

PHARMACY CLERK

INDUSTRY SECTOR | Health Science and Medical Technology Therapeutic
PATHWAY | Patient Care

COURSE ESSENTIAL QUESTION:

What is a drug?

COURSE OVERVIEW:

This course gives the student basic skills and understanding of the profession to perform as an entry level pharmacy clerk in many practice settings. Students learn pharmaceutical terms, basic clerical skills, customer service, insurance billing and retail skills. Integrated throughout the course are Academic and CTE standards which include safety, communication, technology, ethics, career planning and other employable skills.

INFORMATION:

- A. **Pre-requisite:** NONE
- B. **Abilities Required:** Reading, Writing and Mathematica
- C. **Dress Requirement and Grooming:** Dress Code/Industry Standard
- D. **Students must master 75% of the certificate competencies to receive a certificate.**
- E. **Fee:** Free to High School students
- F. **Course Length:** 180 hours
- G. **Textbook:** Assisting in the Pharmacy, Askew/Stevens
- H. **UC a-g Approved:** No
- I. **Industry Certification:** Not Applicable
- J. **Sequencing to Include a Capstone:** Not Applicable
- K. **Community College Articulation:** Yes
- L. **Common Core Alignment:** Yes
- M. **Community Classroom:** No
- N. **Career Technical Student Organization:** No
- O. **Work-Based Learning:** Yes

IDEA/THEME: UNIT 1. Introduction to the Pharmacy

ENGAGING TITLE:

ESSENTIAL QUESTION: “It’s all Greek to me”

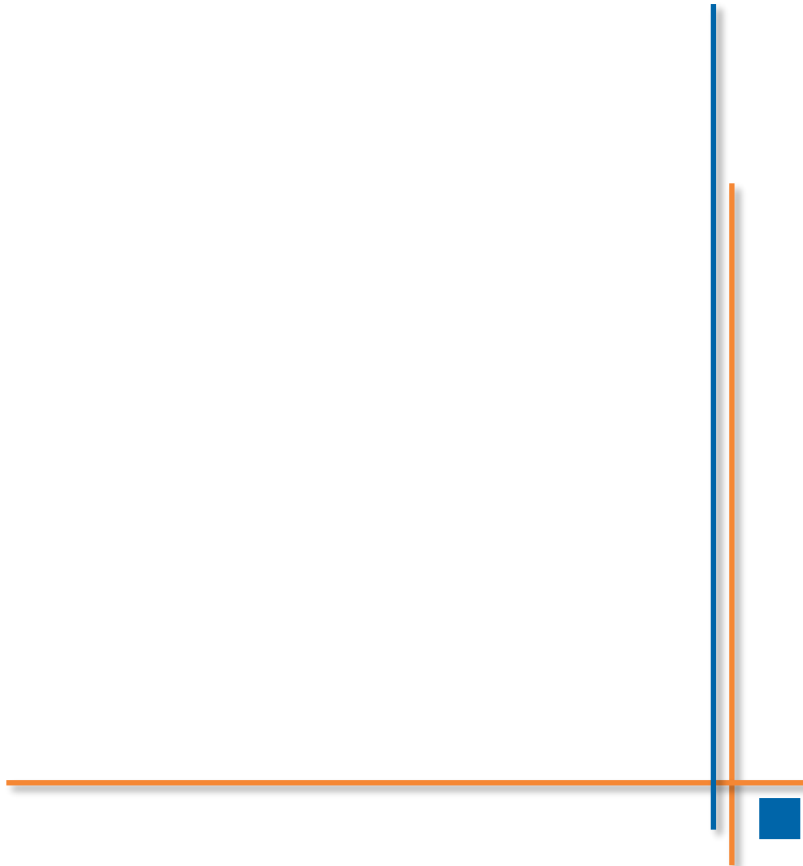
INSTRUCTIONAL HOURS: 30 HOURS

Common Core Unit Objective

Upon completion of this unit, the student will develop a basic knowledge of the healthcare delivery system, healthcare providers, identify alternative medicine, and the differentiate between the types of health insurance, insurance and reimbursement terminology, different types of pharmacies, pharmacy teams and various pharmacy job opportunities, create a Pharmacy Organizational Chart, Interview a Pharmacy professional thru lectures, power-point presentations, textbook and utilize this knowledge in completing Student Enrichment activities and verifying patient healthcare benefits eligibility, job applications and completing a career exploration project.

Key Assignments

- Complete an Enrichment Activity,
- Create Pharmacy organizational charts, healthcare delivery model
- Interview a pharmacy professional and create a multimedia presentation



Anchor Standards

- 1.0 **Academics:** Analyze and apply appropriate academic standards required for successful industry sector pathway completion leading to postsecondary education and employment. Refer to the Health Science and Medical Technology academic alignment matrix for identification of standards.
- 5.0 **Problem Solving and Critical Thinking:** Conduct short, as well as more sustained, research to create alternative solutions to answer a question or solve a problem, unique to the Health Science and Medical Technology sector using critical and creative thinking, logical reasoning, analysis, inquiry, and problem-solving techniques.
 - 5.6 Read, interpret, and extract information from documents.
- 8.0 **Ethics and Legal Responsibilities:** Practice professional, ethical, and legal behavior, responding thoughtfully to diverse perspectives and resolving contradictions when possible, consistent with applicable laws, regulations, and organizational norms.
 - 8.4 Explain the importance of personal integrity, confidentiality, and ethical behavior in the workplace.
- 10.0 **Technical Knowledge and Skills:** Apply essential technical knowledge and skills common to all pathways in the Health Science and Medical Technology sector, following procedures when carrying out experiments or performing technical tasks.
 - 10.1 Interpret and explain terminology and practices specific to the Health Science and Medical Technology sector.

Pathway Standards

- B1.0 Recognize the integrated systems approach to health care delivery services: prevention, diagnosis, pathology, and treatment.
 - B1.1 Know relationship and use of an integrated health care delivery system.
 - B1.2 Understand the range between prevention, diagnosis, pathology, and treatment procedures.
 - B1.5 Describe the importance of reimbursement systems in relationship to the delivery of patient care.
- B2.0 Understand the basic structure and function of the human body and relate normal function to common disorders.
 - B2.1 Know basic human body structure and function in relationship to specific care between prevention, diagnosis, pathology, and treatment.
 - B2.3 Recognize common disease and disorders of the human body.
- B5.0 Know the definition, spelling, pronunciation and use of appropriate terminology in the healthcare setting.
- B12.0 Adhere to the roles and responsibilities, within the scope of practice, that contribute to the design and implementation of treatment planning.

Common Core Standards

- LS11-12.1. Demonstrate command of the conventions of standard English grammar and usage when writing or speaking.
- LS11-12.2. Demonstrate command of the conventions of standard English capitalization, punctuation, and spelling when writing.
- LS11-12.3. Apply knowledge of language to understand how language functions in different contexts, to make effective choices for meaning or style, and to comprehend more fully when reading or listening.
- LS11-12.4. Determine or clarify the meaning of unknown and multiple-meaning words and phrases based on grades 11–12 reading and content, choosing flexibly from a range of strategies.

RESOURCES:

Resources

1. Textbooks – Assisting in The Pharmacy, Askew/Stevens
2. PowerPoint Presentations
 - a) History of Healthcare
 - b) Chapter 1 – Introduction to Pharmacy
 - c) Chapter 2 – The Pharmacy Team
 - d) The Healthcare Delivery System
 - e) Pharmacy Aides
 - f) Overview of The Human Body
3. Interviews – Career Exploration Project
4. Handouts
 - a) Chapter 1 – Chapter 2 Worksheets
 - b) Introduction to Pharmacy
 - c) History of Healthcare with worksheets
 - d) Overview of The Human Body with worksheets

IDEA/THEME: UNIT 2. Pharmacology Basics???

ENGAGING TITLE:

ESSENTIAL QUESTION: What is a drug?

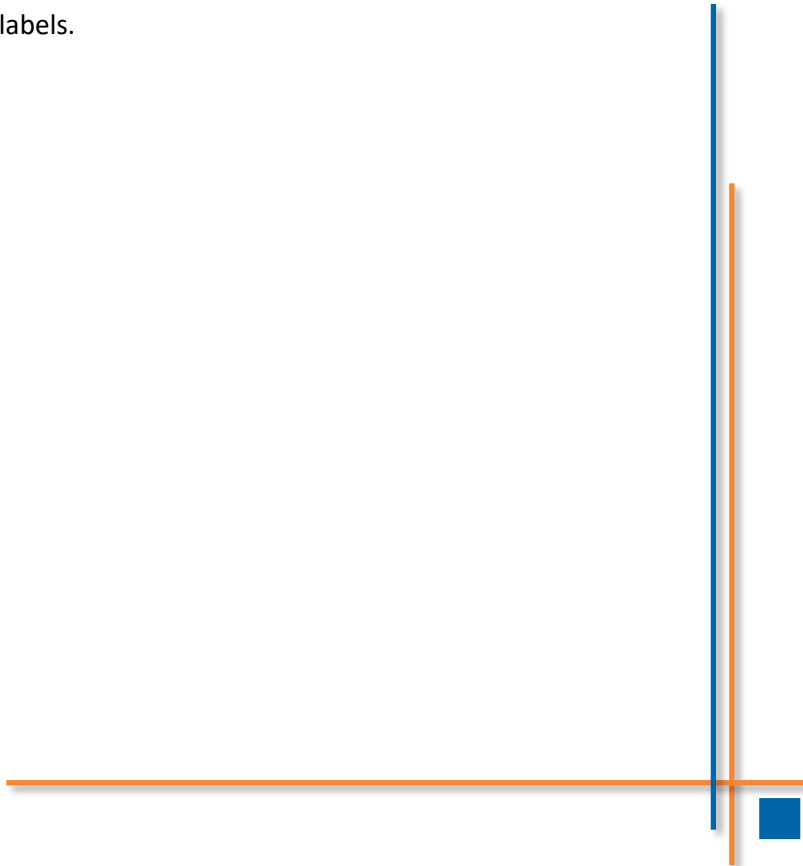
INSTRUCTIONAL HOURS: 70 Hours

Common Core Unit Objective

Utilizing information from PowerPoint presentations, lectures and handouts, student will differentiate between generic and brand name products, basic arithmetic, will be able interpret physician orders, prescriptions and accurately type prescription labels and calculate dosages.

Key Assignments

- Complete a Student Enrichment Activity
- Perform Dosage Calculations
- Interpret physician orders or prescription and accurately type prescription labels.



Anchor Standards

- 1.0 **Academics:** Analyze and apply appropriate academic standards required for successful industry sector pathway completion leading to postsecondary education and employment. Refer to the Health Science and Medical Technology academic alignment matrix for identification of standards.
- 5.0 **Problem Solving and Critical Thinking:** Conduct short, as well as more sustained, research to create alternative solutions to answer a question or solve a problem, unique to the Health Science and Medical Technology sector using critical and creative thinking, logical reasoning, analysis, inquiry, and problem-solving techniques.
 - 5.6 Read, interpret, and extract information from documents.
- 8.0 **Ethics and Legal Responsibilities:** Practice professional, ethical, and legal behavior, responding thoughtfully to diverse perspectives and resolving contradictions when possible, consistent with applicable laws, regulations, and organizational norms.
 - 8.4 Explain the importance of personal integrity, confidentiality, and ethical behavior in the workplace
- 10.0 **Technical Knowledge and Skills:** Apply essential technical knowledge and skills common to all pathways in the Health Science and Medical Technology sector, following procedures when carrying out experiments or performing technical tasks.
 - 10.1 Interpret and explain terminology and practices specific to the Health Science and Medical Technology sector.
- 11.0 **Demonstration and Application:** Demonstrate and apply the knowledge and skills contained in the Health Science and Medical Technology anchor standards, pathway standards, and performance indicators in classroom, laboratory and workplace settings, and through the Cal-HOSA career technical student organizations.
 - 11.1 Utilize work-based/workplace learning experiences to demonstrate and expand upon knowledge and skills gained during classroom instruction and laboratory practices specific to the Health Science and Medical Technology sector program of study.

Pathway Standards

- B3.0 Know how to apply mathematical computations used in health care delivery system.
 - B3.1 Apply mathematical computations related to health care procedures (metric and household, conversions and measurements).
- B5.0 Know the definition, spelling, pronunciation, and use of appropriate terminology in the health care setting.
 - B5.2 Accurately spell and define occupationally specific terms related to health care.

Common Core Standards

LS11-12.4. Determine or clarify the meaning of unknown and multiple-meaning words and phrases based on *grades* 11–12 reading and content, choosing flexibly from a range of strategies.

Algebra A-SSE-Seeing Structure in Expressions

RSIT11-12.7 Integrate and evaluate multiple sources of information presented in different media or formats (e.g., visually, quantitatively) as well as in words in order to address a question or solve a problem.

RESOURCES:

Resources

1. Textbooks
 - a) Assisting in The Pharmacy – Askew/Stevens
 - b) Practical Problems in Mathematics for Health Occupations - Simmers
2. PowerPoint Presentations
 - a) Chapter 4 – Pharmacology Basics
 - b) Chapter 6 – The Prescription
 - c) Conversions
 - d) Ratio Proportion
 - e) Calculating Oral Dosages
 - f) Calculating Parenteral Dosages
 - g) Calculating Dosages by Weight
 - h) Calculating Pediatric Dosages
 - i) Preparing and Diluting Solutions
 - j) Over the Counter Medications
3. Handouts
 - a) Chapter 4, Chapter 6 – worksheets
 - b) Conversions Table and worksheets
 - c) Ratio and Proportion worksheets
 - d) Dosage Calculation worksheets
 - e) OTC Medication List

IDEA/THEME: UNIT 3. OPERATIONAL SKILLS

ENGAGING TITLE:

ESSENTIAL QUESTION: How hard is it to count pills?

INSTRUCTIONAL HOURS: 60.0 Hours

Common Core Unit Objective

Upon completion of this unit, students will demonstrate knowledge of pharmaceutical care, pharmacy laws, routes of administration, drug names, pharmacy operations, customer service, commercial calculations, communication skills, basic computer knowledge medical and pharmacy terminology, identify symbols and abbreviations, perform commercial calculations, through lectures, power-point presentations, and textbook and apply them in reading and interpreting prescriptions and physician orders to type prescription label and, perform customer service functions.

Key Assignments

- Complete a Student Enrichment Activity
- Perform Commercial Calculations
- Perform Dosage Calculations
- Demonstrate Excellent Customer Service
- Input patient information into pharmacy database

Anchor Standards

- 1.0 **Academics:** Analyze and apply appropriate academic standards required for successful industry sector pathway completion leading to postsecondary education and employment. Refer to the Health Science and Medical Technology academic alignment matrix for identification of standards.
- 4.0 **Technology:** Use existing and emerging technology to investigate, research, and produce products and services, including new information, as required in the Health Science and Medical Technology sector workplace environment.
 - 4.1 Use electronic reference materials to gather information and produce products and services.
- 8.0 **Ethics and Legal Responsibilities:** Practice professional, ethical, and legal behavior, responding thoughtfully to diverse perspectives and resolving contradictions when possible, consistent with applicable laws, regulations, and organizational norms.
 - 8.3 Demonstrate ethical and legal practices consistent with Health Science and Medical Technology sector workplace standards.
- 10.0 **Technical Knowledge and Skills:** Apply essential technical knowledge and skills common to all pathways in the Health Science and medical Technology sector, following procedures when carrying out experiments or performing technical tasks.
 - 10.1 Interpret and explain terminology and practices specific to the Health Science and Medical Technology sector.
- 11.0 **Demonstration and Application:** Demonstrate and apply the knowledge and skills contained in the Health Science and Medical Technology anchor standards, pathway standards, and performance indicators in classroom, laboratory, and workplace settings and through the Cal-HOSA career technical student organization.
 - 11.1 Utilize work-based/workplace learning experiences to demonstrate and expand upon knowledge and skills gained during classroom instruction and laboratory practices specific to the Health Science and Medical Technology sector program of study.

Pathway Standards

- B5.0 Know the definition, spelling, pronunciation, and use of appropriate terminology in the health care setting.
 - B5.1 Use medical terminology in patient care appropriate to communicate information and observations.
 - B5.6 Demonstrate the correct pronunciation of medical terms.
- B6.0 Communicate procedures and goals to patients using various communication strategies to respond to questions and concerns.
 - B6.2 Use active listening skills (e.g., reflection, restatement, and clarification) and communication techniques to gather information from the patient.
 - B6.3 Formulate appropriate responses to address the patients concerns and questions in a positive manner.
 - B6.4 Employ sensitivity and withhold bias when communicating with patients
- B10.0 Comply with protocols and preventative health practices necessary to maintain a safe and healthy environment for patients, health care workers, coworkers, and self within the health care setting.
 - B10.2 Demonstrate use of facility policies and procedures of infection control while performing patient care.
 - B10.4 Demonstrate the use of appropriate personal protective equipment (PPE).
 - B10.5 Practice proper hand hygiene.
- B12.0 Adhere to the roles and responsibilities, within the scope of practice, that contribute to the design and implementation of treatment planning.
 - B12.2 Describe the various roles and responsibilities of health care workers as team members in an integrated health care delivery system.

Common Core Standards

- LS11-12.6. Acquire and accurately use general academic and domain-specific words and phrases sufficient for reading, writing, speaking, and listening at the college and career readiness level; demonstrate independence in gathering vocabulary knowledge when considering a word or phrase important to comprehension or expression.

RESOURCES:

Resources

1. Textbooks
 - a) Assisting in the Pharmacy, Askew/Stevens
 - b) Chapter 3 – Essential Skills and Responsibilities
2. PowerPoint Presentations
 - a) Chapter 3 – Essential Skills and Responsibilities
 - b) Foundations of Communications
 - c) Patient Admission Process
3. Videos
4. Handouts
 - a) Chapter 3 worksheets
 - b) Insurance Terminology
 - c) Commercial Calculations with worksheets
 - d) Foundation of Communication document with worksheet
 - e) Sample Patient Demographics

IDEA/THEME: UNIT 4. CAREER PLANNING

ENGAGING TITLE:

ESSENTIAL QUESTION: Why should we hire you?

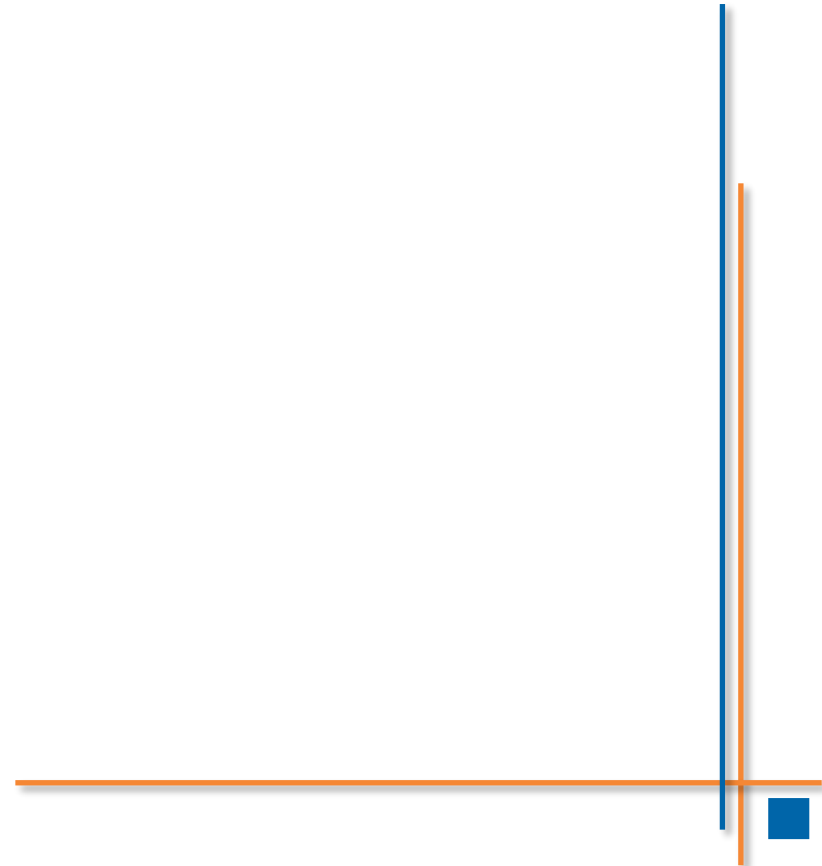
INSTRUCTIONAL HOURS: 20.0 Hours

Common Core Unit Objective

Upon completion of this unit, students will demonstrate and understand the current and ever expanding roles of pharmacy clerk, explore the various career opportunities and Pathway Standards in the pharmacy field, respond to job ad thru lectures, power-point presentations, interview with pharmacy professionals and utilize this knowledge in applying for a job as a pharmacy clerk or pharmacy assistant.

Key Assignments

- Write an effective cover letter and resume.
- Demonstrate ideal grooming standards.
- Complete and critique a mock job interview.
- Complete a Career Interest Inventory Activity.



Anchor Standards

- 1.0 **Academics:** Analyze and apply appropriate academic standards required for successful industry sector pathway completion leading to postsecondary education and employment. Refer to the Health Science and Medical Technology academic alignment matrix for identification of standards.
- 3.0 **Career Planning and Management:** Integrate multiple sources of career information from diverse formats to make informed career decisions, solve problems, and manage personal career plans.
 - 3.1 Identify personal interests, aptitudes, information, and skills necessary for informed career decision making.
 - 3.4 Research the scope of career opportunities available and the requirements for education, training, certification, and licensure
 - 3.5 Integrate changing employment trends, societal needs, and economic conditions into career planning.
 - 3.9 Develop a career plan that reflects career interests, pathways, and postsecondary options.
- 7.0 **Responsibility and Flexibility:** Initiate, and participate in, a range of collaborations demonstrating behaviors that reflect personal and professional responsibility, flexibility, and respect in the Health Science and Medical Technology sector workplace environment and community settings.
 - 7.7 Demonstrate the qualities and behaviors that constitute a positive and professional work demeanor, including appropriate attire for the profession.

Pathway Standards

- B12.0 Adhere to the roles and responsibilities, within the scope of practice, that contribute to the design and implementation of treatment planning.
- B12.2 Describe the various roles and responsibilities of health care workers as team members in an integrated health care delivery system.

Common Core Standards

- WS11-12.6. Use technology, including the Internet, to produce, publish, and update individual or shared writing products in response to ongoing feedback, including new arguments or information.

RESOURCES:

Resources

1. PowerPoint Presentations
 - a) Health Science Career Exploration
 - b) Job Search Skills PowerPoints
 1. Cover Letters – How to write an effective cover letter
 2. Resume Workshop
 3. Interview Workshop
2. Handouts
 - a) Career Exploration Inventory
 - b) Sample Cover Letters and Resume
 - c) Cover Letters Resume Outline/Format with Rubric
 - d) Interview Packet with Rubric
3. Internet – Jobs.com, etc.
4. Interviews
5. Videos: YouTube
 - a) Pharmacy Job Interview
 - b) Questions and Tips

