

OAI, Inc. – Pre-Pharmacy Technician Training Course Outline (2003/04)

(Note: Curriculum content & sequence may be subject to change)

Week 1	Day One	Day Two	Day Three	Day Four	Day Five
AM	Orientation <ul style="list-style-type: none"> ❑ Program Explanation ❑ Discuss Expectations ❑ Job Description Objective of Program <ul style="list-style-type: none"> ❑ Being a Pharmacy Technician ❑ Job Description 	Multiplication Drill Prescription Symbols & Abbreviations Drug Administration <ul style="list-style-type: none"> ❑ Oral ❑ Sublingual ❑ Rectal ❑ Parenteral ❑ Inhalation ❑ Topical 	Multiplication Drill Work Ethics & Team Work <ul style="list-style-type: none"> ❑ Skills employers look for ❑ Seeing things from the employer's perspective ❑ Discussion on "duties as assigned" 	Multiplication Drill Customer Service <ul style="list-style-type: none"> ❑ Greetings ❑ Telephone Courtesy ❑ Effective Communication with Patients ❑ Handling Patient Complaints 	Multiplication Drill Emergency Response Awareness Training <i>(See Note – Page 2 of this Outline)</i>
PM	Introduction to the Pharmacy <ul style="list-style-type: none"> ❑ Multiplication Drill ❑ Medication Names ❑ Medication Types ❑ Drug Reactions 	Multiplication Drill Drug Classes Reading a Prescription Pharmacology Terminology	Multiplication Drill Conflict Resolution <ul style="list-style-type: none"> ❑ What is conflict? ❑ Tips for Dealing with Conflict Interpersonal Communication <ul style="list-style-type: none"> ❑ Following Directions ❑ Communication Blocks ❑ Non-verbal Communication 	Multiplication Drill Technician Don'ts Review <ul style="list-style-type: none"> ❑ Symbols & Abbreviations ❑ Drug Classes ❑ Drug Administration ❑ Reading a Prescription 	Multiplication Drill Financial Literacy <ul style="list-style-type: none"> ❑ Budgeting ❑ Debt Management ❑ Insurance Needs ❑ Bank vs. Currency Exchange

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Week 2	Day Six	Day Seven	Day Eight	Day Nine	Day Ten
AM	Multiplication Drill Review Midterm Exam	Multiplication Drill Calculations & Conversion	Multiplication Drill ☐ SIG Codes	Multiplication Drill Appearance & Image ☐ Importance of Appearance & Image ☐ Proper Attire ☐ Video Clips	Multiplication Drill Final Exam
PM	Multiplication Drill Calculations & Conversions	Multiplication Drill Speed Codes	Multiplication Drill Computer Lab ☐ Occupational Outlook Handbook ☐ Pharmacy Technician Certification Board ☐ Pharmacy Technician	Multiplication Drill Review ☐ Calculations & Conversion ☐ Speed Codes ☐ Sig Codes	Motivational Speaker ☐ Certified Pharmacy Technician ☐ Pharmacist

Note:

(1) The first two weeks of the course combine basic employment “soft skills” training such as customer service, team building, work ethic, and communication skills with technical and pharmacy-specific instruction to provide the most focused “total immersion” into the pharmacy environment and its most critical skill requirements.

(2) The Emergency Response Awareness training scheduled for Week One, Day 5 meets the requirements of Occupational Safety and Health Administration (OSHA 29 CFR 1910.120). Designed for first responders who are mandated by law or necessity to prepare for and respond to emergency incidents involving hazardous materials. Topics include an understanding of what hazardous substances are, and risks associated with them in an incident, an understanding of the potential outcomes associated with an emergency created when hazardous substances are present, the ability to recognize the presence of hazardous substances in an emergency, the ability to identify the hazardous substances if possible, an understanding of the role of the first responder awareness individual in the employer’s emergency response plan including site security and control and the US Department of Transportation’s Emergency Response Guidebook.

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Week 3	Day One	Day Two	Day Three	Day Four	Day Five
AM	Instrumental Enrichment (<i>see Note 1</i>)	Instrumental Enrichment	Instrumental Enrichment	Instrumental Enrichment	Instrumental Enrichment
PM	Instrumental Enrichment	Instrumental Enrichment	Instrumental Enrichment	Instrumental Enrichment	Instrumental Enrichment
Week 4	Day One	Day Two	Day Three	Day Four	Day Five
AM	Computer Tutorial	Computer Tutorial	Computer Tutorial	Computer Tutorial	Computer Tutorial
PM	Computer Tutorial	Computer Tutorial	Computer Tutorial	Computer Tutorial	Computer Tutorial
Week 5	Day One	Day Two	Day Three	Day Four	Day Five
AM	Oscos Training - On site	Oscos Training - On site	Oscos Training - On site	Oscos Training - On site	Oscos Training - On site
PM	Oscos Training - On site	Oscos Training - On site	Oscos Training - On site	Oscos Training - On site	Oscos Training - On site
Week 6	Day One	Day Two	Day Three	Day Four	Day Five
AM	Internship (<i>see Note 2</i>)	Internship	Internship	Internship	Internship
PM	Internship	Internship	Internship	Internship	Internship
Week 7	Day One	Day Two	Day Three	Day Four	Day Five
AM	Internship	Internship	Internship	Internship	Graduation Ceremony
PM	Internship	Internship	Internship	Internship	

Note:

(1) Instrumental Enrichment: To address critical thinking/problem solving skills crucial to the pharmacy environment, OAI has been integrating into classroom instruction the innovative educational theories of Mediated Learning Experience (MLE) based on the clinical research of Dr. Reuven Feuerstein, an internationally known Israeli psychologist. MLE, also known as Instrumental Enrichment (IE), builds on the idea that intelligence develops through mediated rather than incidental learning. Preliminary results using MLE in other OAI programs have been remarkable.

(2) Internship: The two-week internship phase is designed to allow participants the opportunity to receive on-the-job training in the pharmacy department. Interns work 35 hours each week and are allowed to shadow another pharmacy technician. Focus includes, but is not limited to, the following tasks:

- Maintaining pharmaceutical inventory and submitting a count to the technician
- Assisting the customers at the check-in/out and drive-through windows
- Data entering customer prescriptions into the company database
- Providing service to customers by responding to inquiries via telephone
- Organizing/retrieving customer prescriptions

After the internship, the participant performs a self-evaluation to determine if the healthcare industry /pharmacy environment is appropriate for him/her as a career path.