J. Sargeant Reynolds Community College
Course Content Summary

Course Prefix and Number: HLT 101
Credits: 1

Course Title: Introduction to the Role of Pharmacy Technician

Course Description: Provides an overview of pharmacy practice, drug classifications and generic substitutions, and the role and responsibility of a pharmacy technician professional. Focuses on the essentials required for excelling in the pharmacy technician role. Lecture 1 hour per week.

General Course Purpose: This course is designed to provide an introduction to the pharmacy technician’s role and practice within the U.S. health care system.

Course Prerequisites and Co-requisites:
None

Student Learning Outcomes:
Upon completing the course, the student will be able to
a. Describe the role and practice of the pharmacy technician within the U.S. health care system;
b. List and compare the various pharmacy employment environments;
c. Delineate the roles and duties between pharmacy technicians and pharmacists;
d. Identify and evaluate personal customer service skills and develop a plan for job performance improvement;
e. Describe drug classifications; and
f. Describe the pharmacy technician’s ethical and professional guidelines.

Major Topics to Be Included:
 a. A typical day in community pharmacy
 b. Types of pharmacy practices and occupational environments
 c. Role, duties, and expectations of a pharmacy technician
 d. Ethics and laws essential to pharmacy practice
 e. Professionalism
 f. Drug classification and generic substitutions
 g. Integration of customer service into role, duties, expectations, and ethical practice
 h. Personal customer service inventory

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