



Wayne County Community College District

**Northwest Campus
8200 West Outer Drive
Detroit MI, 48219**

Pharmacy Technology Student Handbook

Student Name: _____

WELCOME,

On behalf of the administration, faculty and staff, I want to welcome you to the Health Sciences Division of Wayne County Community College District and to the Pharmacy Technology Program. You have chosen a challenging and rewarding career. The Pharmacy Technology program is a limited enrollment Allied Health program leading to either a Certificate or Associate degree in Applied Science with a major in Pharmacy Technology.

Upon completion of the pharmacy technician program, graduates may sit for the NHA (National Healthcareer Association) or PTCE (Pharmacy Technician Certification Exam) which is offered in multiple locations. Upon passing the exam, you will be known as a Certified Pharmacy Technician and may use the initials CPhT after your name. You will then be able to apply for licensure as a Pharmacy Technician through the state of MI. The exam is a national exam and is recognized by pharmacists and health care professionals across the United States. Students with felony convictions are not allowed to sit for the national exam or apply for licensure.

The material in this manual is in addition to what is printed in the College catalog and the Health Sciences supplement to the catalog. The Wayne County Community College District catalog and supplement are official college publications, and it is recommended that each student read them.

I am available to you for advice regarding any aspects of the program. I welcome your interest and comments. Again, welcome, and thank you for choosing Wayne County Community College District.

Sincerely,

Sandirria L. Harris

Snadirria L. Harris, B.S., CPhT
Dean of Pharmacy Technology
Wayne County Community College District
Northwest Campus
8200 West Outer Drive
Detroit, MI 48219
(313) 943-4010 ext.4516
Sharris2@wcccd.edu

Introduction

The Pharmacy Technology Program is an accelerated Pharmacy Technician Program which will provide YOU with the KNOWLEDGE to function and succeed as an entry level Pharmacy Technician. Students who pass this program with the grade of “C” or better will be eligible for a Wayne County Community College Certificate and be able to take the Certified Pharmacy Technician Exam.

WCCCD Mission

WCCCD’s mission is to empower individuals, businesses and communities to achieve their goals through excellent accessible services, culturally diverse experiences and globally competitive higher education and career advancement programs.

Pharmacy Technician Program MISSION/PURPOSE

The faculty and staff of the Pharmacy Technician Training Program accepts and adheres to the mission as stated in the Wayne County Community College District’s Catalog. The mission/purpose of the Pharmacy Technician Training Program is to provide a comprehensive education designed to train students to function in all pharmaceutical care areas in a culturally diverse environment. Upon successful completion of study, graduates are awarded a certificate of completion.

Philosophy Statement

The philosophy of the Pharmacy Technician Training Program is consistent with the Mission of WAYNE COUNTY COMMUNITY COLLEGE a college dedicated to providing the highest Quality education, and training to provide compassionate care to serve the needs of the community. Education and training is a critical component in producing pharmacy technicians

PROGRAM GOAL AND OBJECTIVES

Program Goals

- To teach students the policies and procedures governing hospital, retail and industrial pharmacy, to function and perform routine technical and clerical duties as a certified and licensed Pharmacy Technician.

Program Outcomes

- Students will be able to demonstrate and apply knowledge of scientific concepts of anatomy, physiology and pharmacology as a pharmacy technician.
- Students must pass coursework with a score of 80% (C) or higher in order to be placed at clinical sites. (Refer to grading scale)
- Perform accurate mathematical calculations necessary for the preparation and dispensing of a pharmaceutical product.

- Effectively use computer software and technology, relevant to the pharmacy professional, to gather data, produce documents and process orders.
- Effective use of written, oral and interpersonal communication skills when interacting with a diverse population of healthcare professionals and patients.
- Understand, articulate and adhere to all ethical standards, moral and legal practices governing the profession.
- The student may choose to take the national certification exam given by the Pharmacy Technician Certification Board (PTCE) or the National Healthcareer Association (ExCPT).

College Certificate Goals

- To provide students a foundation into the policies and procedures governing pharmacies, to function and perform routine technical and clerical duties as a Pharmacy Technician.

College Certificate Outcomes

- Students will proficiently pass coursework with a score of 80% or higher in order to be placed at clinical sites.
- Perform accurate mathematical calculations necessary for the preparation and dispensing of a pharmaceutical product.
- Effectively use computer software and technology, relevant to the pharmacy profession, to gather data, produce documents and process orders.
- Effective use of written, oral and interpersonal communication skills when interacting with a diverse population of healthcare professionals and patients.

SPECIFIC PROGRAM REQUIREMENTS

Entry Point to Professional Courses:

Admission Requirements: Admission is competitive and based on academic performance, test scores and personal interviews. A limited number of students are admitted to the program each semester. Applications and other required information must be submitted prior to the start of class. Formal admission status must be achieved prior to enrollment. To be admitted into the Pharmacy Technology Program, students must complete the following:

- Fulfill all WCCCD admission requirements.
- Possess a high school diploma or GED.
- Declare program intent on the WCCCD admission application or change program intent in the campus admissions office.
- Complete the Pharmacy Technician Admission application and turn in the application to the Program Director by the due date.
- Fulfill course placement requirements based on the ACCUPLACER Test.
- Submit two letters of reference
- Show proof of updated vaccines and TB test (Mantoux) - must be within one year from when the clinical experience ends
- Meet with the Pharmacy Technology Program Director.
- Fulfill either of the following prerequisites:

Pass Pharmacy Technician Assessment Test (PTAT) with a score of 85% or higher

–OR–

Pass PHT 100 with a grade of “B” or better.

- Successfully complete a criminal background check. (Source will be specified).
- Successfully pass a drug-screening exam. (Source will be specified).

CRIMINAL HISTORY BACKGROUND CHECK

The Michigan Department of Community Health is responsible for the implementation of Act 303 of Public Acts of 2002-2006, which applies, to every nursing home, county medical facility, hospital long-term care unit, home for aged, and any type of facility that serves vulnerable children and adults in Michigan. These facilities may not employ, independently contract with or grant clinical privileges to an individual who will regularly provide direct services to residents unless the facility first obtains and reviews the applicant’s criminal history information for compliance with the law. Therefore, each WCCCD health services program and fieldwork applicant must consent to the criminal history check.

In addition to the Michigan Department of Community Health Act 303, the Joint Commission on Accreditation of Healthcare Organizations standards effective 10/16/00 requires criminal background checks on all personnel providing direct service to patients. This standard includes Contracted Personnel.

Because faculty and students in Wayne County Community College District’s health sciences programs are required to complete clinical rotations in these health care facilities, they are required to comply with this Michigan legislation and Joint Commission standard.

Students will be provided with information to complete their background check at www.castlebranch.com. Program Dean will be able to access the results online.

Any questions related to Wayne County Community College District’s Criminal History Check procedure or to a criminal background report should be referred to the college’s attorney in the District Office Building.

Drug Testing

Due to the fact that students will be expected to prepare a wide variety of medications, students must submit a drug screen prior to enrollment in the course. These drugs screens must be acquired at the testing agency to be determined by WCCCD Pharmacy Technology Program. The cost incurred from the testing process will be the responsibility of the student. Students who refuse or fail the drug screen will not be allowed into clinical and will not receive their certificate of completion. WCCCD reserves the right of random drug screening for enrolled students.

Health Information

Students must have the following Health requirements and information prior to starting class:

- TB test (Mantoux), must be within one year from when the clinical experience ends

- We do not do general health history and current medications prior to start of program
- Other health screening, vaccinations, or blood work required for specific clinical sites must be done before placement (Flu shots, Hep B shots, MMR, COVID-19)

GPA Requirements for Continuation in Professional Courses:

Degree Requirements***NOTE*** Students must complete all course work with a grade of “C” or better to meet graduation requirements.

Pharmacy Technology: College Certificate Recommended Sequence of Courses

PREREQUISITE COURSE

PHT 100 Introduction to Pharmacy Technology	3
PREREQUISITE TOTAL	3

CR. No. SEMESTER 1	COURSE TITLE	CREDITS
PHT 105	Orientation to Pharmacy Technology	5
PHT 115	Pharmaceutical Interpretations and Calculations.....	5
SEMESTER TOTAL		10

SEMESTER 2

PHT 120	Drug Distribution Systems and Pharmacology ...	5
PHT 135	Pharmacy Practice Settings	5
SEMESTER TOTAL		10

SEMESTER 3

PHT 155	Pharmacy Technology Practicum	7
PHT 220	Pharmacy Capstone Course..	5
SEMESTER TOTAL		12

CERTIFICATE TOTAL (Note: total hours may not include prerequisites) **35**

Pharmacy Technology: Associate of Applied Science Degree Recommended Sequence of Courses

PREREQUISITE COURSES

PHT 100	Introduction to Pharmacy Technology	3
BIO 155	Introductory Biology	4
ENG 119	English I	3
PS 101	American Government	3
BUS 225	Computer Applications in Business	3
PREREQUISITE TOTAL		16

CR. No. SEMESTER 1	COURSE TITLE	CREDITS
PHT 105	Orientation to Pharmacy Technology	5
PHT 115	Pharmaceutical Interpretations and Calculations	5
BIO 240	Human Anatomy & Physiology I	4
SEMESTER TOTAL		14
 SEMESTER 2		
PHT 120	Drug Distribution Systems and Pharmacology	5
PHT 135	Pharmacy Practice Settings	5
BIO 250	Human Anatomy & Physiology II	4
SEMESTER TOTAL		14
 SEMESTER 3		
PHT 155	Pharmacy Technology Practicum	7
PHT 220	Pharmacy Capstone Course . . .	5
BIO 295	Microbiology	4
SEMESTER TOTAL		16
 SEMESTER 4		
CHM 136	General Chemistry I	4
MAT 155	College Algebra	4
ECO 101	Principles of Economics I	3
PHL 211	Introduction to Logic	3
SEMESTER TOTAL		14
 SEMESTER 5		
BIO 252	Pathophysiology	4
CHM 145	General Chemistry II	4
MAT 156	Trigonometry	4
ENG 120	English II	3
—OR—		
ENG 270	Professional & Technical Report Writing	3
SEMESTER TOTAL		15
ASSOCIATE DEGREE TOTAL		89

Note: Program total hours may not include prerequisites.

TECHNICAL STANDARDS:

Technical standards refer to all nonacademic admission criteria that are essential to participation in the program.

The following standards have been determined as desirable in order to successfully complete the program and to gain employment as a pharmacy technician.

FUNCTIONAL ABILITY

TECHNICAL STANDARD

- | | |
|---------------------|--|
| 1. Vision | The student needs to be able to read a typewritten page. |
| 2. Hearing | The student needs to be able to hear verbal messages on the phone. |
| 3. Manual Dexterity | The student needs to be able to stand for long periods of time, bend, stoop, and use standard pharmacy equipment and supplies. |

Code of Ethics for Pharmacy Technicians

(Based on and is an extension of ethical standards that guide pharmacists in delivery of their services: CODE OF ETHICS. American Pharmaceutical Association, 1994)

Preamble

These principles are based on the application and support of the moral obligations that guide pharmacists and the profession in relationships with patients, health professionals and society.

- A pharmacy technician respects and supports the relationship of trust between the patient and pharmacist.
- A pharmacy technician supports pharmacists in providing for the patient in a caring, compassionate and confidential manner.
- A pharmacy technician supports pharmacists in the respect of individuality and dignity of each patient
- A pharmacy technician supports and promotes honesty and integrity in the profession.
- A pharmacy technician maintains competence in their practice.
- A pharmacy technician respects and values the abilities of pharmacists, colleagues and other health professionals.
- A pharmacy technician, in support of pharmacists, serves the needs of the individual, community and society.
- A pharmacy technician supports pharmacists in an efficient and judicious distribution of health resources.

Responsibilities and Rights

Students of the Pharmacy Technician Technology Program have a responsibility to devote their time and energy to their education. Success in this program requires a strong commitment to study and learning. In order to be successful students must be ready to;

- Study outside of class an hour for every hour in class.
- Attend class on time, prepared and willing to be attentive and participate.
- Work well with others in class and at clinical sites.
- Purchase all required textbooks and workbooks at the beginning of the semester.
- Purchase all supplies and/or equipment required for your program.
- Have all clinical and/or health paperwork (when applicable) turned in on time to the designated Program representative.
- Be willing to arrange your personal time for class and clinical experiences.
- Be willing to develop verbal and written communication skills, critical thinking, application and program solving skills.
- Be responsible for replacement costs should the equipment be deemed to be maliciously damaged.
- Communicate to the instructor at the beginning of the semester any need for assistance during the class. Student will follow the current college policy, including supplying any supporting documentation.
- Follow all reasonable requests from WCCCD Staff, Instructors, and or WCCCD Clinical site employee.

Integrity

As a Pharmacy Technician, the public reveres you and expects high standards such as being of honest and of high moral character. You will find yourself in situations during your training and when you become a Pharmacy Technician that require you to help care for sick, injured and vulnerable people who are relying on you to help them. WCCCD Pharmacy Technician Program expects the same high standards and character of the students during their training programs. Any student, who is deemed, as not conducting themselves to these standards during the program either in class or clinical will be dismissed from the Pharmacy Technology Program and possibly the College.

Behavior Evaluation

Students will be evaluated throughout the program on their behavior. Two formal evaluations will be done prior to students entering PHT 155. Any unfavorable evaluation may result in the student being placed on program probation. (See attached evaluation.)

Personal Appearance

- a. Students will be neat, clean and well groomed.
- b. No perfumes, colognes, or scented soaps may be worn. Scent free includes being free of tobacco products, e-cigarettes, and nicotine (excluding patches and gum) on the clothing and person.
- c. Uniform and appearance for students as requested by clinical facilities and Advisory Committee
 - Business causal or approved scrub colors, no denim pants are allowed.
 - Foundation garments must be worn and adequate.
 - Name pin consisting of the laminated school picture I.D. will be worn on the left or right side of chest with an appropriate clip, or by Program Dean approved lanyard worn in the midline of the torso above the waist.
 - Jewelry must not be worn, except a wedding band if permitted by site.
 - Hair will be neat and clean. Hair should not fall into your eyes or face
 - Personal hygiene: students are to be clean and well groomed. Male students will have to shave every day or have a neat, well-trimmed beard or mustache.
 - Any visible tattoos must be covered during clinical experiences.
 - Uniform and garments should be clean, scent free and without wrinkles.
- d. Failure to dress in proper uniform will result in the student being sent home and counted absent for the full time missed.
- e. Clinical Rotation facilities may require compliance with institutional uniform policies. If the student does not meet institutional policies, the facility may request the student be sent home.

Student Service Learning Project

Students will be required to work 24 hours on a student service-learning project prior to entering PHT 155. The requirements for this project are that the student must have interaction with the public in a service role (i.e., volunteer at health fair or college event). Student will be evaluated on their professional behavior during this event. Any unfavorable evaluation may result in the student being placed on probation.

Remediation Plan

Please refer to the plan on page 26-28.

Students Concerns/Complaints/Incidents

Students have the right to be treated equally without regard to race, color, sex, age, religion, national origin or marital status. Students have the right to be heard when they have a complaint, suggestion, question or situation that needs to be made clear. Students have the right to safe learning conditions.

The Pharmacy Technology Program student is encouraged to first discuss any concerns with their instructor. If the issue is unresolved, the student should discuss the issue with appropriate Program Dean.

The student's concern will be recorded in writing and the Program Dean will assist in the resolution of the concern. The Program Dean will respond to the student's concern in writing. Any student who is not satisfied with the results or outcome at any stage in the process is welcome to contact the appropriate Campus Administrator.

Mandatory Meeting

All students are required to meet with the Pharmacy Program Dean at the end of 1st semester while enrolled in Pharmacy Technology Program. This is an opportunity to discuss the student's standing in the program, review the student's plan of work and complete mandatory paperwork. Students who fail to meet with the Program Dean at the mid-point of the semester will not be allowed to enroll in next semester courses until the meeting has been completed. Students may schedule an appointment by contacting the Program Dean at: _____

Assessment

Plan of work

After being accepted into the Pharmacy Technology Program, the student will meet with the Program Dean to review the student's application and receive a plan of work according to the student long-term educational goals. This plan of work will be reviewed at the beginning of the second semester.

Program Assessment and Evaluations

- a. 25% of Contact Hours or one quarter through program
 - i. Students will review their grades and practical skill record sheet with the instructor. Instructors will communicate in writing to the Program Dean, any students that fall below the minimum academic performance levels.
- b. 50% of Contact Hours or Midway through Program
 - ii. Students will again review their grades and practical skill record sheet with the instructor. Instructors will communicate in writing to the Program Dean, any students that fall below the minimum academic performance levels.
 - iii. Instructors will communicate with the Program Dean, any students that do not have an 80% overall and/or have not completed all practical skills by due date. A plan of action must be developed between the student and

instructor. The plan of work will be submitted to the Program Dean in writing. This will be required prior to signing up for any clinicals.

- c. 75% of Contact Hours or three quarters of the class
 - iv. Students will again review their grades and practical skill record sheet with the instructor. Instructors will communicate in writing to the Program Dean, any students that fall below the minimum academic performance levels.

Grading Scale

- 95 – 100 = A
- 90 – 94 = B
- 80 – 89 = C
- 70 – 79 = D
- 69/below = E

Academic Grades

The following is the grading system used at Wayne County Community College District.

Grade	Points	Description/Explanation
A	4.0	Excellent
B	3.0	Above Average
C	2.0	Average
D	1.0	Below Average
E	0.0	Failure to complete course requirements satisfactorily
<i>Academic grades are "A", "B", "C", "D", and "E". Pluses and minuses are not given with the grades.</i>		
Incomplete Grade		
<p>An instructor may give an "I" or "Incomplete" grade for a student during the final two weeks of the semester when the student cannot complete the course requirements because of emergency circumstances. Emergency circumstances are considered situations beyond the control of the student. The criteria to give an "I" grade are as follows:</p> <ol style="list-style-type: none"> 1). The student <u>must be passing</u> the course. 2). The student must have to complete a project or an exam. 3). The student must have a true emergency, such as emergency surgery. 		

The instructor and the student complete the "I" form contract and discuss the conditions of the contract. The student must agree to the conditions of the contract and must sign the contract. The instructor signs the contract, records the grade on the "Final Grade Report and Permanent Roster," and turns in a copy of the contract at final checkout.

District policy requires all students who earn an incomplete "I" grade to complete that course by the end of two consecutive regular semesters after the term in which the "I" grade was given. The student is charged with the responsibility of completing the course requirements through the instructor who issued the "I" grade.

In the event the student is unable to contact the instructor, the student must immediately contact the appropriate campus academic administrator for instructions. Failure to complete the course requirements within the two regular consecutive semester time limit shall result in a grade of "E" replacing the "I" grade, Students should not register a second time for a course in which they have received an outstanding "I" grade.

“W” Grades

W	Withdrawal	Withdrawal by the student during the first half of the semester.
XW	Walk-away	Walk away status. Attended at least one class during first third of the semester and failed to withdraw during the remaining two-thirds of the semester.

Note:

While neither grades WI, W; WP, nor WF are calculated as part of the official grade point average, they are counted in determining satisfactory academic progress for students receiving financial aid and continuing eligibility.

It is the policy of the college that the responsibility for dropping a class belongs to the student. Students may drop the class until the eight (8th) week of the semester without an instructor signature. From the ninth (9th) to the twelfth (12th) week the student must obtain their instructor's signature on the add/drop form.

Change of Grades

There is a process by which faculty can change grades. Grades are assigned based upon the faculty member's assessment of student performance in achieving the competencies identified for the course. In cases where a clerical error was made in recording grades from the instructor's records to the college records, the faculty member can initiate a change of grade. Or, if a mistake in calculation caused a faculty member to assign a grade inconsistent with performance at the time grades were due, the change of grade process is the mechanism by which the college record can be altered (within 90 days) to reflect the instructor's valid assessment.

While a student can request that the instructor review with him or her, the basis upon which a grade is awarded, the student should be made to understand that performance in meeting course

objectives as judged by the faculty is, in the final analysis, the basis upon which the grade is awarded. A grade appeal process is available to the student and is described in a number of college publications.

To the extent that effort, hard work, and improvement contribute to performance of competencies, those attributes are reinforced through grades as well. However, there are times when students need a gentle reminder that effort, improvement, and hard work alone do not guarantee a passing grade in a course.

Similarly, the student also needs to understand that the pressures of his/her non-academic commitments (family, jobs, social, and community) do not constitute a valid reason for the instructor to have lower expectations of some students than of others. At times, students try to do too much and, therefore, cannot devote the time to academics that is required. Those students may benefit from assistance in planning their academic schedules to meet educational goals while fulfilling personal commitments.

Academic Honesty

Cheating, collaborating, copying, plagiarism, violating copyright laws and other acts of academic dishonesty are held as serious offenses. Instructors have the responsibility to report any such incident in writing to the Program Dean, Department Chair and Provost. Additionally, students have the responsibility to report such incidents to their instructor or Program Dean. Serious penalties may be imposed which depending on the nature of the incident, could range from loss of points to permanent expulsion from the program. Please refer to the departments “Policy & Procedures for Promotion, Dismissal, and Re-entry” for specifics.

Re-admission/Re-entry Procedure

- All reentry requests must be submitted in writing to the appropriate Program Representative 1 (one) month after the student has left the program and 2 (two) months prior to the semester of reentry.
- Any Program student requesting a readmission/reentry to the Pharmacy Technology Program must reenter within eight (8) months of leaving said program.
- Prior to leaving the program, the student must have an overall grade of 80% in the program.
- In order to assure skill competency, the student will be required to pass a practical exam on all previous learned practical skills with an 80%.
- The student will be allowed one readmission per program.
- The student must attend a clinical orientation before reentering into a clinical experience.
- The student must reenter the program at the beginning of the semester.

Exposure Procedure

1. The student will follow the necessary exposure plan outlined by each of the clinical sites and Wayne County Community College Allied Health Dept. Protocols or Blood & Airborne pathogens.
2. At any clinical rotation, any exposure that occurs to or by the student should be brought to the immediate attention of the Clinical Preceptor.
3. All exposures will need to be officially submitted on an Incident report form provided to the student within 48 hours of exposure to the Program Representative. Failure to report an exposure will result in dismissal from the program.
4. Students are responsible for any costs related to this exposure.
5. Students must present a return to school notification from their physician before returning to class or clinical.

Smoking Policy

Every location has a smoking policy; it will be the student's responsibility to learn and adhere to the policy.

Breaks/Meals

Every effort will be made to allow students to have meal breaks at the clinical sites. Students are not allowed to take a break without Clinical Preceptors permission. Students are responsible for their own meals.

Confidentiality and Privacy

Students will:

1. Refrain from discussing hospital/unit problems in front of patients. Discuss such problems out of hearing range of patients, visitors, etc. Communicate you enjoy your job and are interested in helping them.
2. Inform the patient that all information will be kept confidential.
3. Maintain an appropriate voice level when discussing patient information in the hall, at the desk or in patient care areas.
4. Maintain patient records in chart racks. Whenever not in the rack, chart/run sheets should be kept close to prevent patient information from being viewed by others.
5. Listen to patients' concerns empathetically. Apologize for the inconvenience and assure the patient you will take the appropriate action. Refrain from judgmental and critical statements.
6. Communications regarding patient status should occur in appropriate setting and tone of voice. Casual conversation regarding patients should not occur.
7. Reports delivered to the desk should not be visible to visitors, guests or other employees not directly involved.

Wayne County Community College District Pharmacy Technician

Pharmacy Technology Student Handbook 2024

Clinical Orientation

Purpose Statement:

The purpose of this orientation and guidebook is to prepare the student for the clinical experience. During your program, we have focused on knowledge and skills needed to delivery proper pharmacy care. We will now cover other patient care areas and what is expected during your clinical experience. If you have any questions regarding your clinical experience, please contact the Program Representative

Clinical Assignments and Clinical Selection Process:

Students who have received a “C” or better during the first and second semesters will be eligible for placement. *Placement into specific clinical sites is based on clinical site availability and the discretion of the program director.*

All Clinical rotations are assigned by the Program Director. This assignment is based on availability and type of clinical needed by the student therefore choices of placement is not guarantee. The goal of these clinical rotations are to expose the student to a variety of pharmacy setting such as retail, hospital, and mail based pharmacy.

Profession Conduct:

Clinical experience is an active interaction between student, instructor and clinical staff members. It is the student’s responsibility to promote an atmosphere that will allow an exchange of ideas, information and various technical skills. Students are expected to be on the best professional behavior and understand that they are guests of the clinical site.

Attendance/Tardiness/Absence Procedures:

Students are required to arrive 15 minutes prior to the start of their shift and report to the appropriate gathering area (see clinical site information pack) you must report to the appropriate Supervisor and or Supervisor. Absenteeism may prevent the student from receiving their certificate of completion. You will be required to provide proper written documentation of a missed rotation to the Clinical Coordinator or Program Dean.

FIRST ABSENCE

1. The student must provide written documentation of this absence to the Program Dean prior to your next scheduled clinical rotation.
2. This absence will affect the student’s clinical grade.

SECOND ABSENCE

1. This absence from the clinical rotations will result in the student receiving a grade of an “E” for the Clinicals.
2. The student must provide written documentation of this absence to the Program Dean prior to your next scheduled clinical rotation.
3. The absence will be reviewed by the Program Dean.
4. The Program Dean will determine if the failing grade should be changed to an incomplete or if rescheduling of the clinical rotation will be allowed.
5. If rescheduling is approved, it will be at the convenience and approval of the Program Dean and the clinical site.

Tardy Procedure:

Procedure for Notification.

1. Contact the Clinical preceptor.
2. A tardy is defined as showing up 15 min after the start time of the clinical without prior approval from the Clinical preceptor.
3. Two tardies will be considered an absence and the student then must follow Absence procedure.

FIRST TARDY

1. The student must provide written documentation of this tardy to the Program Dean prior to your next scheduled clinical rotation.

SECOND ABSENCE

1. The second tardy offence will be considered an absence and the student will not be able to participate.

Incident Procedures:

Concerns/Complaints/Incident procedures

1. Any complaint/incident that occurs to or by the student should be brought to the immediate attention of the Program Dean
2. At the Clinical site complaints of Sexual harassment, Racial Discrimination or Civil rights violations should be brought to the immediate attention of the on duty supervisor. Other non-personal non-threatening complaints need to be directed to the immediate attention of the program representatives.
3. All complaints will need to be officially submitted on an Incident report form provided to the student in a time frame agreed upon by the Program Dean and the student.
4. The Clinical preceptor will be responsible to submit a completed Incident report to the Program Dean within 48 hours of occurrence of the student complaint and or incident

Exposure Procedure.

1. The student will follow the necessary exposure plan outlined by each of the

clinical sites and Wayne County Community College Allied Health Dept. Protocols or Blood & Airborne pathogens.

2. At the hospital rotation any exposure that occurs to or by the student should be brought to the immediate attention of the Clinical Preceptor.

3. All exposures will need to be officially submitted on an Incident report form provided to the student within 48 hours of exposure to the Program Representative and/or the Clinical preceptor will be responsible to submit a completed Incident report to the Program Dean within 48 hours of occurrence of the student exposure.

Dress Code:

In order to maintain a professional image, the students must adhere to the following guidelines when representing Wayne County Community College:

Hospital Rotation:

1. A white lab coat that is clean and neat or scrubs (depending on the site)
2. Jewelry that is limited to one plain wedding band, stud earrings, and a watch with a second hand or seconds.
3. Dress shoes, no heels, gym or other athletic shoes are permitted.
4. Fingernails are trimmed at the fingertips; no nail polish.
5. Hair of both men and women is worn in a neat and conservative style.
6. WCCCD Student picture ID

Note****All students must almost adhere to the dress code of the assigned clinical site.

Students are required to have & bring with them to Clinicals:

1. Lab Coats; scrubs
2. Watch with second hand or seconds.
3. Black pens and small pads of paper.
4. Text books or pocket guide

Breaks/Meals:

Every effort will be made to allow students to have meal breaks at the clinical sites. Students are not allowed to take a break without the WCCC instructor's permission. If a WCCC instructor is not present at the clinical site, students may receive permission from the assigned staff member to take breaks. Students are responsible for their own meals.

Transportation:

Students are responsible for their own transportation and/or parking fees at the clinical sites.

Change of Address:

It is the students' responsibility to immediately report any change in their permanent address and/or phone number to the Clinical Coordinator and/or Program Dean.

Employment Outcome

Pharmacy technicians and aides held about 381,200 jobs in 2008. Of these, about 326,300 were pharmacy technicians and about 54,900 were pharmacy aides. About 75 percent of jobs were in a retail setting, and about 16 percent were in hospitals.

Employment Change: Employment of pharmacy technicians is projected to grow 12 percent from 2016 to 2026, faster than the average for all occupations. The population is aging, and older people typically use more prescription medicines than younger people do. Higher rates of chronic diseases such as diabetes among all age groups also will lead to increased demand for prescription medications. Advances in pharmaceutical research will allow more prescription medications to be used to fight diseases.

In addition, pharmacy technicians may be needed to take on a greater role in pharmacy operations because pharmacists are increasingly performing more patient care activities such as administering immunizations, vaccines and measuring blood pressure. Technicians will need to perform tasks such as collecting patient information, preparing more types of medications, and verifying the work of other technicians, tasks formerly done by pharmacists.

Job Prospects: Job opportunities for pharmacy technicians are expected to be good, especially for those with previous experience, formal training, or certification. Job openings will result from employment growth, as well as the need to replace workers who transfer to other occupations or leave the labor force.

Annual Salary: Dependent on place of final employment:

Michigan: \$39,546 on average (Salary.com- 2024)

<https://www.salary.com/research/salary/benchmark/pharmacy-technician-i-salary/detroit-mi>

United States: \$40,300 on average (Bureau of Labor Statistics- 2023)

<https://www.bls.gov/ooh/healthcare/pharmacy-technicians.htm>

Pharmacy Technician Organizations

MICHIGAN PHARMACISTS ASSOCIATION / MICHIGAN SOCIETY OF PHARMACY TECHNICIANS

Students are encouraged to join the Michigan Pharmacist Association (MPA). The mission of the Michigan Society of Pharmacy Technicians is to increase recognition from allied health professionals and the general public; to assist pharmacists in providing pharmaceutical care; to promote greater use of pharmacy technicians through a system of educational advancement; to foster and encourage inter-professional relations with the state professional association of pharmacists and to establish positive dialogue with pharmacy practitioners; and to establish and maintain guidelines for the use and training of pharmacy technicians. The website is www.MichiganPharmacists.org

American Association of Pharmacy Technicians (AAPT)

Students are encouraged to join the American Association of Pharmacy Technicians (AAPT). Founded in 1979, the American Association of Pharmacy Technicians (AAPT) is an international not-for-profit educational and professional organization dedicated to the improved delivery of pharmaceutical services through exchange, development, and dissemination of information. With the expansion of pharmacy technology, educational requirements are essential for pharmacy technicians. Recognizing the value of continuing education, AAPT established a Continuing Education Service. This service provides program participants an opportunity to acquire CE credits. AAPT CES is an official provider of CE credits for pharmacy technicians.

AAPT represents technicians practicing in hospitals, ambulatory and extended care facilities, community pharmacies, and as educators. The Association embodies pharmacy technician students as well as technicians practicing in the Veterans Administration Medical Centers, Armed Forces facilities, and industry. Association members are located from all 50 states, Canada and overseas with many activities carried through chapters organized at the local level.

By some estimates there are 300,000+ technicians practicing in the United States. With the increased use of technical personnel in pharmacies, and the evolving role of the pharmacist as a patient consultant, AAPT is anticipating substantial growth in the years ahead and increased demand for educational and training programs for technicians.

AAPT strongly encourages professional recognition of pharmacy technicians and standardization of job titles and responsibilities. We are committed to development of formal training programs and a means of demonstrating competence through certification. This association is active in providing continuing education opportunities to help technicians update their skills and keep pace with the challenges in pharmacy practice. Communication with the membership via the quarterly newsletter, chapter mailings, email, and the national office allow member concerns to be addressed and for information critical to the success of pharmacy technicians to be disseminated. The website is aapt@pharmacytechnician.com

CERTIFICATION & LICENSURE FOR PHARMACY TECHNICIANS

The courses in this program have been developed to prepare graduates for the Pharmacy Technician Certification Board (PTCB) and National Healthcareer Association (NHA) exams. Both nationally recognized certification exams are offered in multiple testing centers nationwide, and conducted in-person or online. This gives the individual the option to schedule their exam on a specific day and time. Upon passing the exam, you will be known as a Certified Pharmacy Technician and may use the initials CPhT after your name.

All Pharmacy Technicians in the state of Michigan **MUST** be licensed. The MI State Board of Pharmacy does not offer a state exam therefore; you **MUST** pass either one of the following national exams (PTCE or ExCPT) or an employer's exam. Upon passing one of the national exams or employer's exam, you can apply for licensure through LARA (Licensing and Regulatory Affairs).

Steps to take to obtain licensure:

- a) Apply for a temporary license (good for 1 year and non-renewable) to work as a pharmacy technician student to obtain the clinical hours needed (WCCCD PHT program requires 320 clinical hrs)
- b) Pass a national certification exam (not captive)
 - a. Pharmacy Technician Certification Exam (PTCE) through Pharmacy Technician Certification Board (PTCB) (www.ptcb.org)
 - i. \$129 fee
 - ii. Passing score 1400 or higher
 - b. Exam for Certified Pharmacy Technician (ExCPT) through National Healthcareer Association (NHA) (www.nhanow.com)
 - i. \$125 fee
 - ii. Passing score 390 or higher
- c) Pass an employer-based trainer exam (captive)
 - a. If you choose this option, you will be captive (you lose your licensure when you depart from the employer)

You must then apply for licensure through LARA (<https://www.michigan.gov/lara/>). The fee currently is \$150 plus fingerprinting is \$65.

Maintaining Licensure

To continue to hold certification, a CPhT is required to obtain twenty hours of continuing education (CE) for recertification within two years of original certification or previous recertification. Pharmacy Technicians are required 20 hours of CE every two years, 5 live (live courses, programs, or activities that provide for direct interaction with instructors, peers, and participants) and 15 may be completed by non-interactive means.

Requirements include:

- 1 hour in [pain and symptom management](#) every two years.
- 1 hour in [patient safety](#) every two years.
- 1 hour in pharmacy law every two years.
- **NEW** Beginning June 1, 2022, an applicant for pharmacy technician licensure or registration must have completed a minimum of 2 hours of [implicit bias training](#) within the 5 years immediately preceding issuance of the license or registration. Additionally, beginning on June 1, 2022, and for every renewal thereafter, an applicant for license or registration renewal must have completed a minimum of 1 hour of implicit bias training for each year of the applicant's license or registration cycle.
- Pharmacy technicians must complete training in [identifying victims of human trafficking](#), one-time only.
- FOR MORE INFORMATION
- Please contact the Michigan Department of Licensing and Regulatory Affairs: Board of Pharmacy at (517) 335-0918, or visit their website at http://www.michigan.gov/lara/0,4601,7-154-72600_72603_27529_27548---,00.html.
- Implicit Bias training: https://www.michigan.gov/documents/lara/Implicit_Bias_FAQs_FINAL_7.22.2021_731300_7.pdf - All Licensees (multiple professions).

PROFESSIONAL BEHAVIOR EVALUATION

Student's Name:

Date of evaluation:

1. INTEGRITY	Observed []	Not yet observed []
Examples of professional behavior include, but are not limited to: Consistent honesty; being able to be trusted with the property of others; can be trusted with confidential information; complete and accurate documentation of patient care and learning activities.		
2. EMPATHY	Observed []	Not yet observed []
Examples of professional behavior include, but are not limited to: Showing compassion for others; responding appropriately to the emotional response of patients and family members; demonstrating respect for others; demonstrating a calm, compassionate, and helpful demeanor toward those in need; being supportive and reassuring to others.		
3. SELF - MOTIVATION	Observed []	Not yet observed []
Examples of professional behavior include, but are not limited to: Taking initiative to complete assignments; taking initiative to improve and/or correct behavior; taking on and following through on tasks without constant supervision; showing enthusiasm for learning and improvement; consistently striving for excellence in all aspects of patient care and professional activities; accepting constructive feedback in a positive manner; taking advantage of learning opportunities		
4. APPEARANCE AND PERSONAL HYGIENE	Observed []	Not yet observed []
Examples of professional behavior include, but are not limited to: Clothing and uniform is appropriate, neat, clean and well maintained; good personal hygiene and grooming.		
5. SELF - CONFIDENCE	Observed []	Not yet observed []
Examples of professional behavior include, but are not limited to: Demonstrating the ability to trust personal judgment; demonstrating an awareness of strengths and limitations; exercises good personal judgment.		
6. COMMUNICATIONS	Observed []	Not yet observed []
Examples of professional behavior include, but are not limited to: Speaking clearly; writing legibly; listening actively; adjusting communication strategies to various situations		
7. TIME MANAGEMENT	Observed []	Not yet observed []
Examples of professional behavior include, but are not limited to: Consistent punctuality; completing tasks and assignments on time.		
8. TEAMWORK AND DIPLOMACY	Observed []	Not yet observed []
Examples of professional behavior include, but are not limited to: Placing the success of the team above self-interest; not undermining the team; helping and supporting other team members; showing respect for all team members; remaining flexible and open to change; communicating with others to resolve problems.		
9. RESPECT	Observed []	Not yet observed []
Examples of professional behavior include, but are not limited to: Being polite to others; not using derogatory or demeaning terms; behaving in a manner that brings credit to the profession.		
10. PATIENT ADVOCACY	Observed []	Not yet observed []
Examples of professional behavior include, but are not limited to: Not allowing personal bias to or feelings to interfere with patient care; placing the needs of patients above self-interest; protecting and respecting patient confidentiality and dignity.		
11. CAREFUL DELIVERY OF SERVICE	Observed []	Not yet observed []
Examples of professional behavior include, but are not limited to: Mastering and refreshing skills; performing complete equipment checks; demonstrating careful and safe ambulance operations; following policies, procedures, and protocols; following orders.		

Pharmacy Technology Remediation Plan

Student: _____ **A#:** _____

Remediation Plan:

The remediation plan is design for students who have failed to maintain a passing grade of 80% or higher, but wishes to remain in the pharmacy technology program. The remediation plan ensures that all didactic, simulation, and experiential skills specific to each course (105, 115, 120, 135, 155 & 220) have been met. While the student is in remediation, they are **REQUIRED** to continue with the sequential course. For example if the student fails to maintain a passing grade of 80% in PHT 105, he/she must continue on with PHT 115 while trying to make up the failing grade for PHT 105.

Semester	Fall Cohort	Spring Cohort
1	PHT 105 (7.5 weeks) PHT 115 (7.5 weeks)	PHT 105 (7.5 weeks) PHT 115 (7.5 weeks)
2	PHT 120 (7.5 weeks) PHT 135 (7.5 weeks)	PHT 120 (6 weeks) PHT 135 (6 weeks)
3	PHT 155 (6 weeks) PHT 220 (6 weeks)	PHT 155 (7.5 weeks) PHT 220 (7.5 weeks)

To be eligible for the remediation plan:

- Student must have less than (3) unexcused absences. Faculty and dean reserve the right to deem the absence as excused or unexcused.
- Student must not have any outstanding (missing) work (in lecture or lab).
- Student is required to meet with faculty and dean every other week for advising for the entire course (7.5 or 6 weeks). Student must bring all graded coursework (lecture and lab) and plan of action to each advising session.
- Student must maintain a passing grade of 80% or higher in both lecture and lab (in both courses-remediating course and sequential course)

Failure to meet all eligibility requirements for the remediation plan will result in academic probation (see below)

Advising Sessions

Session 1	Session 2	Session 3	Session 4
Plan of Action: 1. 2. 3. 4. 5. Goals for next meeting: 1. 2. 3. 4. 5.	Plan of Action: 1. 2. 3. 4. 5. Goals for next meeting: 1. 2. 3. 4. 5.	Plan of Action: 1. 2. 3. 4. 5. Goals for next meeting: 1. 2. 3. 4. 5.	Plan of Action: 1. 2. 3. 4. 5. Goals for next meeting: 1. 2. 3. 4. 5.
Student Signature:	Student Signature:	Student Signature:	Student Signature:
Faculty/Dean Signature:	Faculty/Dean Signature:	Faculty/Dean Signature:	Faculty/Dean Signature:

Academic Probation:

- Every unexcused absence after the 3rd absence will result in (4) hours of community service. The maximum amount of unexcused absences a student can have is (5). Studies have shown that students who attend classes have higher success rates (Albert, Zientek, & Manage, 2018).
- Student has (2) class periods to make up any outstanding (missing) homework, tests/quizzes, exams, and labs.
- If by the midway point (either 3.5 weeks or 3 weeks into the course) the student is still struggling to maintain a passing grade of 80% in the both remediating and sequential courses, the student will be advised to drop from the program.
- The student is eligible to re-apply for the program the following year.

Suggestions for Success:

- It is highly recommended that you attend all lectures and labs, read all chapters, take notes, do all homework, and take advantage of extra lab days and office hours.
 - Extra lab days are every Fridays from 10:00 am to 4:30 pm (please make sure to inform faculty/dean which Friday you are planning to come in for extra lab work)
 - If you must meet outside of office hours, please make an appointment with the faculty or dean
- Form study groups/partners
 - Make use of the Learning Center in the Health Science Center located behind the front desk
 - Have a classmate to share notes with and be accountable for
- Ask questions

By signing this agreement, I _____ acknowledge that I
(PRINT NAME)

have received, read, and understand the language of the remediation plan. By signing this form, I attest that I have been informed of all of the statements it contains, and that I have had an opportunity to ask questions to gain complete clarity on each of the components. I understand that by signing this form, I completely agree to abide by each component of the remediation plan. I understand that failure to follow the components contained in the remediation plan will result in dismissal from the program.

Student Signature: _____ Date: _____

_____/_____/_____

Dean Signature: _____ Date: _____

_____/_____/_____

Reference

Albert, J., Zientek, L., & Manage, A (2018). Attendance: case study in developmental mathematics classrooms. *Journal of college Reading and Learning*, 48(3), 175-188. doi: 10.1080/10790195.2018.1472941

**STUDENT VERIFICATION FORM FOR PHARMACY STUDENT HANDBOOK AND
CLINICAL GUIDE**

By signing this agreement, I _____ acknowledge that I
(PRINT NAME)
have received, read, and understand the language in the Pharmacy Technology Student
Handbook and the Pharmacy Technology Clinical Guide. I further acknowledge that I have been
given an opportunity to ask questions pertaining to all requirements for this course. By signing
this form, I attest that I have been informed of all of the statements it contains, and that I have
had an opportunity to ask questions to gain complete clarity on each of the components. I
understand that by signing this form, I completely agree to abide by each component of the
Statement of Understanding document. I understand that failure to follow the components
contained in the Statement of Understanding may result in disciplinary action, up to and
including dismissal from the program.

(Student signature)

(Date)

CONFIDENTIAL INFORMATION

Each patient entrusts him or herself to the care of the staff at an approved Clinical Rotation site with the complete assurance that all personal and medical information is held in strict confidence.

Students may read or overhear confidential information about a patient or employee in the course of their work and may be approached for information by a person who has no authority to ask. It is essential that the student not discuss a patient's, employee's or a visitor's personal information with fellow employees, other patients, visitors or anyone else.

Students should report to their supervisor or department head if anyone outside the facility asks about the affairs of a patient or employee. Students in non-patient care departments such as accounting, admissions, human resources, administration, etc., may have access to confidential information as it pertains to the business of the facility. Students should not discuss this information with unauthorized persons.

Any person who reveals confidential information without prior authorization will be subject to disciplinary action up to and including termination from the WCCCD Pharmacy Technician Program.

Students must adhere to the same confidentiality guidelines as pharmacy employees.

I HAVE READ AND UNDERSTAND THE ABOVE STATEMENT CONCERNING CONFIDENTIALITY.

Student Signature: _____

Date: _____

Witness Signature: _____

Date: _____

STUDENT VERIFICATION FORM FOR ACADEMIC STATUS AND PERFORMANCE

By signing, I _____ acknowledge that I
(PRINT NAME)
have been counseled and advised regarding my academic performance in the Pharmacy
Technology program at Wayne County Community College District. I have received, read, and
understand the language in the Pharmacy Technician Probation Letter, as it pertains to the
Student Handbook, Course Catalog, and the Pharmacy Technology Clinical Guide. I further
acknowledge that I have been given an opportunity to ask questions pertaining to all
requirements for this course regarding the re-entry process. By signing this form, I attest that I
have been informed of all of the statements it contains, and that I have had an opportunity to ask
questions to gain complete clarity on each of the components. I understand that by signing this
form, I completely agree to abide by each component of the document.

(Student signature)

(Date)

(Program Dean)

(Date)

Consent Form for Alcohol, Drug & Substance Testing

I hereby consent for the agency's laboratory to collect blood, urine, hair, or saliva samples from me to conduct necessary medical tests to determine the presence or use of alcohol, drugs, or controlled substances. Further, I give my consent for the release of the test result(s) and other relevant medical information to Wayne County Community College District, Health Science or Public Safety Program Lead. I also understand that if I refuse to consent, I may be subject to disciplinary action that could include dismissal from the Pharmacy Technology Program.

AGREED TO:

Student Name (Please Print)	Student Signature
A 00 Student ID Number	Date
Witness Signature	Date

REFUSED:

Student Name (Please Print)	Student Signature
A 00 Student ID Number	Date
Witness Signature	Date

Reason for Refusal:
