Diploma and Associate Degree Program
PHARMACY TECHNOLOGY
PROGRAM HANDBOOK

GTCC
GUILFORD TECHNICAL COMMUNITY COLLEGE

Developed by the Pharmacy Technology Faculty
Guilford Technical Community College
Revised April 2017

LETTER TO STUDENTS:

Attending college mirrors employment. Success on the job is achieved only with hard work, motivation, skill and effort. This is also true of GTCC.

Your employer expects you to be on the job every day, on time and prepared to work. You are allowed a specific number of sick days each year, after which your pay is "docked". This is also applied to attending college. Regular and prompt attendance is essential and your "sick" days are limited (see syllabus). Excessive absences result in loss of "pay" (grade) or loss of employment (program).

Meetings are an essential part of the workplace, and everyone is expected to attend regularly and to contribute to the discussion. If you miss an excessive number of meetings and/or do not share vital information, your employment success is in jeopardy. The same holds true for this program. You are not only expected to attend all of our "meetings", you are expected to contribute to the discussion and analysis of issues, which requires thorough preparation for each class meeting. Consistent failure to meet these expectations puts your success in jeopardy and will most likely result in a reduction in your "salary" (grade).

An employer requires you to submit all reports on time. Failure to do so endangers your employer's business and your success. The same is true for this program. All "reports" (tests and papers) are due at the scheduled time (see syllabus). If, for a justified reason, you will not be able to meet the time schedule, you must notify me, (minimum 3 hours prior), just as you would contact your employer if you needed an extension. However, as in the workplace, such extensions are not guaranteed and do not come without a cost. Extensions result in a decrease in your "salary" (grade) or no "salary" at all.

Performance reviews occur periodically in the workplace, and your employer determines the degree of your success during these reviews. Such is the case in this program. The "performance reviews" for this program consist of exams, demonstrations of competency in skills, and other exercises and projects (see syllabus). These require you to show not only your knowledge of the material, but also your ability to apply this knowledge in real-world situations. Your "warnings" often come in the form of Early Alerts, and your "pay" (grade) depends upon the caliber of your performance.

Your education and your success is your responsibility. If you attend class regularly and punctually, come to class well-prepared to participate in class discussions, complete all assignments thoroughly and submit them in a timely fashion, you have the potential to excel in this program. Each member of the PHM Faculty is totally committed to your success; we are always available if you need assistance. We look forward to our journey in learning.
Welcome and good luck.

The Pharmacy Technology Program Faculty

PHARMACY TECHNOLOGY PROGRAM

The Pharmacy Technology Program is an integral part of Guilford Technical Community College and holds with the philosophy and purpose of the College and the North Carolina Community College System. This is an Allied Health Program, accepting a maximum of 24 students to daytime and 12 students to evening classes each Fall for the Diploma and 12 for the daytime Associate Degree.

PROGRAM PURPOSE

The purpose of the Guilford Technical Community College Pharmacy Technology Program is to educate men and women to function as competent Pharmacy Techs at entry level upon graduation. Upon successful completion of the program, the graduate is eligible to take the National Certification Examination through the Pharmacy Technician Certification Board (PTCB). **In accordance with the PTCB, applicants that have been found guilty/pleaded guilty to a felony will not be able to sit for the Certification Examination.**

PHILOSOPHY STATEMENT

The Pharmacy Technology Program Faculty of Guilford Technical Community College believes that:

Pharmacy technicians are a necessary part of pharmacy today. Aiding the pharmacist to the maximum capacity that the law will allow makes pharmacy technicians invaluable in all pharmaceutical settings.

Pharmacy technicians are not limited to retail chains and hospital pharmacies. Other areas of employment are Long term care facilities, Hospice, mail order pharmacies, private physician offices, prescription health plans and drug manufacturing laboratories. The possibilities for employment are endless.

The educational environment of the Pharmacy Technology Program at Guilford Technical Community College considers individual differences which affect learning ability, and provides motivation to continue to learn and adapt in the changing pharmacy environment. The faculty believes an individual's ability to learn is based on past experiences and personal potential, which permits learning to occur at different rates and levels. Learning takes place most readily when material is covered in logical sequence and progresses in difficulty from simple to complex. Under the guidance of the faculty, the student should assume responsibility for much of their own learning.

The faculty believes that Pharmacy Technology education should reflect the student's development of skills and theoretical knowledge essential for functioning in the pharmaceutical environment and assisting the pharmacist with daily tasks.

PHARMACY TECHNOLOGY OUTCOMES/COMPETENCIES

Upon successful completion of the Pharmacy Technology Program, the graduate should be a professional who provides and participates in the coordination of patient care as a member of the pharmacy team by demonstrating knowledge of aseptic technique, pharmacy procedures, and pharmacology and will:

- Demonstrate the written and oral communication skills required for safe and legal practice in the role of pharmacy technician

- Demonstrate the critical thinking skills necessary for safe preparation and distribution of medication
- Explain policies and other print materials related to safe preparation and distribution of medication
- Compute mathematical calculations needed to safely prepare medications and solutions
- Manipulate current technologies to prepare, store, inventory, and distribute medications
- Demonstrate the academic knowledge and technical skills necessary for safe preparation, storage, and distribution of medications
- Associate effectively with others by displaying a positive attitude, working as a team member, and showing initiative and responsibility
- Apply knowledge in a legal and ethical manner

In addition to the above diploma level outcomes, AAS graduates will also be able to:

- Demonstrate the ability to function in a supervisory role of diploma level technicians.
- Demonstrate the skills necessary to work as a validating technician in the hospital setting.
- Apply knowledge of medications to the role of medication reconciliation in the hospital setting.

APPLICATION PROCESS

1. Complete the GTCC Application for Admission.
2. Take the GTCC Placement Test.
3. Complete the admission packet for Pharmacy Technology program. This packet is available online and in the admission office.
4. Have an official high school transcript or GED scores mailed to the Admissions and Records Office. (Official transcripts must be sent directly from the school to GTCC and have the school's seal or original signature.)
5. Have official transcripts from all colleges or schools sent to the Admissions and Records Office. These will be reviewed for possible transfer credit.
6. Meet with an Admissions Advisor after completion of the minimum requirements. This meeting is required. The Admissions and Records Office hours are 8:00 am to 7:00 pm, Monday through Thursday and 8:00 am to 5:00 pm on Friday at the Jamestown Campus and by appointment on the High Point Campus.

This process completes the admission file. It is up to each applicant to make sure that the file is complete.

PROGRAM ADMISSION

For information regarding program admission, please contact an admission advisor.

TRANSFER CREDIT

Students enrolling in the Pharmacy Technology Program may transfer credits or previous course work successfully completed within the last ten (10) years. This transfer of credits is to the non-Pharmacy Technology courses in the curriculum.

STUDENT RESPONSIBILIIES

The philosophy of the GTCC Pharmacy Technology Program states, "**under the guidance of the faculty, the student assumes responsibility for his/her own learning".** It is necessary for the student to complete reading assignments, submit written work when due, and be prepared in class discussion and

clinical conference(s). Academic success is directly tied to the participation in the above learning activities.

Specific responsibilities relating to each course will be further clarified in each course syllabus.

DRESS CODE

Students should wear appropriate clothing while on campus. As a representative of GTCC and the Pharmacy Technology Program, students attending off campus classes, events, etc. (i.e., field trips) will be required to wear slacks, dress, or skirts with at least a mid-thigh hem. Tank tops, muscle shirts, tee shirts, and shorts are not appropriate.

Students will wear designated scrubs/uniforms for all classes and labs. A white lab coat and program polo shirts with navy scrub pants are required garb for most clinical locations. Moses Cone locations will require red scrubs. Students should have a GTCC identification badge to wear to clinical rotation. Sandals and clogs are not acceptable footwear. Comfortable, conservative tennis shoes or loafers are required.

In the lab and at the clinical site, nails should not extend beyond the finger tips and must be kept free of nail polish. False nails are not acceptable as they harbor germs and bacteria. Jewelry should be kept to a minimum for lab and clinical rotation. Long hair must be kept in an up-do fashion (ie; bun, pony tail, braid etc.)

ATTENDANCE POLICY

Theory Courses with and without lab components:

Instructors state the attendance policy in the course syllabus for each course. Due to accreditation requirements this policy can vary from course to course. Please read and make sure that you understand the syllabi for all courses that you are enrolled in at GTCC.

Clinical Courses:

Clinical rotation requires a minimum number of hours in attendance to pass. This will be stated in the course syllabus.

INCLEMENT WEATHER

In the event of inclement weather, the President of GTCC will make a decision as whether to cancel or delay classes. The announcement will be made on selected area radio and television stations. If a decision is made to dismiss class during the school day, the decision will be relayed by word-of-mouth and telephone. The decision affects both on-campus classes and off-campus clinical sites. **If you are in doubt regarding your safety and feel that the weather is more inclement in your area, the decision to come to school (if GTCC is in session) is totally up to you.** But please be aware, attendance will be taken whenever school is officially in session. Inclement weather days for the calendar year are available in the academic calendar at www.gtcc.edu . Please make arrangements to be available on those dates in the event that we are required to make up classes.

COURSE BREAK POLICY

Courses:
Courses that meet for more than 90 minutes will be allowed one 10 minute break during the meeting time.

Clinical Courses:
Students will be given break time to simulate the usual pharmacy work practices. For example, in a 7:00 am to 3:00 pm clinical day, a student will have a fifteen (15) minute break and a thirty (30) minute lunch break. Breaks will be taken as to **not** interrupt the flow of the pharmacy schedule.

ACADEMIC HONESTY

The student should maintain a high degree of individual honor in their academic pursuits and neither participates in nor condones acts of academic dishonesty. Academic dishonesty is interpreted as participating or condoning acts such as cheating on an examination, giving or receiving information, copying, using unauthorized materials, as well as, downloading files from the internet with the intention of submitting those files as your work. Acts of academic dishonesty, such as cheating or plagiarism, are unacceptable in such an environment and subject to disciplinary action that may include dismissal from the College. (Student Academic Integrity Policy)

PROFESSIONALISM

The concept of professionalism in healthcare is motivated by the primary goal of providing quality service to the healthcare consumer. It is also a concept that involves a commitment to the development and maintenance of a level of knowledge, which enables the provider to utilize standards of care in the daily delivery of healthcare to the consumer.

The Pharmacy Technology Faculty is dedicated to providing students with the knowledge and back ground necessary to develop a sense of professionalism, which will extend into their career.

CONFIDENTIALITY

All patient information is to be kept confidential. Discussion of patient situations may occur during clinical conference, lab, class or the clinical setting, but use of patients' names and other identifying information outside the clinical experience is strictly prohibited.

Confidentiality is a duty owed to the patient by the healthcare provider. It is a legal right of the healthcare consumer to expect that information regarding his/her health record and treatment will not be shared with others, unless the individual provides written permission.

It is expected that students in the Pharmacy Technology Program at GTCC will work to ensure this patient right. Breach of patient confidentiality is a violation of the student conduct policy. Failure to meet this duty will result in dismissal from the Pharmacy Technology Program. (Student Code of Conduct Policy)

SUBSTANCE ABUSE

GTCC is a drug free workplace/college. Students exhibiting behaviors indicative of substance abuse are in violation of GTCC policy. (Student Code of Conduct Policy)

ELECTRONIC DEVICES

Use of electronic communication devices (i.e., cellular telephones, pagers, etc.) during class, clinic or lab is disruptive to the teaching/learning environment and is not permitted. Cellular telephones are not allowed in hospital pharmacies as they interfere with the electronic monitoring of patients.

Messages of an emergency nature should be directed to the departmental secretary or the clinical instructor in the agency.

PREGNANCY

It is expected that a pregnant student notify the Pharmacy Technology Program Director as soon as a pregnancy is confirmed for the welfare and safety of the student. Procedures will be followed in accordance with Title IX with regards to continuation and completion of the program courses.

HEALTH SERVICE

As healthcare providers, our primary professional obligation shall be service to the public and to coworkers. The patient has the right to expect quality care and your coworkers have the right to mutual respect, regardless of race, creed, color, or health status. This care/respect must be delivered in a non-judgmental manner.

As a student in the Pharmacy Technology Program, each individual will be expected to follow this philosophy. All patients/fellow students/coworkers will be treated with equal care, compassion and respect.

Students must be prepared to work with all patients/coworkers. Exceptional customer service is expected in both hospital and retail pharmacies. Customers are not only patients but coworkers and vendors as well.

INFECTION CONTROL PROGRAM

A comprehensive infection control program has been established for all health students. Students exposed to an infectious disease as a direct result of participating in the required clinical rotations, must follow the established guidelines to ensure their wellbeing and to protect the health and safety of the patient.

This course of action has been planned to satisfy the guidelines issued by OSHA (Occupational Health and Safety Administration) and to protect the safety of the student, faculty, patient, and personnel of the facility. Failure to comply will result in disciplinary action by the Pharmacy Technology Program and Guilford Technical Community College.

METHODS OF EVALUATION

The Pharmacy Technology Program utilizes the following methods of evaluation to determine course grade.

Theory Based Courses:

1. **Quizzes** (Announced and unannounced): Depending on the nature of each quiz, a determination will be made by the faculty as to whether the quiz can be made up. A missed quiz that can be made up will be scheduled individually by the Program Coordinator.

2. **Tests and Exams:** All tests and exams will be scheduled and announced. A missed test or exam can only be made up during the exam period for the semester.
3. **Outside reading, reports, and homework assignments:** These assignments will be graded and recorded as a quiz and averaged together with quizzes to count toward final course grade.

Theory Based Courses with Laboratory Component:

1. **Quizzes** (Announced and unannounced): Depending on the nature of each quiz, a determination will be made by the faculty as to whether the quiz can be made up. A missed quiz that can be made up will be scheduled individually by the Program Coordinator.
2. **Tests and Exams:** All tests and exams will be scheduled and announced. Lab practicums will be counted as individual grades that count toward the final course grade. A missed test or exam can only be made up during the exam period for the semester.
3. **Outside reading, reports, and homework assignments:** These assignments will be graded and recorded as a quiz and averaged together with quizzes to count toward final course grade.
4. **Skill competencies:** All assigned skill competencies must be demonstrated in three attempts prior to lab practicum examinations. Once the skill has been demonstrated, the student is expected to maintain the skill throughout the academic year.

Clinical Courses:

Continuing and final evaluations of the student by the instructors is used to help with the development and performance of the student during clinical course rotation. This is an important part that enables students to set goals and accomplish their objectives. Observational techniques assess behaviors such as performance of skills, work habits, attitudes, and integration of knowledge. Other tools used to determine course grade are skill set checklists, clinical diaries and instructor profile of strengths and weaknesses.

1. **Clinical performance evaluation tools:** The clinical instructor will complete evaluations (daily or weekly) with the input of the clinical preceptors. These evaluations will be used to identify strengths and weaknesses and will aid in the development of strategies to promote strengthening areas of weakness and maintaining the areas of strengths. An evaluation will be completed at mid-semester to inform the student of overall performance to that point. The final evaluation at the end of the semester will follow the mid-semester format. All of the evaluations will carry a percentage of the final clinical grade of the semester. See individual syllabi for the percentage.

2. Clinical Diaries: The student will keep a diary of all clinical experiences. This diary is to include the following information: a) student name; b) date of clinical experience; c) preceptors name; d) significant happenings; e) student level of participation; f) ways to improve performance.

The student will document all clinical experiences for each day and reflect on what was learned.

* The grade of "I" (incomplete) is only given in the case of extenuating circumstances with documentation **AND** if the student has completed at least 75% of all required coursework. If an incomplete is awarded the student will have a prescribed time frame in which to complete all assignments or clinic hours that were missed.

GRADUATION REQUIREMENTS

In order to graduate from the Pharmacy Technology Program and Guilford Technical Community College, a student must have a 2.0 quality point average and have met all the curriculum requirements.

ACADEMIC SUSPENSION/APPEALS POLICY

Academic success at GTCC is important. To remain in good standing and graduate, a student must have a cumulative program grade point average (GPA) of 2.0 or higher. Therefore, at the end of each term, the college reviews the cumulative program grade point average (GPA) achieved by each student enrolled in six or more credits. Pre-Curriculum education courses are not included in the attempted credit hours. If a student's cumulative program GPA is below 2.0, the student receives a notification of academic status. A student's cumulative program GPA can be located by logging into the student's WebAdvisor account and clicking on program evaluation under the Academic Profile category. The following statuses may be assigned:

*Students receiving veterans' benefits through the Department of Veterans Affairs must maintain a 2.0 grade point average (GPA). Students whose GPA falls below 2.0 will be placed on Academic Probation. If the GPA remains below a 2.0 after the second semester of study, the student will be placed on Academic Suspension from Veteran's Benefits until the required 2.0 GPA is achieved.

- The respective Program Director or Program Coordinator in the limited enrollment health programs will notify the appropriate Division Chair of student who are academically suspended each semester.
- The appropriate Division Chair will send a letter of suspension
- Once students have received a letter of suspension from the Health Program, they may appeal by following the Student Grievance Policy for an academic grade-related appeal as stated below.

A student may appeal a final grade for the following reasons:

1) Inconsistency between what is written in the syllabus and what is practiced in the classroom
2) A grade miscalculation
3) Errors in the final exam if a change in final exam grade would cause a change in the course grade
4) Inconsistent classroom practices
A student may not appeal a final grade based on:
1) Disagreements with teaching methodologies
2) Attendance policies
3) Documented grade weighting methods

NOTE: While a grade is being appealed, a student is obligated to abide by the written division/department policies concerning continuation in the program or in courses with prerequisites.

c. Any student who contests a course grade must first attempt to resolve the matter informally with the faculty member who assigned the grade. Failing to reach a resolution with the faculty member, the student may appeal the course grade in accordance with the formal procedure outlined below.

1) The student must complete and submit the Student Grievance Grade Related Appeal Form to the department chair/coordinator where the contested grade was awarded. This written appeal must be filed within 15 working days of the beginning date of the subsequent term and cannot be appealed beyond this period (See Section 3,

"Timeliness"). The written appeal will become the document of record.

2) When the department chair/coordinator reviews the case and renders a decision, s/he will communicate that decision in writing to the student and the faculty member.

3) If the issue is not resolved, the student may appeal to the division chair where the contested course grade was awarded.

4) Using the Student Grievance Grade Related Appeal Form and other supporting documents submitted by the department chair/coordinator, the division chair will confer with the student and the faculty member to seek resolution. Based on these discussions the division chair will render a decision.

5) When the division chair renders a decision, s/he will communicate that decision in writing to the student, the faculty member, and the department chair/coordinator.

6) Failing resolution, the student may contact the Associate Vice President of Instruction (AVPI) for an appointment. The AVPI will request all documentation, including the Student Grievance Grade Appeal Form from the division chair prior to meeting with the student. The AVPI will confer with the student, faculty member, department chair/coordinator, and the division chair. Based on these discussions, the AVPI will render a decision.

7) When the AVPI renders a decision, s/he will communicate that decision in writing to the student, the faculty member, the department chair/coordinator, and the division chair.

8) If the conference with the AVPI does not resolve the matter, then the student may request a review by the Vice President of Instruction (VPI) The VPI will request all documentation, including the Student Grievance Grade Appeal Form and all subsequent documentation prior to meeting with the student. The VPI will confer with the student, faculty member, department chair/coordinator, the division chair, and the AVPI. Based on these discussions, the VPI will either render a decision in writing or if appropriate convene the Grade Appeal Committee. The decision of the VPI regarding the status of the grade appeal is final.

9) If the VPI determines that further evaluation of the student's work is warranted, the VPI will convene a Grade Appeal Committee. This committee will consist of the convening administrator, four faculty members and one student government representative. The Faculty Association will appoint one faculty member; the college will assign three faculty members from the curriculum committee; and the Student Government Association President will assign a student member. The student and faculty member who assigned the grade will be present at the meeting. The student may bring one guest as an observer. The student and faculty member will be given an opportunity to address the committee and to answer questions. The Grade Appeal Committee will move into closed session to deliberate and make a decision on the appeal. The committee's decision will be final. The VPI will communicate the committee's decision in writing to the student, the faculty member who assigned the grade, department chair/coordinator, division chair, and the AVPI.

10) Upon resolution of the grievance, all records related to the grievance will be forwarded to the appropriate Vice President's office for retention and tracking. A confidential log will be maintained. Informal grievances will not be documented in the log.

CLASS RULES

1. No eating or drinking in sterile lab.
2. For testing purposes, black ink is to be used, except with mathematics and bubble sheets (#2 pencils).
3. All assignments are to be turned in on straight edged paper. If the assignment requires more than one sheet, the sheets are to be bound with a staple.
4. Voice recording is allowed, if it is not disruptive to the class.
5. No visitors or children allowed in class/lab/clinic.
6. Sterile lab kits are to be used only in lab and at home. Please refrain from using the contents of the kits in public and outside of class on campus.
7. No jewelry is to be worn in the sterile lab.
8. Uniform must be worn at all times; green pharmacy tech t-shirt and navy scrub pants during class/lab.
9. If you are going to be late or absent please notify your instructor via email **PRIOR** to the start of class.
10. Please read cell phone policy prior to class. Cell phones may **NOT** be used as calculators. We have calculators available if you need one.

These rules can be subject to change at any time during the program.

Netiquette Expectations

- All forms of correspondence to both the instructor and your classmates must abide by the GTCC Student Code of Conduct.
- You are in an online classroom with a variety of backgrounds and experiences. At least once during your studies here, you will encounter someone who has an opinion that is not yours. Discussions should focus on the topic, not the person.
- All correspondence should be in full sentences and free from slang or IM speak.
- Please avoid ALL CAPS and a variety of colors on your discussion board postings. Caps and many colors make your content difficult to read. If I can't read it, I can't grade it.
- You cannot use your access to your classmate's email as a way to deliver commercial correspondence and political endorsement information.

Criminal Background Check and Drug Testing for Clinic Rotations

The GTCC Policy has been updated and is listed below.

IV-1.1.9 Health Program Student Screening Requirements and Appeal Process

Guilford Technical Community College, Division of Health Sciences, will admit and allow students to progress and participate in a clinical experience only if eligibility requirements are met and demonstrated. Eligibility requirements may include, but are not limited to, an acceptable criminal background check, acceptable Office of the Inspector General (OIG) review, and negative drug screen from an approved National Institute of Drug Abuse (NIDA) approved laboratory. Students have the right to appeal the program's decision to terminate the student's participation in the program based on the results of the criminal background check, OIG review, and drug screening.

Procedure

1. Procedures for screening are as follows:
   a. Students are encouraged to resolve any personal issues involving criminal background or drug history that may impact progression to graduation, certification, licensure, or future employment prior to application to the program of study.
   b. Once accepted into a program, the student will receive written instructions regarding the content of the required the screenings and how they are to be completed.
   c. The process will be conducted by a company selected by the College.
   d. Results are verified and made available directly by the company to the contact person at the clinical facility for review no less than 10 days prior to the scheduled arrival of the student.
   e. The clinical facility is authorized to review the results of criminal background/OIG review and drug screening. Sites will accept or reject a student for clinical assignment, based on interpretation of these results, in accordance with their institutional policies.
   f. Certain findings, as evidenced by the criminal background check/OIG review, may disqualify a student from clinical participation. A positive drug screen, or evidence of specimen tampering, will also disqualify a student from clinical participation. The inability of a student to participate in a clinical assignment will result in dismissal from the program of study.
   g. The clinical facility will notify the appropriate Program Director/Department Chair of student(s) with any findings that would preclude the assignment of the student in their setting.
   h. The Program Director/Department Chair will confirm the process of the review with the facility to ensure that no error was made. The Program Director/Department Chair will at no time be privy to the actual summary of results for the criminal background check, OIG review, or drug screen.
   i. A student may elect to contest the findings. The Program Director/Department Chair will inform the student of the procedure for appeal provided below.
   j. The student shall be allowed to attend campus-based didactic and laboratory classes while attempts to resolve concerns pertaining to criminal background checks/OIG review and drug screening are in progress. The process should be conducted as expeditiously as possible, to minimize the loss of clinical time, should a successful resolution be possible. Records of attempts at resolution will be documented and maintained in a confidential manner by the Program Director/Department Chair.

2. Procedures for appeal are as follows:
   a. For contesting criminal background checks/OIG reviews
      1) The student should be encouraged to first discuss the matter with the clinical site designee responsible for reviewing the results of the criminal background check.
      2) If the matter remains unresolved, the student should then pursue further discussion with the Director of Human Resources at the assigned site.
      3) If rejection by the initial clinical site remains in effect, the student should report such to the Program Director/Department Chair. The student will not be required to disclose the nature of the violation.
      4) The Program Director/Department Chair will make a second attempt to place the student at another clinical site. The Program Director/Department Chair will relay only that a student has been rejected from a previous clinical site when requesting consideration of assignment at a subsequent site.
      5) If the student is unable to be placed at a clinical site, the student will be terminated from the program, with appropriate written notice.
   b. For contesting drug screening results
      1) The student must provide a legal prescription in their name if the drug screening report is positive for one or more of the drugs on the panel. If this information was not provided at the

initial request of the Medical Review Officer, the student will have an additional opportunity to provide it to the Program Director/Department Chair.

2) Retesting with a second sample will be allowed only if the testing laboratory indicates that there was an error in collection or testing not related to the student.

3) The student may request confirmation of a positive result by a different laboratory. The student must initiate this process through discussion with the medical review officer upon notification of a positive test result. The student must indicate which NIDA approved laboratory will be providing the second opinion, and is responsible for all associated costs. The medical review officer will contact the laboratory performing the initial test and request transfer of the specimen. The student will have 72 hours from the medical review officer's initial contact to provide all necessary information, execute all required documents, and make all arrangements for payment in order to obtain the second opinion. The second opinion results will be forwarded directly by the laboratory to the medical review officer.

4) If the original result is upheld, the student will be terminated from the program, with appropriate written notice. If a positive result is not confirmed, an amended drug screening report will be provided and the student will be cleared for clinical placement.

GTCC

Guilford Technical Community College

Pharmacy Technician Essential Functions

To assist in making a decision about pursuit of the Pharmacy Technology Program, the following is a general overview of the physical requirements, working conditions and job duties of a Pharmacy Technician.

Pharmacy Technicians

Pharmacy Technicians assist in drug preparation, drug storage, drug distribution, drug inventory and required record keeping under the supervision of a Pharmacist. Pharmacy Technicians will have extensive communication with patients, family members, physicians, co-workers, and other healthcare staff throughout their day to day duties. Successful Pharmacy Technicians are alert, observant, organized and responsible. They must have a strong attention to detail, as details are sometimes a matter of life and death.

Pharmacy Technicians may work in hospitals, community or retail pharmacies. They may be required to work shifts to provide 24-hour coverage, including early morning, day, evening and night shifts. Shifts may be 8, 10 or 12 hours in length. Pharmacy Technicians must be able to tolerate physical standing orders and continue to function effectively and compassionately with the sick and injured. Technicians must be able to work despite constant distractions from telephone calls from patients, physicians, health care professionals and other interruptions. Most hospital and retail pharmacies will require the employee to be a Certified Pharmacy Technicians.

Pharmacy Technicians are expected to have the ability to:
- Regularly talk and hear (frequently via telephone)
- Close vision (clear at 20 inches or less), distance vision (clear at 20 feet or more), depth perception (three dimensional vision, ability to judge distances and spatial relationships), color vision (ability to identify and distinguish colors)
- Regularly use hands and fingers to handle and feel
- Regularly stand (up to 4 hours at a time or up to 6 hours or more per shift) and walk
- Regularly communicate via speech, reading and writing
- Regularly use high degree of hand-eye coordination to manipulate pharmaceutical equipment while simultaneously inputting data into a machine
- Frequently lift up to 10 pounds, occasionally lift and/or move up to 50 pounds, ability to push rolling carts weighing 300 pounds
- Frequently reach above shoulder level and reach with hands and arms
- Occasionally bend, stoop, kneel, balance, climb (step ladders)

Source: www.ptcb.org and local job descriptions

Pharmacy Technician Essential Functions

By signing below, I acknowledge I have read the above information and understand the general physical requirements, working conditions and job duties typically associated with Pharmacy Technicians. I understand that this information is general in nature and actual conditions and job duties may vary.

Print Name: _____

Signature: _____

 Date: _____

Pharmacy Technology Program Tuition, Fees and Books/Supplies as of January 2017

AAS Degree Program	In State Tuition	Out Of State Tuition	Student Activity Fee	Campus Access, Parking and Security Fee	Computer Use and Technology Fee	Student Accident Insurance Fee	Malpractice Insurance	Books	Total
Semester 1	$1152	$4224	$26.25	$50	$16	$3.60	$17/year	$400	$1665 in state $4800 out of state
Semester 2	$1152	$4224	$26.25	$50	$16	$3.60		$400	$1650 in state $4780 out of state
Semester 3	$1152	$4224	$26.25	$50	$16	$3.60	$17/year	$275	$1540 in state $4675 out of state
Semester 4	$1152	$4224	$26.25	$50	$16	$3.60		$180	$1430 in state $4560 out of state
Diploma Program									
Semester 1	$1152	$4224	$26.25	$50	$16	$3.60	$17/year	$400	$1665 in state $4800 out of state
Semester 2	$1152	$4224	$26.25	$50	$16	$3.60		$400	$1650 in state $4780 out of state

The Criminal Background Check and Drug Testing is an estimated fee of $85 (subject to change) payable at the time the Criminal Background check is performed.

These fees are based on a fulltime student that needs to take all classes in the curriculum. Book/supply prices and fees are subject to change.

Total cost for an individual obtaining the AAS in Pharmacy Technology is estimated at @$6300 for a fulltime in state student.

Total cost for an individual obtaining the Diploma in Pharmacy Technology is estimated at @ $3315 for a fulltime in state student.

Pharmacy Technician Certification Board (PTCB)

Apply for Certification

Eligibility

To achieve PTCB Certification, candidates must satisfy the following eligibility requirements:

- High school diploma or equivalent educational diploma (e.g., a GED or foreign diploma).
- Full disclosure of all criminal and State Board of Pharmacy registration or licensure actions.
- Compliance with all applicable PTCB Certification policies.
- Passing score on the Pharmacy Technician Certification Exam (PTCE).

A candidate may be disqualified for PTCB Certification upon the disclosure or discovery of:

- Criminal conduct involving the candidate;
- State Board of Pharmacy registration or licensure action involving the candidate;
- Violation of a PTCB Certification policy, including but not limited to the Code of Conduct.

PTCB reserves the right to investigate criminal background, verify candidate eligibility and deny certification to any individual.

Once certified, CPhTs must report any felony conviction, drug or pharmacy-related violations, or State Board of Pharmacy action taken against their license or registration at the occurrence and at the time of recertification, to PTCB for review. Disqualification determinations are made on a case-by-case basis.

Apply

Candidates apply for certification online. The cost to apply for certification and take the Pharmacy Technician Certification Exam (PTCE) is $129. Candidates and CPhTs who misrepresent their eligibility, or violate PTCB's policies, may be subject to discipline. Candidates who successfully apply will be authorized to schedule an exam appointment.

Testing Accommodations

Candidates who require testing accommodations must request special accommodations during the application process. Accommodations that are reasonable and consistent with the Americans with Disabilities Act (ADA) will be provided by PTCB at no additional cost to candidates. Candidates who need to bring medical equipment into the testing room need to request an accommodation if the item is not on the list of allowed items.

Non-Discrimination

PTCB does not discriminate against any individual because of race, gender, age, religion, sexual orientation, disability, veteran status, or national origin in administering its certification policies. PTCB endorses the principles of equal opportunity.

Program Changes

Certification

The 2020 PTCB requirement that each new candidate for certification complete an ASHP/ACPE-accredited pharmacy technician education program to take the Pharmacy Technician Certification Exam has been suspended pending further discussion and research. This requirement may still be implemented at a later date.

Recertification Instructions

To qualify for PTCB recertification, each Certified Pharmacy Technician (CPhT) must complete:

- One hour of patient safety CE beginning in 2014
- Twenty hours of _pharmacy technician-specific_ CE beginning in 2015

The number of CE hours accepted will be modified for those earned:

- Via college/university coursework—from 15 to 10 hours beginning in 2016
- Through in-services —from 10 to 5 hours starting in 2015, and from 5 to 0 in 2018

For further information regarding the history and implementation plans for these changes, please refer to this Background Document.

Pharmacy Technician Certification Board (PTCB)

Career Outlook

Role in the Pharmacy

Pharmacy technicians help licensed pharmacists prepare prescription medications, provide customer service, and perform administrative duties within a variety of practice settings, including community, health-system, and federal pharmacy. They are generally responsible for receiving prescription requests, counting tablets, labeling bottles, maintaining patient profiles, preparing insurance claim forms, and performing administrative functions such as answering phones, stocking shelves, and operating cash registers.

Certification

Certification is the process by which a non-governmental association or agency grants recognition to an individual who has met predetermined qualifications specified by that association or agency. The PTCE is recognized in all 50 states even though regulations to work as a pharmacy technician vary from state to state. Contact your State Board of Pharmacy for more information. The National Association of Boards of Pharmacy is an additional resource.

Wages

Pharmacy technician wages are often dependent on experience, qualifications, work environment, geographic location and employer. According to the Bureau of Labor and Statistics (BLS) Occupational Outlook Handbook 2015 Edition, the median* hourly wage of pharmacy technicians in May 2015 was $14.62 per hour, and the annual median pay was $30,410. According to BLS, the lowest 10 percent earned less than $20,950, and the highest 10 percent earned more than $45,030. In May 2015, the median annual wages for pharmacy technicians in the top industries in which they worked were as follows:

General medical and surgical hospitals; private	$35,280
Other general merchandise stores	29,750
Department stores	29,220
Grocery stores	28,730
Pharmacies and drug stores	28,360

Most pharmacy technicians work full time, according to BLS. Pharmacies may be open at all hours. Therefore, pharmacy technicians may have to work nights or weekends.

Job Outlook

According to the Bureau of Labor and Statistics (BLS), employment of pharmacy technicians is expected to increase by 9% from 2014 to 2024. The BLS also suggests that pharmacy technicians with formal education or training, previous work experience, and national certification will be specifically sought after to meet these demands.

Employment Resources

The American Association of Pharmacy Technicians (AAPT) and the National Association of Pharmacy Technicians (NPTA) have developed free Career Centers to assist pharmacy technicians in their job search. The Career Centers are available to both job seekers and employers.

Research

Results from a Pharmacy Technician Certification Board (PTCB) sponsored survey found that lead pharmacists perceive pharmacy technician certification as an essential component in reducing medication errors, ensuring patient safety, and increasing positive health outcomes. The results, summarized by researcher Shane Desselle, R.Ph, PhD, FAPhA, Associate Dean for Tulsa Programs, Chair, and Professor of the Department of Pharmacy: Clinical and Administrative Sciences at University of Oklahoma College of Pharmacy, reflect data from 609 valid responses to a survey of more than 3,200 pharmacists serving in a variety of practice settings across the United States. The study is published in the Journal of Pharmacy Technology.

Additional Resources:

- PTCB Career Resource Guide
- BLS Occupational Handbook 2015
- ASHP Pharmacy Technician Information Center
- AAPT Career Center
- NPTA Career Center

Student Program Worksheet Pharmacy Technology

Student Name		Semester	
Courses	**Date Registered**	**Date Completed/Sub**	**Grade**
Fall I			
ENG111			
PHM110			
PHM111			
PHM115			
PHM115A			
PHM120			
MAT Elective			
Spring I			
PHM118			
PHM125			
PHM136			
PHM140			
PHM165			
Applying for AAS Degree	**YES**	**NO**	
Completed Diploma			
AAS Year			
Fall II			
COM120			
PHM112			
PHM150			
PHM160			
HUM/Fine Arts Elect			
Spring II			
PHM138			
PHM155			
PSY150			
Completed AAS Degree			

CAREER SERVICES AVAILABLE!

Inside the Student Success Center - Medlin Campus Center, Room 201

FREE Career Services Include:

- FREE Career Testing (Helps students choose majors/career paths)

- One-On-One, Confidential Career Advising

- Exploring In-Demand Occupations and Salary Trends

- Campus-Wide & Program Specific Job Fairs

- Choosing a Relevant, In-Demand College Major

- Creating/Editing Resumes and Cover Letters

- Mock Interviewing and Job Searching Tips

- FREE Internet Access to Job Search Websites and Tools

To Setup an Appointment, Please Email:

- Email: careerservices@gtcc.edu (Career Services)

- Email: studentsuccesscenter@gtcc.edu (Academic Advising)

BASIC REQUIREMENTS FOR REGISTRATION AS A PHARMACY TECHNICIAN IN NORTH CAROLINA

North Carolina Board of Pharmacy states:

In order to become registered as a technician in North Carolina the law requires that an applicant shall present to the Board of Pharmacy satisfactory evidence that the applicant:

1. Holds a high school diploma or equivalent or is currently enrolled in a program that awards a high-school diploma;
2. Is employed by a pharmacy holding a valid in-state pharmacy permit;
3. Completes a training program approved by the supervising pharmacist-manager that includes: pharmacy terminology, pharmacy calculations, dispensing systems and labeling requirements, pharmacy laws and regulations, record keeping and documentation, and the proper handling and storage of medications.

OR
1. Holds a current pharmacy technician certification issued by the Pharmacy Technician Certification Board ("PTCB")

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TECHNICIAN TRAINING

The training program required for technicians shall be provided by the supervising pharmacy manager. The requirements of the training program may differ depending upon the type of employment. The pharmacist-manager shall consider prior training including, specifically, a registrant's holding a military occupational specialty of pharmacy technician.

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Registration Fee: $30.00   **Annual Renewal Fee: $30.00**