
<b>HOUR(S):</b>	2	1.5	
<b>COURSE(S):</b>	Pharmaceutical Terminology 0300-19-D Medication Safety 1100-19-D Prescription Preparation 0801-19-D Sterile Compounding 0910-19-D	Look-Alike/Sound-Alike Medications 47-0127 High-Alert Medications 47-0129	

### **Standard 5: Regulatory and Compliance Knowledge and Skills**

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>5.1</b> Describe and apply state and federal laws pertaining to processing, handling and dispensing of medications including controlled substances.	Explain, define, and review state and federal laws pertaining to processing, handling and dispensing of medications including controlled substances, including topics such as: <ul style="list-style-type: none"> <li>policies and procedures for monitoring the practice site for compliance with federal, state, and local laws, regulations, and professional standards.</li> </ul>	Practice referencing the Orange Book to adhere to state and federal laws regarding generic substitution. Complete a controlled substance perpetual inventory log, as applicable with state and federal law.	
<b>HOUR(S):</b>	3.75	0.5	

<b>COURSE(S):</b>	Laws Affecting Prescription Dispensing 0200-19-D Drug Regulation and Control 0205-19-D Controlled Substances 0210-19-D Restricted Drug Programs 0215-19-D State Law and Regulations 0220-19-D Review Games 57-1000 Review Quizzes 58-0000	Drug Reference: Orange Book 47-0005 C-II Perpetual Inventory 47-0179	
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ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>5.2</b> Describe state and federal laws and regulations pertaining to pharmacy technicians.	Explain, define, and review state and federal laws pertaining to pharmacy technicians.		
<b>HOUR(S):</b>	0.5	N/A	
<b>COURSE(S):</b>	Role of the Pharmacy Technician 0100-19-D State Law and Regulations 0220-19-D	N/A	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
<b>5.3</b> Explain that differences exist between states regarding state	Explain, define, and review the differences that exist between states regarding state regulations, pertaining to pharmacy technicians, and the processing, handling and dispensing of medications.		

regulations, pertaining to pharmacy technicians, and the processing, handling and dispensing of medications.			
<b>HOUR(S):</b>	0.5	N/A	
<b>COURSE(S):</b>	State Law and Regulations 0220-19-D	N/A	

ENTRY-LEVEL KEY ELEMENT	LEARNING MODALITIES		
	Didactic	Simulated (Lab)	Experiential
5.4 Describe the process and responsibilities required to obtain and maintain registration and/or licensure to work as a pharmacy technician.	Explain, define, and review the process and responsibilities required to obtain and maintain registration and/or licensure to work as a pharmacy technician.		
<b>HOUR(S):</b>	0.5	N/A	
<b>COURSE(S):</b>	Role of the Pharmacy Technician 0100-19-D State Law and Regulations 0220-19-D	N/A	

ENTRY-LEVEL	LEARNING MODALITIES		
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KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
5.5 Describe pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.	Explain, define, and review pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.		
<b>HOUR(S):</b>	2.25	N/A	
<b>COURSE(S):</b>	Role of the Pharmacy Technician 0100-19-D Laws Affecting Prescription Dispensing 0200-19-D Controlled Substances 0210-19-D Drug Regulation and Control 0205-19-D Restricted Drug Programs 0215-19-D	N/A	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
5.6 Describe Occupational Safety and Health Administration (OSHA), National	Explain, define, and review Occupational Safety and Health Administration (OSHA), National Institute of Occupational Safety and Health (NIOSH), and United States Pharmacopeia (USP) requirements for prevention and treatment of exposure to hazardous substances		

Institute of Occupational Safety and Health (NIOSH), and United States Pharmacopeia (USP) requirements for prevention and treatment of exposure to hazardous substances (e.g., risk assessment, personal protective equipment, eyewash, spill kit).	(e.g., risk assessment, personal protective equipment, eyewash, spill kit).		
<b>HOURL(S):</b>	0.75	N/A	
<b>COURSE(S):</b>	Medication Safety 1100-19-D Chemotherapy Compounding 0915-19-D	N/A	

ENTRY-LEVEL KEY ELEMENT	LEARNING MODALITIES		
	Didactic	Simulated (Lab)	Experiential
5.7 Describe OSHA requirements for prevention and response to blood-borne pathogen exposure (e.g.,	Explain, define, and review OSHA requirements for prevention and response to blood-borne pathogen exposure (e.g., accidental needle stick, post-exposure prophylaxis).		

accidental needle stick, post-exposure prophylaxis).			
<b>HOUR(S):</b>	1	N/A	
<b>COURSE(S):</b>	Bloodborne Pathogens 0911-19-N	N/A	

ENTRY-LEVEL	LEARNING MODALITIES		
KEY ELEMENT	Didactic	Simulated (Lab)	Experiential
5.8 Describe OSHA Hazard Communication Standard (i.e., “Employee Right to Know”).	Explain, define, and review OSHA Hazard Communication Standard		
<b>HOUR(S):</b>	0.5	N/A	
<b>COURSE(S):</b>	Medication Safety 1100-19-D	N/A	