

FRANKLIN UNIVERSITY

College of Health & Public Administration

Pharmacy Technician Program Student Handbook

Pharmacy Technician Program Student Handbook

Please read this Handbook in its entirety, as it contains important information to ensure your success in the program. You are responsible for all of the guidelines outlined here and should contact the pharmacy technician program by e-mailing pharmtech@franklin.edu

Welcome & Introduction

On behalf of the faculty and staff, we are thrilled to welcome you to Franklin University and congratulate you on taking this important step toward your future in healthcare. You have chosen a path dedicated to service, innovation, and making a meaningful impact on the lives of others, and we couldn't be more excited to support you on this journey.

For more than a century, Franklin University has been committed to educating, developing, and mentoring students like you, equipping them with the skills and knowledge needed to thrive in their chosen fields. As a student in the College of Health and Public Administration (COHPA), you are joining a dynamic community of learners, faculty, and professionals who share a passion for excellence and a commitment to improving the health and well-being of individuals and communities.

Your journey here will be both challenging and rewarding, and we are here to guide you every step of the way. Welcome to Franklin University, we can't wait to see all that you will accomplish!

Purpose of the Handbook

This handbook is a comprehensive guide for students enrolled in the Pharmacy Technician at Franklin University. It includes essential information on policies, procedures, and expectations that govern the program. Students are advised to read the handbook thoroughly to understand their responsibilities, the support available to them, and the requirements for successfully completing their program.

Message from Department Chair

Congratulations on starting your journey towards a challenging and rewarding healthcare career; one that allows you to grow as an individual while helping others attain better health outcomes. Your dedicated faculty members are highly qualified in their fields, with many years of experience helping patients as well as teaching students like you to achieve their goals. We all look forward to challenging and supporting you towards academic and career excellence.

Mission Statement

The mission of the College of Health and Public Administration, which houses the Allied Health Division, is to provide a relevant, high-quality, lifelong education that will enable our students to:

- Enhance the quality of healthcare and public service
- Advance healthcare and public service careers

- Succeed in providing leadership that improves the quality of life in communities

Background Screening

Allied Healthcare programs typically require an experiential learning component. This learning occurs within a healthcare environment, working among professionals, and performing services for real patients. As such, healthcare institutions have the right to determine who performs services within their institution. Students are strongly cautioned that healthcare institutions may refuse to accept them for experiential placements based on the results of the required screening assessments (which may include criminal background checks, drug screenings, immunization verification, and other healthcare screenings).

Each student should be aware that successful completion of a supervised placement is a required element of the program and the inability to do so for any reason, will result in the student's failure to satisfy the requirements of the major as specified in the Academic Bulletin. If a student has any questions about program completion, please contact pharmtech@franklin.edu.

Obtaining a Field Experience Placement

Each student is expected to secure a site to complete their 160 field experience hours with the support of our clinical coordinating team and approval from their Program Chair. You will be provided with a step-by-step process for accomplishing this early on in your program, and you are encouraged to arrange an appointment to discuss potential Field Experience opportunities with the Program Chair by contacting pharmtech@franklin.edu. Examples of appropriate sites are:

- Hospital pharmacies
- Retail pharmacies
- Compounding/specialty pharmacies
- Veterinary pharmacies
- Closed-door institutional pharmacies

Tuition, Fees & Refund Policy

For Tuition and Financial Aid information, please visit [Franklin University Tuition and Financial Aid](#) information page.

For program-specific fees, please see the [Pharmacy Technician Program Webpage](#).

Professional Behavior and Ethics

Appearance

Students should practice professionalism by presenting an appropriate Clinical Practicum appearance.

- Adhere to the facility's dress code
- Students work in close proximity with professional staff and, as such, must be aware of personal hygiene. Issues such as the use of strong perfumes/colognes, tobacco odors, deodorant issues and the like must be considered.

- Students should wear an official identification badge at all times.
- If students have questions regarding proper attire and Clinical Practicum Appearance, such questions should be discussed with the Clinical Coordinator and/or Clinical Faculty.

Protected Health Information (PHI)

Protected Health Information (PHI) refers to any information within an individual's medical record that can personally identify them and was generated, utilized, or shared during diagnosis or treatment. This definition extends to various identifiers and diverse information documented throughout routine care and billing processes. Proper safety measures must be implemented when collecting PHI as it is an essential aspect of the healthcare sector.

HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that protects the security and confidentiality of patient health information. "Individually identifiable health information" is information, including demographic data, that relates to:

- the individual's past, present, or future physical or mental health or condition,
- the provision of health care to the individual, or
- the past, present, or future payment for the provision of health care to the individual,

and that identifies the individual or for which there is a reasonable basis to believe it can be used to identify the individual. Individually identifiable health information includes many common identifiers (e.g., name, address, birth date, Social Security Number).

Students must, at all times, ensure the protection of patient information by adhering to the "minimum necessary" doctrine: only search, read, use, or discuss patient information as little as possible to perform their designated function. In plain language, DO NOT:

1. Search a patient's record out of curiosity about their condition.
2. Read more than the data necessary to perform your assigned duty.
3. Ask patients for information unrelated to your assigned duty.
4. Discuss a patient, even if you don't identify them by name, with anyone other than medical professionals who specifically need to know to perform their assigned duty.

Use of Technology / Social Media Platforms

The Privacy Rule protects all "*individually identifiable health information*" held or transmitted by a covered entity or its business associate, in any form or media, whether electronic, paper, or oral. The Privacy Rule calls this information "protected health information (PHI)."

The use of social media, photography, or any means of sharing PHI is strictly prohibited and will result in disciplinary actions, up to and including termination from the program.

Academic Policies

Franklin University offers extensive resources to all students. Each course provides links to general and course-specific resources. Students are expected to become familiar with all resources, policies, and expectations outlined in the [University Catalog \(Bulletin\)](https://www.franklin.edu/catalog#/home) (<https://www.franklin.edu/catalog#/home>)

Probation, Suspension, and Dismissal

Please refer to the Academic Catalog (Bulletin) for the policies on [Probation, Suspension, and Dismissal](#).

Academic Integrity

As members of Franklin's campus community, all students are expected to uphold and abide by its published standards of conduct, embodied within a set of core values that include honesty and integrity, respect for others, and respect for the campus community. Academic-based violations committed in the context of submitted course assignments, group projects, or examinations, or violations of course or program policy included in the syllabus provided to the student, are subject to a charge of academic misconduct. Students must become familiar with and adhere to the [Community Standards and Student Code of Conduct](#) policies and expectations outlined in the [University Catalog \(Bulletin\)](#) and [Franklin University Website](#).

Grading scale and academic progress

In order to comply with the State of Ohio and federal regulations under Section 668.16 (e), Franklin University has established standards for measuring satisfactory academic progress. Please navigate to [HYPERLINK "https://www.franklin.edu/current-students/financial-services/financial-aid/satisfactory-academic-progress-sap-policy"](https://www.franklin.edu/current-students/financial-services/financial-aid/satisfactory-academic-progress-sap-policy) [Franklin University's policy on satisfactory academic progress and grading](#) for more information.

Attendance

For more information about Franklin University attendance policy, please see the [University Catalog \(Bulletin\)](#) and [Franklin University Website](#). Regular and satisfactory progress is essential to success in a program that includes field experiences or clinical components. You will be expected to attend each and every assigned shift at your assigned location, and any deviation of that schedule must be approved by both the Site Supervisor and the Program Chair (or designee).

Student Support Services

Our helpful University student services staff is committed to helping you transition through each stage of your educational journey. Franklin students have access to a variety of services and resources (available in-person or online) to support their success, because when you succeed so do we. For more detail on our comprehensive student support services visit [Franklin University Student Support Homepage](#).

Disability and accommodation

An Allied Healthcare Professionals Externship/Clinical is designed to mirror future employment in the specific healthcare profession where the participant is placed. Accordingly, participants are required to perform and demonstrate competence in real-world tasks that include physical, sensory, cognitive, and other abilities directly related to the essential functions of a future healthcare profession. These abilities may vary depending on the specific Externship/Clinical placement, but include things such as, but not limited to, patient transport, performing basic medical tasks, administering treatments and medications, taking patient vitals, charting, supporting patients

mentally and emotionally, and communicating with patients, family members and other healthcare professionals to ensure coordinated and comprehensive care.

Students are urged to contact our Accommodations Office at accommodations@franklin.edu with any concerns regarding the essential requirements of an Allied Healthcare Professionals Externship/Clinical Placement or if they would like to request an accommodation.

Complaint and Grievance Procedures

Franklin University's mission is to provide high-quality, relevant education, enabling the broadest possible community of learners to achieve their goals and enrich the world. However, if a conflict arises, students are encouraged to follow the Student Grievance Procedure section of Franklin University Community Standards.

Employment Resources & Career Services

The Franklin University Center for Career Development helps prepare our students for their careers. The Franklin University Workforce Ready Toolbox is designed to help you succeed.

Pharmacy Technician Program Overview

Our online entry-level pharmacy technician program offers comprehensive training to prepare students for a successful career in the dynamic pharmacy field. This program combines flexible online coursework with hands-on, live, experiential learning to prepare our students for pharmacy practice, patient care, and the essential skills required for a pharmacy technician role.

Program Goals

This entry-level pharmacy technician program aims to equip our graduates with comprehensive knowledge, practical skills, and professional aptitude to excel in the exciting pharmacy technician profession. Pharmacy technicians play a crucial role in supporting pharmacists during the patient care process. This program offers a blend of online coursework, interactive virtual simulations, and clinical field experiences to provide a comprehensive learning experience. Combining theoretical knowledge with hands-on practice, our program prepares students to pass the National Pharmacy Technician Certification Exam (PTCE) or the Exam for the Certification of Pharmacy Technicians (ExCPT) and thrive in various pharmacy settings. Ultimately, our program's success is measured by our students' achievements, employment opportunities, and their ability to make meaningful contributions to the healthcare industry. For more information on the pharmacy technician certification exam (PTCE), please see <http://www.ptcb.org/> for more information on the exam for the certification of pharmacy technicians (ExCPT), please see [https://www.nhanow.com/certification/nha-certifications/certified-pharmacy-technician-\(cpht\)](https://www.nhanow.com/certification/nha-certifications/certified-pharmacy-technician-(cpht)).

Our program ensures that graduates are equipped to:

- Support pharmacists in the pharmacist-patient care process by collecting, organizing, and evaluating information for patient care, medication use review, and pharmacy operational management.
- Screen and verify prescriptions and medication orders for completeness and authenticity.
- Prepare and distribute medications, ensuring product accuracy, integrity, and authenticity.
- Verify the accuracy, integrity, and appropriate packaging of medications prepared by other technicians.
- Assist the pharmacist in the administration of immunizations.

- Assist the pharmacist in identifying patients requiring counseling to optimize the use of medications, equipment, and devices.
- Maintain pharmacy equipment and facilities.
- Initiate, verify, and collect payment and/or billing for pharmacy goods and services.
- Purchase pharmaceuticals, devices, and supplies in accordance with an established plan.
- Comply with laws, regulations, and professional standards.
- Maintain the highest standards of practice to ensure medication safety.
- Demonstrate ethical conduct, effective written and oral communication, professionalism, and a patient-centered caring attitude in all activities.
- Adapt to the needs of a diverse population to manage work efficiency as an individual and part of the health care team.
- Stay current with changes in pharmacy practice through lifelong learning, attainment, and maintenance of certification and professional development.
- Recognize the importance of time and workflow management to minimize stress and improve patient care delivery.

Program Learning Outcomes

Program learning outcomes can be found on the [Pharmacy Technician Program Website](#).

Clinical/Experiential Learning Requirements

Each student is expected to secure a site to complete their 160 field experience hours with the support of our clinical coordinating team and approval from your Program Chair. You will be provided with a step-by-step process for accomplishing this early on in your program and are encouraged to arrange an appointment to discuss potential Field Experience opportunities with the Program Chair by contacting pharmtech@franklin.edu. Examples of appropriate sites are:

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Evaluation and Competency Assessments

Students will demonstrate competencies in the following domains, as evidenced by preceptor observation and assessment during the experiential training:

1. Properly preparing medications for distribution pursuant to medication orders or prescriptions or in bulk for future distribution.
2. Managing inventory, including handling of recalled or expired medications, restocking, and performing appropriate documentation.
3. Maintaining professionalism in all interactions, including appropriate confidentiality, handling of billing and payment, collaboration, support of the pharmacist-patient care process, and effective communication.
4. Following standard operating procedures and adhering to all pharmacy regulations and safety protocols.
5. New tools and technology to assist the pharmacist in medication dispensing and the pharmacist's patient care process.

Students are expected to complete regular evaluations of their program experience, including Field Experience/Clinical Placement, and will use a digital platform to complete those. Typical documents may include:

1. Self-evaluations
2. Case logs
3. Time logs
4. Preceptor Evaluations
5. Student Evaluations of Field Experience/Field Placement
6. Competency Tracking documentation

Your Program Clinical Coordinator may be reached via email at pharmtech@franklin.edu and will provide the link and instructions on how to maintain your profile and submit documentation.

Licensure Disclosure

State Licensure Information

In order to comply with federal and state regulations related to distance education and professional licensure programs, not all programs are open for enrollment or completion of required clinical experiences in every state or U.S. territory.

To see where the Pharmacy Technician program is currently available, please review the [Program Availability document](#).

Requirements for licensure vary by state and may involve more than successful degree completion. For more information, including a list of locations where Franklin's programs meet state educational requirements for licensure and state licensure board contact information, please see the [Professional Licensure Information](#) section of the State Authorization & Professional Licensure webpage.

Roles and Responsibilities

University

Franklin University will:

Verify student eligibility, provide support for site selection, and communicate regularly with students and site supervisors. For detailed guidance and additional forms, visit the [Pharmacy Technician Program Webpage](#).

Site Supervisors

Mentoring

Experiential sites play a crucial role in the training and development of pharmacy technician students' knowledge and skills. The site will offer mentorship and guidance through qualified preceptors who offer constructive feedback, document progress, and communicate with the program coordinator and student to ensure that educational objectives are being met.

Health and Safety

Experiential sites will implement and adhere to strict health and safety protocols to protect students from potential hazards. This may include providing necessary personal protective equipment (PPE) and training students properly.

Students

Technology

Franklin University Pharmacy Technician program uses technology to provide and support learning during the didactic and simulation portions of the curriculum. To engage with the learning materials, complete assignments, and take quizzes and examinations, students will need reliable access to the internet.

Technology outages

Our didactic course materials are asynchronous; brief disruptions in internet access are not expected to hinder student progress. If students experience difficulties accessing coursework, they should promptly contact pharmtech@franklin.edu or Franklin University Information Technology at helpdesk@franklin.edu. During connectivity outages during an online quiz or assessment, students may reattempt the quiz once connectivity is restored. If any difficulties arise, please contact pharmtech@franklin.edu immediately. For further information on technology support at Franklin University, please navigate to Technology Support by navigating to <https://www.franklin.edu/current-students/student-services/technology-support>.

Health and Safety

Pharmacy technicians may be exposed to hazardous medications. Students should discuss concerns with their clinical coordinator or preceptor if they are pregnant or trying to conceive. Students with severe type I (anaphylactic) hypersensitivities to any medication or medication class should discuss their concerns with their clinical coordinator and/or clinical preceptor. Students are expected to comply with applicable Occupational Safety and Health Act infection control regulations and infection control policies of their experiential site. Students shall always apply standard precautions when exposed to potential blood or bodily fluids. Students should follow hand-washing, infection control processes, and all clinical experiential site isolation precautions.

Protocol for needle stick or blood exposure

Report the incident to your preceptor or faculty supervisor immediately. They will fill out the appropriate incident report and expedite post-exposure protocols.

If you are ill or must miss a scheduled shift

If you are ill or need to miss a scheduled shift, you must notify the Franklin University Pharmacy Technician Program at pharmtech@franklin.edu and the clinical coordinator or site supervisor/preceptor as soon as possible. Students with potentially contagious illnesses should report off rather than risk exposing others to infectious disease.

Program Completion and Certification

Upon completing the program, the student will receive a certificate. The program prepares the student to pass a national pharmacy certification exam, but completion of the program itself does not confer national certification. Some states additionally require that pharmacy technicians apply for licensure. Regulations for certification of pharmacy technicians vary widely by state. The student must verify the state(s) requirements in which they may seek to practice. This information can be found on the PTCB website at www.ptcb.org/resources/state-regulations-and-map.