

**Pharmacy Technician
Program**
Student Handbook
2016-2017



This document is intended to provide students with policies and procedures that apply specifically to the Pharmacy Technician program. Please read this thoroughly and ask your advisor for clarification of any policies that are unclear before you sign.

An acknowledgement form appears at the end of this document that states you agree to the policies while you are enrolled as a student in the Pharmacy Technician program. The form must be signed and turned in to your advisor at the start of your first semester.

The Pharmacy Technician program reserves the right to make changes to policies and procedures. Students will receive in writing any revisions as they occur. The policies and procedures in this document are in *addition* to the policies and procedures in the Western Dakota Tech Student Handbook.

Program Director for the Pharmacy Technician Program

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Goal of Pharmacy Technician Program

The goal of the Pharmacy Technician Program at WDT is to educate and train students for positions in hospitals, retail pharmacies, and other medical facilities working as pharmacy technicians assisting registered pharmacists in all aspects of pharmaceutical care.

Intended Program Outcomes

Refer to the Program Learning Outcomes on www.wdt.edu under the Degree Programs link.

Essential Functions

The US Equal Employment Opportunity Commission defines an essential function as the basic job duties that an employee must be able to perform, with or without reasonable accommodation.

Essential functions refer to those physical, behavioral, and emotional demands and abilities that are necessary for satisfactory completion of all aspects of the curriculum and for the development of professional attributes required of students upon completion of the program.

The program has established the following list of minimum essential requirements according to industry standards and current position listings that must be met, with or without reasonable accommodations, in order to participate in the program and graduate.

Western Dakota Technical Institute does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies and if you feel you need accommodations:

The Student Success Center
Western Dakota Technical Institute
800 Mickelson Drive
Rapid City, SD 57703

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Essential Functions:**Gross Motor Skills:**

- Move within confined spaces (storage bins and shelving areas)
- Maintain balance in multiple positions (high and low shelving)
- Reach above shoulders (IV poles, top shelves)
- Reach below waist (lowest shelving)
- Reach out in front

Fine Motor Skills:

- Pick up objects with hands
- Grasp small objects with hands (tablets, syringes, pen)
- Write with pen or pencil
- Key/type at a computer
- Pinch/pick or otherwise work with fingers (manipulate syringe)
- Twist (turn objects, knobs, bottle caps using hands)
- Squeeze with finger (ointment tubes, droppers)
- Turn wrist while applying pressure (open bottles caps)

Physical Endurance:

- Stand (at prescription work counter)
- Sustain repetitive motions with hands, fingers, wrists, arms (keyboarding, opening bottles, reaching for products, using counting trays, filling syringes, etc.)
- Maintain physical tolerance (work on your feet a minimum of 8 hours)

Physical Strength:

- Push and pull 10 – 20 pounds daily frequently, 25 – 50 pounds sometimes (pushing medication carts to nursing units for exchange)
- Lift 10 – 20 pounds daily frequently, 25 – 50 pounds sometimes (cases of IV solutions, cases of OTC liquids, alcohol, cough syrups, antacids, etc.)
- Carry supplies
- Squeeze with hands and fingers (empty syringes, ointment tubes, etc.)
- Turn wrists forcefully to open bottles and containers

Mobility:

- Twist
- Bend
- Stoop/squat
- Climb stairs
- Walk (move about facility)
- Crouch
- Kneel stand
- Climb stairs
- Climb step stools
- Reaching overhead, in front of body, and down
- Grasping overhead, in front of body, and down
- Sitting

Hearing:

- Hear normal speaking level sounds (person-to-person conversation)
- Hear telephone ring
- Hear customer requests over the telephone
- Hear alarm sounds (pharmacy pump alarm)

Visual:

- See objects up to 20 inches away (computer screen)
- See objects up to 20 feet away (patient waiting)

- Use depth perception (compounding, use of needles)
- Use peripheral vision (patients waiting)
- Distinguish color and intensity (medication color)

Smell:

- Detect odors (medications, outdated medications)

Environment:

- Tolerate exposure to allergens (latex gloves, chemical substances)
- Work indoors
- Work around machinery
- Exposure to dust, fumes, smoke, gases, odors, mists, irritating particles (aerosol spray, alcohol, etc. in hoods)
- Work in sterile preparation areas with gloves, gown, and mask (10/06)
- Exposure to toxic or caustic chemicals (chemotherapy)
- Exposure to solvents (alcohol in hoods)
- Work in confined spaces
- Using computer monitor
- Work around others
- Work alone
- Work with others

Reading:

- Read and understand written documents (prescriptions, insurance information, invoices)
- Simple skills:
 - Read digital displays
 - Comprehend simple instructions
- Complex skills:
 - Comprehend newspapers, manuals, journals, instructions in use and maintenance of equipment, safety rules, procedures, and drawings

Math:

- Tell time and calculate time
- Read and interpret measurement marks (volume, balance, temperature)
- Simple skills:
 - Add, subtract, multiply, divide whole numbers
- Compute fractions and decimals (medication dosages)
- Document numbers (inventory, patient profiles)
- Complex skills:
 - Convert numbers to and from the metric, apothecary, and avoirdupois systems and be able to apply formulas

Emotional Stability:

- Adapt to stress
- Focus attention on task
- Cope with own emotions
- Perform multiple responsibilities concurrently
- Cope with emotions in others
- Ability to accept and carry out responsibility

Analytical Thinking:

- Use long-term memory
- Use short-term memory
- Prioritize tasks
- Problem solve
- Deal with abstract and concrete variables, define problems, collect data, establish facts, and draw valid conclusions

- Data:
 - synthesize, coordinate, analyze, compile, compute, copy, compare
- Clerical:
 - Ability to perceive pertinent detail in verbal or tabular material
 - To observe differences in copy, to proof read words and numbers, and to avoid perceptual errors in arithmetic computations
- Perception:
 - Ability to comprehend forms in space and understand relationships of plane and solid objects
 - Frequently described as the ability to “visualize” object of two or three dimensions, or to think visually of geometric forms
- Form:
 - Ability to perceive pertinent details in objects or in pictorial or graphic material
 - To make visual comparisons and discriminations and see slight differences in shapes and shading of figures and widths and lengths of time

Critical Thinking:

- Ability to comprehend and follow instructions
- Ability to perform simple and repetitive tasks
- Ability to maintain a work pace appropriate to a given work load
- Ability to relate to other people beyond giving and receiving instructions
- Ability to influence people
- Ability to perform complex or varied tasks
- Ability to make generalizations, evaluations, or decisions without immediate supervision
- Deal with problems from standard situations
- Carry out detailed but uninvolved written or oral instructions
- Carry out one- or two-step instructions
- Synthesize knowledge and skills
- Sequence information

Interpersonal Skills:

- Establish rapport with individuals
- Work as a team member

This list is not all-inclusive. If you feel you need accommodations for any reason, please contact:

The Student Success Center
 Western Dakota Technical Institute
 800 Mickelson Drive
 Rapid City, SD 57703
 (605) 718-2955 / StudentSuccessCenter@wdt.edu

Pharmacy Technician Program Information

The following are informational items that are to be used in your decision to register for the pharmacy technician program.

Enrollment qualifications



Pharmacy Technician Application Process

To gain acceptance into the WDT Pharmacy Technician program, applicants must:

- _____ 1. Complete WDT Application online at www.wdt.edu
- _____ 2. Submit High School transcript or GED scores.
- _____ 3. Submit Immunization Records verifying two doses of MMR vaccinations.
- _____ 4. Submit official college transcripts if you have previously attended a post-secondary institution.
- _____ 5. Complete a background check.
- _____ 6. Complete the ACCUPLACER test (\$15.00 fee).
(The ACCUPLACER test will be waived if you have an ACT sub score of 18 or better in English, Math, and Reading, or a SAT sub score of at least 440 in Verbal and Math. The scores must be within the last five years.)
*The ACCUPLACER test is offered Monday – Friday at 8:00 a.m. or 12:00 p.m.
Please call 605-718-2565 to make an appointment.

Requirements for Pharmacy Technician students by October, will be as follows:

- _____ 1. State registration with South Dakota Board of Pharmacy

To continue into Pharmacy Technician clinical, students may have to provide the following:

- _____ 1. Complete a drug test*
- _____ 2. Provide a copy of liability insurance*
- _____ 3. Provide a copy of current American Heart Association Healthcare Provider BLS CPR certification*
- _____ 4. Provide a copy of current vehicle insurance and current vehicle registration, as well as a current driver's license
- _____ 5. Provide proof of the following vaccinations*: Influenza, Hep B, Tda /Td, MMR, TB, Varicella

*Students are responsible for additional costs.

The program director will assist students with any clinical or internship site requirements.

Note: If you are or have been convicted, pleaded guilty or no contest to, or received a suspended imposition of sentence for a felony or certain misdemeanors, you are advised that you may not be able to complete all course requirements for your chosen program, you may be prevented from taking required certification/licensure examinations in your chosen program field, and you may be prevented from gaining employment in your program field.

Students that sit out for a spring or fall semester or longer, will return under a new Catalog and may be required to repeat courses or successfully complete new or revised skills or competency assessments. Before readmittance, the program may need to determine if a student is eligible to continue in technical courses. Program sequencing and cohort size may prevent enrollment in technical courses.

Clinicals, practicums, and internships may include, but are not limited to, differential shifts (evenings, nights, weekends, and holidays) to meet industry expectations. This may require travel outside the Rapid City Area.

2016-2017 Academic Catalog –
11/2015

Purpose of the training program

WDT's Pharmacy Tech program educates and trains students for positions in hospitals, retail pharmacies, and other medical facilities working as pharmacy technicians assisting registered pharmacists in all aspects of prescription dispensing.

WDT offers both a diploma and an associate of applied science degree in Pharmacy Tech. The three-semester diploma option provides basic pharmacy tech education. The five-semester degree option provides advanced training so students are prepared for a wider variety of career opportunities.

A Pharmacy Tech helps licensed Pharmacists provide medication and other healthcare products to patients. Technicians usually perform routine tasks to help prepare prescribed medication, such as counting tablets and labeling bottles. They also perform administrative duties, such as answering phones, stocking shelves, and operating cash registers. Technicians refer any questions regarding prescriptions, drug information, or health matters to a pharmacist.

Pharmacy technicians who work in retail or mail-order pharmacies have varying responsibilities, depending on State rules and regulations. Technicians receive written prescriptions or requests for prescription refills from patients. They also may receive prescriptions sent electronically from the doctor's office. They must verify that information on the prescription is complete and accurate. To prepare the prescription, technicians must retrieve, count, pour, weigh, measure, and sometimes mix the medication. Then, they prepare the prescription labels, select the type of prescription container, and affix the prescription and auxiliary labels to the container. Once the prescription is filled, technicians price and file the prescription, which must be checked by a pharmacist before it is given to the patient. Technicians may establish and maintain patient profiles, prepare insurance claim forms, and stock and take inventory of prescription and over-the-counter medications.

In hospitals, nursing homes, and assisted-living facilities, technicians have added responsibilities, including reading patients' charts and preparing the appropriate medication. After the pharmacist checks the prescription for accuracy, the pharmacy technician may deliver it to the patient. The technician then copies the information about the prescribed medication onto the patient's profile. Technicians also may assemble a 24-hour supply of medicine for every patient. They package and label each dose separately. The packages are then placed in the medicine cabinets of patients until the supervising pharmacist checks them for accuracy, and only then is the medication given to the patients.

Requirements for state registration as a pharmacy technician

South Dakota State Board of Pharmacy Requirements for Pharmacy Technicians:

A pharmacy technician is an individual registered by the board who is in a technician training program or who is employed by a licensed pharmacy located in South Dakota. The pharmacy technician assists in the technical functions of the practice of pharmacy, enabling the pharmacist to provide pharmaceutical care to the patient. The supervising pharmacist is responsible for the actions of a pharmacy technician.

The registration program for pharmacy technicians was established for the purposes of identification, tracking, and disciplinary action. The registration does not include any determination by the board of the competency of the registered individual.

A pharmacy technician is required to register with the board by completing and submitting an application for registration within 30 days of accepting employment as a pharmacy technician in a South Dakota pharmacy. An individual who fails to register as a pharmacy technician may be subject to disciplinary sanctions. A person who is in a college-based technician training program is required to obtain a pharmacy technician registration prior to beginning on-site practical experience.

Registered pharmacist-interns are exempt from pharmacy technician registration.

Registrations expire on October 31 each year. Renewal applications are sent to each pharmacy approximately one month prior to expiration. If you do not receive a renewal application at your place of employment, please contact the Board of Pharmacy office at 605-362-2737.

Pharmacy technicians are required to report to the board, within 10 days, a change of name, address, or pharmacy employment.

Legal restrictions of state registration

1. Any person initially applying for a certificate of registration as a pharmacy technician or pharmacy technician-in-training shall submit an application to the board within 30 days of accepting employment in a South Dakota pharmacy as a pharmacy technician or pharmacy technician-in-training.
2. Effective July 1, 2014, the board shall not issue an initial pharmacy technician registration or pharmacy technician-in-training registration to any individual who does not present the board with evidence of high school graduation or possession of a general educational development certificate equivalent. An individual who was registered by the board prior to July 1, 2011, may renew the individual's registration provided that all other requirements for renewal are met and provided that the individual maintains a pharmacy technician registration or national certification on an uninterrupted basis. Any individual whose registration or national certification lapses for a period of one year must meet the registration requirements in effect at the time the individual applies for reinstatement of registration.
3. Any person who is enrolled in a college or vocational-based technician training program is required to obtain a pharmacy technician-in-training registration prior to beginning on-site practical experience. The length of technician-in-training program may not exceed a period of more than two years.
4. The board may deny an application for registration as a pharmacy technician for any violation of the laws of this state, another state, or the United States relating to prescription drugs, controlled substances, or nonprescription drugs (or for any violation of this chapter).

5. Effective July 1, 2014, the board shall not renew the registration of a pharmacy technician who was initially registered after July 1, 2011, or who was initially registered prior to that date but did not maintain continuous registration, unless the individual provides the board with evidence of completion of one of the following:

- (1) A pharmacy technician training program offered by a board-approved, accredited vocational/technical institution or college;

- (2) A pharmacy technician training program accredited by a board-approved, national organization that accredits pharmacy technician training programs;

- (3) A pharmacy technician training program provided by a branch of the United States armed forces or Public Health Service; or

- (4) An employer-based pharmacy technician training program that includes a minimum total of 480 hours in a one-year period to include both theoretical and practical instruction. An employer utilizing such a program must develop and regularly update a technician training manual that must be available for board inspection upon request. The employer must also supply a pharmacy technician who completes the training program with evidence of completion. The employer-based pharmacy technician training program must include written guidelines, policies, and procedures that define the specific tasks the technician will be expected to perform.

6. The national certification of pharmacy technicians is required. Effective July 1, 2014, the board shall not renew the registration of a pharmacy technician who was initially registered after July 1, 2011, unless the pharmacy technician is nationally certified and has passed a board-approved pharmacy technician certification examination that is accredited by the National Commission for Certifying Agencies (NCCA).

Prospects for employment and Realistic Salary Expectations

Pharmacy technicians held about 285,000 jobs in 2006. About 71 percent of jobs were in retail pharmacies, either independently owned or part of a drugstore chain, grocery store, department store, or mass retailer. About 18 percent of jobs were in hospitals and a small proportion was in mail-order and Internet pharmacies, offices of physicians, pharmaceutical wholesalers, and the Federal Government.

Employment is expected to increase much faster than the average through 2022, and job opportunities are expected to be good.

Total program cost

The total program cost of the Pharmacy Technician Program can be accessed on Western Dakota Tech's website (www.wdt.edu) under the Tuition and Fees link. WDT produces a cost sheet annually and provides total program costs, including tuition and books, fees (institutional fee, facility fee, M&R fee, State Technology fee, confirmation fee, matriculation fee) and other costs (laptop computer, uniforms, certification/insurance/licensing, background check/drug screen/shots, and testing fee) associated with each program. While WDT strives for accuracy, the cost sheet may not reflect the exact costs for any program.

Program's discipline policy

All student issues will follow the Student Code of Conduct as found in the WDT Student Handbook. Issues of concern may include:

- a failure to maintain a passing score in all required courses
- a lack of integrity (stealing, lying, cheating, plagiarism) or breach of confidentiality
- exhibiting behavior that jeopardizes the safety of others

The faculty will follow WDT policy at all times, including any time when a student exhibits behavior that jeopardizes the safety of others.

Pharmacy Technician Program Student Policies and Procedures

The Pharmacy Technician program has established the following policies and procedures in addition to the policies in the Western Dakota Tech Student Handbook.

A. Student Advising

Students will meet with their assigned academic advisor at the start of each semester, at mid-semester, and as needed throughout the course of the program. The advisor will have posted office hours for each semester and will assist in the following areas:

- a. Registration, scheduling, and general record keeping
- b. Referrals to student resources (counseling, financial aid, disability services, learning resources, tutoring, Student Success Coaches, placement, and career services)
- c. Student questions or concerns
- d. Degree requirement and graduation procedures

B. Student Liability

- a. Each student is provided professional liability insurance through Western Dakota Tech that applies to the Pharmacy Technician Clinical rotation. These coverages are at up to \$1,000,000 each claim and up to \$3,000,000 aggregate (total). The proof of insurance will be provided to the Clinical site if requested. No cost is incurred by the student.

C. Background Screening

Students are required to complete a criminal background check prior to their acceptance into the Pharmacy Technician program at WDT. This background check is conducted by an external company utilized by WDT for this purpose.

If the background check results in findings, it is the student's responsibility to share this information with the South Dakota Board of Pharmacy and prospective clinical sites upon request. Students with findings must be aware that, even though they are admitted to the Pharmacy Tech program at WDT, they may be denied registration, certification, or employment based on the policies and procedures of the South Dakota Board of Pharmacy or particular employers. Students who incur criminal infractions between acceptance into the Pharmacy Tech program and clinical rotations must disclose the infraction(s) to their assigned clinical site prior to the first day of the clinical.

Please note that clinical sites reserve the right to refuse students based on the results of students' criminal background checks. Therefore, students who have been convicted, pleaded guilty or no contest to, or received a suspended imposition of sentence for a felony or certain misdemeanors may not be able to complete all course requirements for the Pharmacy Technician program, may be prevented from taking required certification or licensure examinations, and may be unable to gain employment in the field.

Students with questions or concerns regarding the criminal background check should contact the national certification board, the South Dakota Board of Pharmacy, or a potential employer for more specific information.

D. State Registration

Each student is required to register with the South Dakota Board of Pharmacy as a technician in training. All applicants will be required to declare all previous felony and/or misdemeanor crimes. Students who fail to be approved by the South Dakota Board of Pharmacy may not progress to lab or to the clinical phase of their training.

- a. Students must complete their South Dakota state registration by Oct. 31st
- b. The cost is \$25 per year. Forms will be provided by advisor

c. Renewal of South Dakota registration is Oct. 31 of every year

E. Drug Testing

Drug Testing will be based on Clinical site preferences. If a student is placed in a Clinical site that requires a drug screening, they will notify the student and guide the student through their process. This cost may be incurred by the student.

F. Load/Study Time

A large amount of course material is covered in a short period of time. Readings and assignments must be completed, and the student will need to make arrangements for study time outside of class time. The amount of study time needed will vary for each individual.

G. Transportation

Clinical and lab practice experiences will require the student to travel within Rapid City and possibly outside the Rapid City area. Lab classes will be held on campus or within the Rapid City area. **Clinical experiences may be scheduled in areas as far away as 200 miles.** Clinical hours are scheduled according to the preceptor's needs and may include days, nights, weekends, and some holidays. Transportation is the responsibility of each student. The student must allow sufficient time for commuting and must have reliable transportation.

H. Attendance Policy

Regular attendance is required for all classroom and clinical experiences and is a significant factor that promotes success in coursework. Students must adhere to the attendance policies stated in each course syllabus.

Students must notify the instructor as early as possible prior to any known absences from class or clinical (weddings, funerals). They must also notify the clinical site. In the event of an unexpected absence (illness, transportation issues, weather conditions), the instructor should receive notification before the starting time of class or clinical, as should the clinical site. Make-up work may be allowed at the discretion of the instructor. Make-up clinical time may be allowed at the discretion of the clinical preceptor. Promptness is expected. Students should arrive on time and prepared for class and clinical.

I. Uniforms and Appearance

Students will be required to wear scrubs during all labs and possibly clinical rotations. Students must wear their name tag when at clinical or lab sites (according to South Dakota law) and when requested by an instructor.

Students are required to purchase a set of scrubs within the first 10 days of the fall semester. Students are required to wear scrubs every scheduled lab period during fall semester and during spring semester.

Workplace requirements are adopted by the pharmacy technician program for lab and clinical, and for class where appropriate, and are as follows:

- Proper personal hygiene—personal cleanliness, use of deodorant, and good oral hygiene
- Hair should be clean, neatly combed, and styled so it does not fall forward
- Long hair must be pulled back
- Perfumes and colognes are not to be worn
- Jewelry is limited to a watch, wedding band and/or engagement ring, and small stud earrings that do not dangle.
- Students with pierced areas that are visible to the public are to cover these areas during lab or clinical experiences or remove jewelry

- You may be requested by a clinical affiliate to remove jewelry that is not considered acceptable professional attire
- Closed-toe and closed-heel shoes only
- Dress code policy and personal hygiene standards of the clinical affiliate must be followed. A professional appearance is expected at all times.

J. Student Conduct

Students are expected to follow the conduct policies in the WDT Student Handbook. Please see the WDT Student Handbook Code of Conduct for details.

Clinical and lab affiliate policies for appropriate behavior must be followed when in clinical/lab areas. Professional conduct is expected at all times. Good judgment must be used in the choice of words. No profane language may be used, and tactfulness is expected. Tobacco use is not permitted while in the clinical/lab area.

Confidentiality regarding any patient information is expected, and students must agree to and sign confidentiality policies of their clinical affiliates. Students will be provided patient confidentiality and HIPAA training prior to any clinical practice. Students are not to have a social relationship with patients and/or clinical preceptors as this is a conflict of interest. Honesty in all communication is expected.

K. Progression Policy

A letter grade of C or higher must be achieved in each required technical pharmacy core course to progress through the program. If a student fails to meet the letter grade requirement for a course but does wish to continue in the program, the student must meet with his/her advisor and Enrollment Services to determine the course of action for continuation in the program. Continuation in the program is at the discretion of the program director and appropriate WDT staff in accordance with WDT policy. All required technical courses must be successfully completed prior to entering the clinical phase of training.

L. Service Work and Compensation

Students may not be compensated for procedures performed during scheduled clinical/lab practice hours in accordance with ASHP guidelines.

M. Certification Exam Eligibility

The Pharmacy Technician program and many employers strongly recommend national certification through the PTCB following graduation from the program. At the appropriate time in the spring semester, students will be provided application information necessary for pharmacy technician national certification.

**Western Dakota Technical Institute
Pharmacy Technician Program
Student Handbook**

I have received from my advisor a copy of the Pharmacy Technician Program Student Handbook. By signing below, I certify that I have read, understand, and agree to abide by the policies and procedures of the program.

Printed Student Name _____

Student Signature _____

Date _____

*Please turn in the signed form to the Pharmacy Technician Lead Instructor