

**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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