

Boston Reed College

Pharmacy Technician Program

EXTERNSHIP RESOURCE BOOKLET

Student Name: _____

(Please print)

Course Location: _____

(City)

If found please return to:

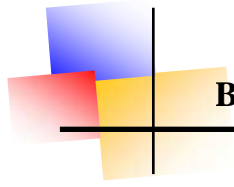
Boston Reed College
2799 Napa Valley Corporate Drive
Napa, CA 94558

☎ (phone) 800-201-1141

☎ (fax) 707-307-5017

Course Completion Checklist:

- ✓ **Externship hours noted and signed**
- ✓ **Evaluation complete and signed**
- ✓ **Skills checklist complete**
- ✓ **Current address and phone number listed**
- ✓ **Copy of this booklet made by student prior to submission**



Boston Reed College

Student Name: _____

Your current mailing address: _____

Your current phone #:

Day (____) _____

Eve (____) _____

Externship Site:

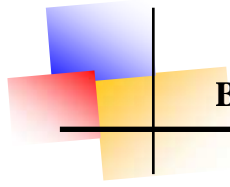
Name _____

Address _____

City _____

Phone (____) _____

Preceptor Name _____



Important Information !!!

Enclosed you will find the resources you will need to complete your externship.

Attendance: If you are unable to attend your externship due to illness or emergency, please notify your preceptor AND contact the **Boston Reed** Student line at (800) 201-1141, Option 3, to notify us. You must arrange for a make-up date with your preceptor.

Confidentiality: You are required to maintain confidentiality of patient information in accordance with state and federal law. No student will have access to or have the right to review any medical record, except where necessary in the regular course of the program. The discussion, transmission or narration in any form by students of any patient information obtained in the regular course of the program is forbidden except as permitted by law. Please review and sign the Health Insurance Portability and Accountability Act (HIPAA) on page 5.

Sign-in Log: See page 12. Each day of the externship should be documented and signed for a total of 120 hours for California classes and 200 hours for Louisiana classes.

Dress Code: See page 4 for the Dress Code.

Externship Skills Checklist: See pages 7-9. This is used in the classroom and externship settings.

Preceptor's Evaluation of Student: Pages 10-11 are to be completed by your preceptor upon completion of your externship.

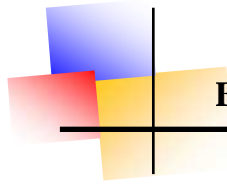
Student Evaluation of Externship Setting: Page 13 is to be completed by you *after* your preceptor evaluates you.

In order to graduate from this program, you must return this booklet to **Boston Reed** with:

- ✓ All skills signed off a minimum of one time (both classroom and externship count toward this)
- ✓ Sign-in log (Calif students) or Preceptor's Affidavit (Louisiana students) completed
- ✓ Student Evaluation Form
- ✓ Current address and phone number listed

Once the booklet is received (along with Preceptor's Affidavit from Louisiana students), Boston Reed will mail the certificate of completion directly to your home within two weeks of receipt of the booklet.

NOTE: Please make copies of all documents before mailing your originals to Boston Reed



DRESS CODE

Appropriate dress standards have been established in order to present and maintain, at all times, a professional appearance to patients, employees and visitors. The standards allow for comfortable performance of duties, promotion of safety and prevention of the spread of infectious organisms. Students are expected to conform to this dress code in the classroom and at the externship site. Instructors may dismiss students they deem inappropriately dressed at any time from the classroom. Students will be required to comply with the externship site's dress code. If none is stipulated then the following will apply.

Classroom: Comfortable casual attire is acceptable. Nothing of a distractive or disruptive nature will be allowed. Identification badge is to be worn at all times in the classroom. At the discretion of the instructor, students may be required to abide by the following dress code for the externship site in the classroom setting as well.

Externship Site:

ID Badge: Identification badge is to be worn at all times above the waist, with name visible.

Hair: Should have a clean and neat appearance; hair that is shoulder length or longer will be pulled back when on the externship site. Facial hair must be clean, neat and well groomed.

Headwear: Religious head covers may be worn; all other headwear is inappropriate.

Jewelry: Should be appropriate to professional wear and not present a safety hazard when working with patients or equipment.

Tops/Shirts: White, solid-colored or print tops with sleeves. Colors must be non-fluorescent. Pullover blouses and collared polo style shirts, or scrub tops may be worn. NO denim attire, tank tops, halter tops, sweatshirts, low cut necklines, transparent garments, tops exposing bare midriff, back or chest. Absolutely NO sweatshirts or T-shirts with cartoons, graffiti, advertising or offensive pictures.

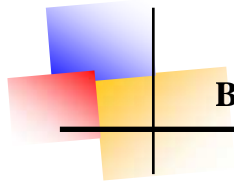
Skirts/Dresses: White, solid-colored or print uniform skirts, dresses or jumpers worn are to be clean, neat and allow for the performance of the job without restrictions. Mini dresses/skirts or long skirts that might interfere with safety are not acceptable.

Slacks/Pants: White, solid-colored or print uniform pants or scrub pants may be worn. NO sweat pants, jogging pants, overalls, torn or patched pants, tight clothing (bike shorts, leotards, shorts or leggings), baggy clothing, exposed undergarments.

Hose: White or neutral shades must be worn.

Footwear: Clean, preferably white, closed-toed shoes will be worn. Clean, neat, white athletic shoes are acceptable.

Grooming: Fragrances: Do not wear any perfume or cologne as they can cause allergic reactions for some. Fingernails should be clean and appropriate in length. Be prepared to cover obvious tattoos and remove jewelry from piercing and artificial nails.



HIPAA STATEMENT

Dear Pharmacy Technician Student:

Notification of privacy practices in accordance with the Health Insurance Portability and Accountability Act (HIPAA) was distributed and discussed during the classroom portion of this program. It is your responsibility as a Boston Reed Pharmacy Technician student to be able to define the HIPAA regulations. You should be able to describe how the regulation affects you in your position as a pharmacy technician.

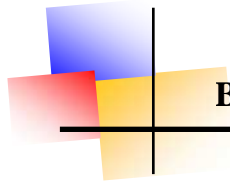
Please review the HIPAA notification thoroughly and keep it with your other pharmacy technician references that you carry with you at your job or externship site.

HIPAA Statement

I _____ have read and understand the HIPAA regulations.
(Please Print your name)

Signature

Date



Student: Indicate your externship schedule here:

A Note for Preceptors:

Thank you for hosting a Boston Reed Pharmacy Technician student. We appreciate your contribution to the success of our students. Please contact the externship coordinator at 800-201-1141 immediately if you have any questions or concerns. This booklet contains all of the paperwork required for the student to complete the program. Here is a list of what we ask of you:

- Student's schedule: Verify student's externship schedule above.
- Skills Checklist: Initial next to any skill the student either performs or observes in your pharmacy. We hope students will experience as many of these skills as possible, however the student is not required to have all of the skills signed off during the externship.
- **California pharmacies only:** Sign-In Log: Initial the back of the booklet daily with the dates and hours the student has completed.
- **Louisiana pharmacies only:** Preceptor's Affidavit: The student is to provide you with this. Please complete it daily with the dates and hours the student has completed.
- Student Evaluation Form: Complete this at the end of the externship.

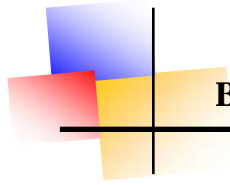
It is the student's responsibility to provide Boston Reed with a copy of the booklet and affidavit.

Thank you

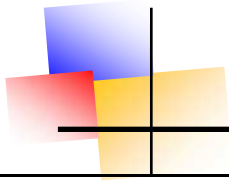
Externship Skills Checklist

Note: The externship skills checklist is for use in the classroom and externship settings. Students have been exposed to each skill in the class room portion of the course. The instructor is responsible for initialing each skill as it is taught or practiced in class. However, some of the skills may not be applicable to the pharmacy in which the student is externing. The student should strive to have as many skills as possible signed off by the preceptor during the externship. It is the responsibility of the student to ensure this checklist is completed.

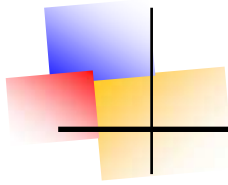
Skill	Instructor Initials	Preceptor Initials	Preceptor Initials
Collect pertinent patient information for use by the pharmacist from the chart or patient profile with efficiency and accuracy			
Be able to locate specific information from a medical record or profile			
Interview patient or caregiver to collect pertinent patient information			
Question other health care professionals to collect pertinent patient information			
Understand what is needed by the pharmacist to efficiently and accurately manage pharmacy services			
Organize written and oral communication in a logical manner			
Communicate appropriately with the level of understanding of one's audience			
Use good listening skills in all aspects of job			
Use different strategies for communicating with non-english speakers or patients who are impaired i.e. deaf, cognitively impaired, etc..			
Demonstrate proficiency with word processing and database software			
Be able to use the internet, e-mail and computerized medication information databases			
Follow an established procedure for purchasing and pharmaceuticals, devices and supplies			



Skill	Instructor Initials	Preceptor Initials	Preceptor Initials
Suggest alternative avenues for procuring a product which is unavailable			
Know proper storage conditions for pharmaceutical items			
Know how to return expired, damaged or recalled pharmaceuticals			
Understand how to deter theft and/or medication diversion			
Inventory and maintain records for controlled substances			
Screen medication orders/prescriptions for completeness			
Create new patient profile			
Enter information accurately into computer to obtain label and MAR			
Accurately prepare medication order/prescription			
Know how to dispose of hazardous materials/waste			
Know how to prepare and label repackaged products			
Observe compliance with State/Federal laws at practice site			
Be able to compound a non-sterile product			
Prepare an IV admixture			
Observe or prepare a T.P.N. order			
Determine patient eligibility and co-pay			
Process reimbursement claim forms			



Skill	Instructor Initials	Preceptor Initials	Preceptor Initials
Sterilize a laminar or horizontal air flow hood			
Efficiently deliver the correct medication to the correct patient/representative			
Know the pertinent policies and procedures for distribution of medications/controlled substances			
Know the facets of patient consultation a technician can/can't perform			
Know how to bill for services			
Know how to handle 3 rd party rejected claims			
Be able to work a cash register			
Reconstitute a granular antibiotic into suspension form			
Calibrate a device			
Know how to prepare, store and distribute investigational drug products			
Problem solve in the workplace to better a situation i.e. co-worker conflict, workflow mechanics, etc..			
Know how to obtain technician licensure and certification			
Assist patients with over-the-counter medication, know when to defer questions to the pharmacist			
Understand how to prevent and report medication errors			
Demonstrate ethical conduct			



Preceptor's Evaluation of Student

Student: _____

Area: _____

Date Started: _____

Date Ended: _____

*Please evaluate the above student on the following questions. The guidelines are as follows:
4 = excellent 3 = above average 2 = average 1 = needs improvement*

PERFORMANCE

The student demonstrates:

Ability to Learn and Retain Information	4	3	2	1	N/A
Correct Techniques in IV Admixture Preparation	4	3	2	1	N/A
Correct Procedure When Filling Medication Orders	4	3	2	1	N/A
Sufficient Speed in Completing Tasks	4	3	2	1	N/A
Care of Instruments and Equipment	4	3	2	1	N/A

ATTITUDE

The student demonstrates:

Interest in Improving Self	4	3	2	1	N/A
Ability to Adapt to New Procedures	4	3	2	1	N/A
Punctuality	4	3	2	1	N/A

INITIATIVE

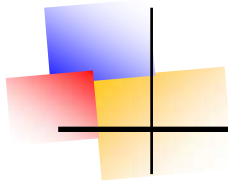
The student demonstrates:

Completion of Tasks	4	3	2	1	N/A
Undertaking of Appropriate Additional Duties	4	3	2	1	N/A
Anticipation of Doctor's / Co-workers Needs	4	3	2	1	N/A

NEATNESS

The student demonstrates:

Neatness in Accomplishing Work	4	3	2	1	N/A
Professionalism in Personal Appearance	4	3	2	1	N/A



PATIENT/STAFF RELATIONS

The student demonstrates:

Ability to Put Others at Ease	4	3	2	1	N/A
Cooperation with Staff	4	3	2	1	N/A
Diplomacy and Tact with Staff	4	3	2	1	N/A
Emotional Maturity to Function Under Stress	4	3	2	1	N/A
Appropriate Conversation with Staff/Patients	4	3	2	1	N/A
Use of Correct Terminology	4	3	2	1	N/A
Sensitivity to Patient Comfort	4	3	2	1	N/A

Student appears to show strength in these areas: _____

Student could profit from suggestions for improvement in these areas: _____

The overall appraisal of the student (Note Preceptors: Marking “Unsatisfactory” means that the student, in your opinion, is not prepared for the role of pharmacy technician. However, this does not necessarily mean the student cannot pass the course under certain conditions to be determined by Boston Reed College):

Outstanding _____ Above Average _____ Average _____ *Unsatisfactory _____

Would you hire this student if you had an opening for which student was qualified?

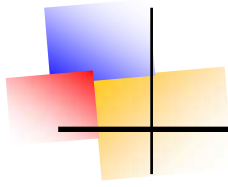
Yes _____ *No _____ (*Please submit further details on an Occurrence Form – found in your Site Information Packet or by calling Boston Reed College)

Signature: _____

Print Name: _____

Title: _____

Institution Name: _____



Student Evaluation of Externship Setting

Student Name: _____

Course/Location: _____

Name of Facility: _____

Instructions to the STUDENT: Read each statement and rate the site by marking your response on this form.

A = Strongly Agree
B = Agree
C = Disagree
D = Strongly Disagree
E = Not Applicable

1. The amount of patients/clients/tasks in the pharmacy was sufficient to meet course objectives.
2. The range of pharmacy technician duties represented in the pharmacy was sufficient to meet course objectives.
3. The variety of learning opportunities was sufficient to meet course objectives.
4. The staff provided positive role models.
5. There were sufficient resources (personnel and supplies) available to meet course objectives.
6. The attitude of the staff in the pharmacy contributed to a supportive learning environment.

A	B	C	D	E

Comments: _____

