LEE HEALTH

Pharmacy Technician Program

Manual

2023

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1. Lee Health Overview

Lee Health was founded in 1916 and is a public not-for-profit health system with over 11,800 employees and more than 4500 volunteers. There are more than 75 employed primary care physicians with more than 25 office locations and more than 1300 employed physician specialists practicing in our acute care hospitals, physician offices and outpatient centers.

Lee Health is a multi-campus facility consisting of four acute care hospitals and two specialty hospitals with 1,423 patient beds. Services include: Level II Trauma Center, Stroke Center, Golisano Children's Hospital of Southwest Florida providing comprehensive pediatric care including a Level III NICU, Perinatal Intensive Care Center and Pediatric Oncology services, The Rehabilitation Hospital which has been designated at a State of Florida Brain and Spinal Cord Injury program, Renal Transplant Program, Heart and Vascular Institute with Open-Heart Surgery, Joint Replacement Center, a free-standing Regional Cancer Center with comprehensive Oncology services and an Outpatient Infusion Center and Anticoagulation Clinic. In addition, Lee Pharmacy locations- outpatient pharmacy are located at all hospital locations to provide a community pharmacy to our discharged and ED patients, in addition to first fills for employees.

1.1 Lee Health Mission Statement

Lee Health's new guiding principles include:

- **Mission:** To be a trusted partner, empowering healthier lives through care and compassion.
- **Vision:** To inspire hope and be a national leader for the advancement of health and healing.
- **Values:** Principles that guide the important work we do every day and night…
  - **Respect:** We respect you, your life, and your health care choices. We respect one another as colleagues, caregivers, and people.
  - **Excellence:** We strive for excellence in everything we do. We uphold the highest standards of safety and quality, as well as deliver an exceptional experience to our patients and manage our resources responsibly.
  - **Compassion:** We care for your family like our own. We truly embody "caring people, inspiring health."
  - **Education:** We support education to continuously improve ourselves, develop an effective workforce and empower healthier lifestyles throughout our community.

1.2 Pharmacy Mission Statement

Optimizing Patient Outcomes through Interdisciplinary Medication Management

2.1 Introduction

Welcome to Lee Health Technician Training Program!

Pharmacy has for many years been nationally ranked as one of the top 5 "most trusted professions" and with that perception comes vast responsibility. State laws and statutes are allowing pharmacy technicians more freedom and latitude in their defined roles than in previous years. With these changes in defined roles, more stringent requirements on the certification process are evolving both nationally and on state levels.

Our goal is to train students in a comprehensive and interactive fashion that will create valuable educated support staff to the profession of pharmacy. The program has been designed for active learning, with many laboratory and simulated experiences along the way. The program is intended to prepare students for the PTCB exam. At the conclusion of this program, students will take the national certification examination (PTCE, EXCPT) and use the initials CPhT (certified Pharmacy Technician) upon successful completion.

2.1.1. Pharmacy Technician Administration and Faculty			
Director of the Pharmacy Technician Program	Yanela Lozano, PharmD	Yanela.lozano@leehealth.org	239-343-5715
Program Coordinator			
Faculty Members	Krystalyn Cruz John Armitstead Farah Zuberi Mohit Patel	Krystalyn.cruz@leehealth.org John.armitstead@leehealth.org Farah.zuberi@leehealth.org Mohit.patel@leeheatlh.org	239-343-6490 239-343-0319 239-343-5910

2.2 Program Mission/Purpose Statements:

Mission Statement: We are committed to providing excellent training experiences that supports the pharmacy technician students with their academic and professional interests. The pharmacy technician-training program is a full-time program that is delivered over the course of 16 weeks. The program is dedicated to preparing future pharmacy technicians and leaders by promoting confidence, leadership, and professional skills to optimize patient outcomes through interdisciplinary medication management.

Purpose Statement: Our philosophy is to **learn through virtual learning platform, hands-on practice** through simulated labs, and externship hours in current patient-centered pharmacies to improve employee's knowledge and skills in the area of Pharmacy.

2.3 ASHP Accreditation
To provide pharmacy technician training and to ensure complete competency in pharmaceutical practice, ASHP has set standards for Pharmacy Technician training programs. The program must pursue compliance with these standards to become accredited.

Minimum ASHP requirements
- 320 hours Didactic (in person -84 and online - 256)
- 80 hours Simulation
- 200 hours Experiential
- **MINIMUM 600 hours**

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*Program Details – **The entire program must be completed in a period of 6 months = 600 hours***

- *Combined Didactic and Simulation Training for 16 weeks = **400 hours***
  - **In Person Lab**
  - **Didactic Learning (in-person and online)**
  - **Learning Assessment**

- **Experiential = 200 hours**
  - **(100 hrs. acute care + 100 hrs. ambulatory)**.
- Interested candidates are to apply under the Lee Health website under careers and open PRN Pharmacy Technician Student position.
- Experiential site and hours are to be coordinated in collaboration with the Program Coordinator, PRN Technician Student and Hiring Manager

2.4 *Application Process:*

1. Refer to program policy PH9 02 003 for details.

2.5 *Program Requirements:*
1. Applicants must be at least 17 years of age and possess a high school diploma or GED equivalency.
2. The training program, located within our pharmacy departments, is a 16-week program, including didactic time, lab time and experiential training.

2.6 *Tuition & Payment Options:*
The program is of no-cost to the student. Program is valued at ~ $1,900.

2.7 *ASHP Model Curriculum goals include:*
- Personal/Interpersonal Knowledge and Skills
- Foundational Professional Knowledge and Skills
- Processing and Handling of Medications and Medication Orders
- Sterile and Non-Sterile Compounding
- Procurement, Billing, Reimbursement, and Inventory Management
- Patient and Medication Safety
- Technology and Informatics
- Regulatory Issues
- Quality Assurance

Course Title	Lecture	Lab	Experiential
Weeks			

1. Introduction to Pharmacy Practice and Healthcare Systems
   a. *Confidentiality; Patient rights and HIPAA*
2. Pharmacy Law
   a. *Federal Law; Florida State Law; Florida State Rules*
   b. *Pharmacy Technician Florida laws and rules*
3. Community and Ambulatory Care Pharmacy
4. Hospital Pharmacy Practice
5. Home Care Pharmacy Practice
6. Specialty Pharmacy Practice
7. Drug Information Resources
	50 hours
	(weeks)
		10 hours
		(1 week)	

Pharmaceutical Calculations	30 hours (2 weeks)		

Interpersonal Relations, communications & Ethics – Foundation Knowledge and Skills
1. Communication and Teamwork
   a. *Diversity of communications*
   b. *Empathetic communications*
   c. *Ethics governing Pharmacy Practice*
   d. *Patient & Caregiver communication*
2. The Human Body: Structure and Function
3. Drug Classifications and Pharmacologic Actions
4. Basic Biopharmaceutics, Pharmacokinetics, and Pharmacodynamics
5. Medication Dosage Forms and Routes of Administration
	100 hours
	(4 weeks)
		20 hours
		(1 week)	

Weeks			
Practice Basics 1. Pharmaceutical – *Medical terminology, abbreviations, and symbols* a. *Processing Medication Orders and Prescriptions* 2. Non-sterile Compounding and Repackaging	50 hours (3 weeks)	40 hours (2 weeks)	

	Occasionally (4 weeks)	Frequently (1 week)	Continually
3. Aseptic Technique, Sterile Compounding and IV Admixture Programs 4. Medication Errors: *Medication Safety and Error prevention*			
Business Applications 1. Microsoft Office/Outlook 2. Durable and Nondurable Medical Equipment, Devices and Supplies 3. *Record Management and Inventory Control* a. *Purchasing and Inventory Control* b. *Pharmaceutical supplies* c. *Medication labeling, packaging, and storage* d. *Controlled substances* e. *Adjudication and billing* (billing and reimbursement)	60 hours (4 weeks)	30 hours (1 week)	
On-site Training			200 hours
Curriculum Total Contact Hours (600 hours)	**300 hours**	**100 hours**	**200 hours**

2.8 *Program Specifications* (Physical and Mental Requirements)

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential specific functions either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case-by-case basis. If the requirement is not marked, then it is considered not applicable.

Requirement	Occasionally (i.e. Monthly)	Frequently (i.e. Weekly)	Continually (i.e. Daily)	*Requirement*	Occasionally (i.e., Monthly)	Frequently (i.e., Weekly)	Continually (i.e., Daily)
General Requirements (has the ability to…)				*Required Lifting (ability to lift…)*			
Sit	☐	☐	☒	Up to 10 lbs.	☐	☒	☐
Stand	☐	☐	☒	11 to 24 lbs.	☐	☒	☐
Walk	☐	☐	☒	25 to 34 lbs.	☐	☒	☐
Drive	☐	☐	☐	35 to 50 lbs.	☐	☐	☐
Bend	☐	☐	☒	51 to 75 lbs.	☐	☐	☐
Climb	☐	☐	☐	76 to 100 lbs.	☐	☐	☐
Kneel	☐	☐	☐	Over 100 lbs.	☐	☐	☐
Crouch	☐	☐	☐				
Twist	☐	☐	☒	*Pushing/Pulling (ability to push and pull…)*			
Maintain Balance	☐	☐	☒	Up to 10 lbs.	☐	☒	☐
Reach	☐	☐	☒	11 to 24 lbs.	☐	☒	☐
				25 to 34 lbs.	☐	☒	☐
Sensory Requirements (has ability for…)				35 to 50 lbs.	☐	☒	☐
Far Vision	☐	☐	☒	51 to 75 lbs.	☒	☐	☐
Near Vision	☐	☐	☒	76 to 100 lbs.	☒	☐	☐
Color Vision	☐	☐	☒	Over 100 lbs.	☐	☐	☐
Depth Perception	☐	☐	☒				
Seeing Fine Details	☐	☐	☒	**Environmental** (may be exposed to…)			
Hearing Norm Speech	☐	☐	☒	Infectious Diseases	☒	☐	☐
Hearing Overhead Pages	☒	☐	☐	Chemical Agents	☐	☐	☒
Telephone use	☐	☐	☒	Dust, Fumes, Gases	☐	☐	☐
				Extremes in Temperature or Humidity	☐	☐	☐
Mental & Emotional Requirements (ability to…)				Hazardous or Moving Equipment	☐	☐	☐
Cope with high level of stress	☐	☐	☒	Unprotected Heights	☐	☐	☐
Make decisions under high pressure	☐	☐	☒	Loud Noises	☐	☐	☐
Cope with anger/fear/hostility of others in a calm way	☒	☐	☐				
Manage altercations	☒	☐	☐	**Others (note below)**			
Concentrate	☐	☐	☒				
Handle a high degree of flexibility	☐	☐	☒	Ability to cope with confrontation	☒	☐	☐
Handle multiple priorities in stressful situation	☐	☐	☒		☐	☐	☐
Work alone	☐	☐	☒		☐	☐	☐
Demonstrate high degree of patience	☐	☐	☒		☐	☐	☐

Adapt to shift work	☐	☒	☐		☐	☐	☐
Work in areas that are close and crowded	☐	☐	☒		☐	☐	☐
					☐	☐	☐
Hand Manipulation (ability with…)					☐	☐	☐
Simple Grasping	☐	☐	☒		☐	☐	☐
Firm Grasping	☐	☐	☒		☐	☐	☐
Fine Manipulation	☐	☐	☒		☐	☐	☐
Use of Keyboards	☐	☐	☒		☐	☐	☐

3. Student's Commitment to the Program

3.1 Student Learning Outcomes

1) Assist the pharmacist in customer needs, assessment, and service.
2) Deliver complete and correct prescriptions and accurate information modeling professional behaviors, ethics, and appearance.
3) Performs necessary calculations for any compounded product, IV dilution, or TPN mixture.
4) Processes and accurately fills unit-dose medication carts and refill lists for automated dispensing machines.
5) Practice good control inventory for medications, equipment, supplies, and devices
6) Assist in billing, adjudication, and collection of payment for goods and services.
7) Achieve state licensure.
8) Achieve National Certification (i.e., PTCB)

3.2 Program Goals
Students are expected to meet the ASHP goals listed below as well as all Lee Health Applicable policies and procedures. Learning outcomes will be assessed in class or during simulation activities, by faculty, and/or clinical preceptors. The program goals are set in accordance with the ASHP goals.

Lecture Format
1. **PTTP Program Coordinator or Guest Speaker**
   a. Review additional information relevant to the topic/subject.
   b. Have student ask any questions about the presentation.
   c. Student to demonstrate understanding during class interactive section.
   d. Group orientation: Physical Environment, Hazardous drug handling and spill clean-up, RSI kit, Crash Carts, Repackaging, ADM restock, Outdates, Recalls, Non-Sterile compounding, Sterile compounding, Incident reporting, Outlook, Pharmacy drives, Purchasing overview, 340B.
   e. Calculations

Program Goals (in adherence with current ASHP accreditation standards):

Personal/Interpersonal Knowledge and Skills
1) Demonstrate ethical conduct in all job-related activities.
2) Present an image appropriate for the profession of pharmacy in appearance and behavior.
3) Communicate clearly when speaking and in writing.
4) Demonstrate a respectful attitude when interacting with diverse patient populations.
5) Apply self-management skills, including time management, stress management, and adapting to change.
6) Apply interpersonal skills, including negotiation skills, conflict resolution, and teamwork.
7) Apply critical thinking skills, creativity, and innovation to solve problems.

Foundational Professional Knowledge and Skills
8) Demonstrate understanding of healthcare occupations and the health care delivery system.
9) Demonstrate understanding of wellness promotion and disease prevention concepts, such as use of health

screenings; health practices and environmental factors that impact health; and adverse effects of alcohol, tobacco, and legal and illegal drugs.

10) Demonstrate commitment to excellence in the pharmacy profession and to continuing education and training.
11) Demonstrate knowledge and skills in areas of science relevant to the pharmacy technician's role, including anatomy/physiology and pharmacology.
12) Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of contemporary settings.
13) Demonstrate understanding of the pharmacy technician's role in the medication- use process.
14) Demonstrate understanding of major trends, issues, goals, and initiatives taking place in the pharmacy profession.
15) Demonstrate understanding of non-traditional roles of pharmacy technicians.
16) Identify and describe emerging therapies.
17) Demonstrate understanding of the preparation and process for sterile and non- sterile compounding.

Processing and Handling of Medications and Medication Orders
18) Assist pharmacists in collecting, organizing, and recording demographic and clinical information for direct patient care and medication-use review.
19) Receive and screen prescriptions/medication orders for completeness, accuracy, and authenticity.
20) Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.
21) Prepare non-patient-specific medications for distribution (e.g., batch, stock medications).
22) Distribute medications in a manner that follows specified procedures.
23) Practice effective infection control procedures, including preventing transmission of blood borne and airborne diseases.
24) Assist pharmacists in preparing, storing, and distributing medication products requiring special handling and documentation [(e.g., controlled substances, immunizations, chemotherapy, investigational drugs, drugs with mandated Risk Evaluation and Mitigation Strategies (REMS)].
25) Assist pharmacists in the monitoring of medication therapy.
26) Prepare patient-specific medications for distribution.
27) Maintain pharmacy facilities and equipment, including automated dispensing equipment.
28) Use of material safety data sheets (MSDS) to identify, handle and safely dispose of hazardous materials.

Sterile and Non-Sterile Compounding
29) Prepare medications requiring compounding of sterile products.
30) Prepare medications requiring compounding of non-sterile products.

Procurement, Billing, Reimbursement, and Inventory Management
31) Initiate, verify, and assist in the adjudication of billing for pharmacy services and goods, and collect payment for these services.
32) Apply accepted procedures in purchasing pharmaceuticals, devices, and supplies.
33) Apply accepted procedures in inventory control of medications, equipment, and devices.
34) Explain pharmacy reimbursement plans for covering pharmacy services.
35) Apply patient- and medication-safety practices in all aspects of the pharmacy technician's roles.
36) Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals (e.g., tech-check-tech).
37) Explain pharmacists' roles when they are responding to emergency situations and how pharmacy technicians can assist pharmacists by being certified as a Basic Life Support (BLS) Healthcare Provider.
38) Demonstrate skills required for effective emergency preparedness.
39) Assist pharmacists in medication reconciliation.
40) Assist pharmacists in medication therapy management.
41) Describe the use of current technology in the healthcare environment to ensure the safety and accuracy of medication dispensing.

Regulatory Issues

42) Compare and contrast the roles of pharmacists and pharmacy technicians in ensuring pharmacy department compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
43) Maintain confidentiality of patient information.

Quality Assurance

44) Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.
45) Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or identification of another problem.

3.3 *Code of Ethics for Pharmacy Technicians*

Pharmacy technicians are health care professionals who assist pharmacists in providing best care for patients. The principles of this code, which apply to pharmacy technicians working in all settings, are based on the application and support of the moral obligations that guide the pharmacy profession in relationships with patients, healthcare professionals and society.

- A pharmacy technician's first consideration is to ensure the health and safety of the patient and to use knowledge and skills to the best of his/her ability in serving others.
- A pharmacy technician supports and promotes honesty and integrity in the profession, which includes a duty to observe the law, always maintain the highest moral and ethical conduct and uphold the ethical principles of the profession.
- A pharmacy technician assists and supports the pharmacist in the safe, efficacious, and cost-effective distribution of health services and health care resources.
- A pharmacy technician respects and values the abilities of pharmacist, colleagues, and other health care professionals.
- A pharmacy technician respects and supports the patient's individuality, dignity, and confidentiality.
- A pharmacy technician respects the confidentiality of patient's records and discloses pertinent information only with proper authorization A pharmacy technician never assists in the dispensing, promoting, or distributing of medications or medical devices that are not of good quality, or do not meet the standards required by law.
- A pharmacy technician does not engage in any activity that will discredit the profession and will expose, without fear or favor, illegal or unethical conduct in the profession.
- A pharmacy technician associates with and engages in the support of organizations, which promotes the profession of pharmacy through the use and enhancement of pharmacy technicians.

Developing a Good Work Ethic

Developing an excellent work ethic from the beginning of one's employment is of the utmost importance. It leaves an impression that you will carry with you for the rest of your time at that organization. Work ethic is not only governed by the rules of the workplace but by the moral and ethical values someone develops personally. It is not a technical skill evident on the surface but something a bit more subtle that employers find a rare but priceless trait. It is also a difficult thing to teach, but we will seek to encourage and aid each student in developing the qualities that go into making a good work ethic. Some of which include:

1. Honesty with yourself and others
2. Dependability and punctuality
3. Pursuit of excellence and quality of work
4. Willingness to work as a team.

5.   Admittance and correction of mistakes
6.   Ownership of delegated responsibilities
7.   Overall positive attitude
8.   Appreciation of assistance
9.   INITIATIVE – doing something without being asked.
10.   Following through to the completion of assignment

4. *Program Performance Guidelines*

The following policies have been developed to assist you in your classroom and externships experiences. <u>A high level of professionalism and respect are always expected from all students</u>. These guidelines have been adopted to maintain a consistent level for your training experience and for a positive impact on patient care.

4.1 *Program Attendance Policy – Classroom (in person and virtual platform), simulation lab and experiential*
Program requirements take precedence over work schedules. Students are responsible for all missed classwork.

Classroom, Simulation Labs and Experiential	
# of Incidents	**PIP and Corrective Action Guidelines**
1 incident	Verbal Reminder
2 incidents	1st Written Reminder (Step One)
3 incidents	2nd Written Reminder (Step Two)
4 incidents	Expulsion

- Students are expected to be on time for in-person classes, simulation lab, and experiential. Tardiness is considered unprofessional and most unsatisfactory in health care field. All absences for class and lab are considered unexcused.
- Students are expected to complete all lectures and assignments under the virtual leaning platform in a timely manner.
- Medical, dental, and other appointments should not be scheduled during class, lab, or experiential times. These will generate unexcused absences unless extenuating circumstances prevail.
- 3 consecutive missed days for class, lab and/or experiential is required to provide proper documentation for the missed time. The student is also expected to follow all communication procedures outlined in the semester's clinical manual.
- In the event that you know that you are going to be absent from simulation lab and/or experiential, the following steps are to be taken:
    - *Email the Program Coordinator (amanda.teckenbrock@leehealth.org) and copy Program Director (yanela.lozano@leehealth.org). The message should include your name, reason for absence, and expected date of return.*
    - *For experiential rotation – call site preceptor and email program coordinator. Leave a message if no answer. The message should include your name, reason for absence, and expected date of return.*

- Participation counts in simulation and clinical/experiential.

Assessment Type	Percent of Grade
Homework	30%
Simulation	20%
Quiz	10%
Test	40%

Requirement for Program Graduation / Program Certificate / Registration with the Florida Board of Pharmacy:
1. Final Overall Passing Score 80% or greater
2. Successful completion of all 600 program hours including 200 hours of experiential
3. Competency validation must be achieved in all areas in order for hours to be signed off.

Failure to pass examination/coursework – refer to Student Program Agreement document.

4.2 FUNERAL LEAVE

You will be granted a maximum of three days excused absence for a death in your immediate family. Immediate family shall include husband, wife, child, mother, father, sister, brother, mother-in-law, father-in-law, and you or your spouse's grandparents.
Exception may be granted only by the chairperson.

4.3 Electronic Device Etiquette

It is recognized that personal communication devices, including smart phones, can play a fundamental role in both education and urgent personal connections (for example, a school calling about a sick child). For this reason, use of such devices is permitted in the classroom, with specific reservations:

1. Please set all devices to 'silent' or 'vibrate' during instructional time.
2. Use of devices during testing is NOT allowed.
3. Please limit use of devices to urgent personal connections and educational purposes related to the course material being discussed.
4. If you receive an urgent text/call during class that requires immediate attention, please quietly excuse yourself from the classroom to respond to the call.
5. Please refrain from using 'ear buds' or continually using the device as a learning distraction. Professor retains the right to disallow the use of such devices should the policy become a distraction.
6. When on experiential rotations, students are expected to abide by the policies of that institution.

4.4. Dress Code – Refer to policy PH9 02 001

All Lee Health pharmacy technician students will maintain a professional, well-groomed appearance. Clothing and grooming should contribute to a positive image of the health system while maintaining safety standards. Failure to do so will result in sending the student home.

- During classroom time, students shall follow Business Casual attire standards or scrubs (Jeans and open toed shoes are not permitted). The student should wear clothing that is in good condition, clean, well-fitted. Low-cut tops that reveal cleavage, short dresses, see through clothing or inappropriately fitted pants, blouses or shirts are not to be worn. Showing of undergarments is not allowed, either directly or indirectly (i.e., visible through outer layer of clothing).
- During experiential training, students are expected to wear designated pharmacy color scrubs to align with Lee Health's principles:
  o Prevent the spread of infection to others.
  o Incorporate occupational health and safety recommendations for appropriate attire while in the patient care setting that might create a hazard or safety issue for the employee.
  o maintains an appearance that allows work to be completed efficiently.
  o maintain an appearance that is appropriate to the patient care setting.
  o maintain an appearance that portrays a competent professional image through appropriate clinical and / or workplace attire.
  o Student should avoid dress or grooming styles, jewelry, visible tattoos or body art that could distract, harm, offend, cause anxiety or concern to patients, visitors and / or co-workers; or could put patient care at risk.
  o Students in clinical departments and designated non-clinical departments will be expected to wear the uniform styles and colors assigned for their job classification and/or department.

- Student ID name badges are to be worn on the front upper torso / maximum visibility.
- Clothing, lanyards or accessories that demonstrate a personal point of view or that has illicit, profane, suggestive, biased, sexually related, or any political affiliation, is not allowed; alcohol-related or tobacco-related text graphics or logos are not permitted.
- Pharmacy Technician Training Program Coordinator is responsible for monitoring and enforcing uniform, dress, grooming and personal hygiene standards. Leadership may use discretion for non-customer facing departments when applying the uniform and non-uniform dress code standards contained within this policy. Any latitude applied must be approved by leader and embrace the spirit of professional image and appearance.

5.1 _Probationary- Dismissal Policy for Unprofessional Behavior_ – Refer to Policy PH09 02 002

The following information describes prohibitive conduct which may be cause for dismissal from the program. No food is allowed during labs, as it creates issues regarding safety and sterility.

Prohibited conduct is not limited to these items, but also includes information from the college's student's code in the student handbook.

- Insubordination, including willful negligence or refusal to perform tasks in the manner assigned by instructors, preceptors, or other authority figures.
- The use of alcoholic beverages while in any class, lab, or clinical setting OR reporting to class/lab, or pharmacy assignment while under the influence of alcoholic beverages. This includes hangovers.
- The possession, use, or abuse of drugs or controlled substances (not including those for a prescribed necessary condition) while in class or on clinical assignment. Remember, this is a pharmacy program. If you violate this code, you will be dismissed. There will be no second chances on drug offenses.
- Unauthorized release of confidential information (HIPPA violation). This includes confidential information pertaining to your classmates, as well as any confidential material covered in class, labs, or clinical. Violating HIPPA is a serious offense. Requests for information concerning a patient should be referred to the department supervisor while on clinical.
- Theft of college property or medical facility property, property of fellow students, or pharmacy employees.
- Any act of damage or any abuse of college or pharmacy property including careless or intentional damage to college or pharmacy property.
- Failure to observe or adhere to established laboratory safety, and infection control policies or any demonstration of unsafe behavior.
- Conduct which is considered improper, unprofessional, or inappropriate while in lab, class, or pharmacy.
- Offensive, harassing, or insulting behavior. Use of profanity or insulting gestures.
- Frequent absences from didactic/ simulation lab/experiential.
- Receipt of unprofessional evaluations.
- Breach of rules and regulations of the clinical education centers and/ or college.
- Dishonesty.
- Sleeping on scheduled clinical education shifts.
- Habitual absence without permission or proper explanation.

If a student should be convicted of a crime (other than a minor traffic violation) while enrolled in the program, he/she should immediately schedule an appointment with the program director. These situations will be dealt with on a case-by-case basis and may result in disciplinary action, including dismissal from the program.

5.2 _Probationary- Dismissal Policy for Unsafe Health Practices_– Refer to Policy PH09 02 002

Examples include, but are not limited to:
- Failure to report all health disorders to the program director in writing.

- Failure to seek and maintain proper care for health-related disorders.
- Failure to protect self, peers, staff, and patients from actual or potential health hazards.
- Use of controlled substances prior or during experiential/clinical rotations that would impair judgment and/ or behavior. Justified uses are medically diagnosed conditions that require around the clock treatment.

5.3 _Failure to pass examination/coursework_ – Refer to the Student Program Agreement

5.4. _Program Completion – Board of Pharmacy Registration and Pharmacy Board Certification Requirements Policy PH9 02 004_

After successfully completing the program, the student must submit all required documentation to the Florida Board of Pharmacy and complete the registration process.
The pharmacy technician student is required to sit for the Pharmacy Board Certification Exam within 30 days from the day of registration.

It is the responsibility of every pharmacy technician student to utilize the PTCB Practice tests provided throughout the course; as well as their personal class notes in preparation for the Pharmacy Board Certification Exam. In addition, it is highly recommended that the students invest in a PTCE preparation workbook for successful completion of the exam.