Arizona CTE

PHARMACY SUPPORT SERVICES, 51.0800.20

DEMONSTRATE KNOWLEDGE OF PHARMACOLOGY BASICS PHT 1.0	**1.1** Identify the top 200 drugs and match them to indications PHT 1.1
	1.2 Differentiate between medications' generic (trade) names and brand names PHT 1.2
	1.3 Identify common categories of drugs, naming stems that enable identification of the category PHT 1.3
	1.4 Identify classifications of controlled substances PHT 1.4
	1.5 Define major symbols and abbreviations used on prescriptions and state their meaning PHT 1.5
	1.6 Explain the minimum and maximum in determining the strength and dose of medications PHT 1.6
	1.7 Distinguish among drug abuse, dependence, and tolerance PHT 1.7
	1.8 Use common pharmaceutical and medical terminology PHT 1.8
IDENTIFY MEDICAL AND LEGAL CONSIDERATIONS RELATED TO THE PRACTICE OF PHARMACY PHT 2.0	**2.1** 1 Identify methods used to store, handle, and dispose of hazardous substances and wastes according to federal standards PHT 2.1
	2.2 Explain hazardous substances exposure, prevention, and treatment (e.g., eyewash, spill kit, and SDSs) PHT 2.2
	2.3 Explain controlled substance transfer regulations according to DEA PHT 2.3
	2.4 4 Identify the documentation requirements for receiving, ordering, returning, loss/theft, and destruction of controlled substances as specified by DEA PHT 2.4
	2.5 Identify the formula use to verify the validity of a prescriber's DEA number PHT 2.5
	2.6 Describe requirements for recording keeping, documentation, and record retention, (e.g., length of time prescriptions are maintained, repackaged products, recalled products and supplies, and invoices) PHT 2.6

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	2.7 Discuss restricted drug programs and related prescription-processing requirements (e.g., FDA's REMS Program, prior authorization, Medicare and Medicaid Insurance restrictions, and drugs such as thalidomide, isotretinoin, and clozapine with special requirements) PHT 2.7
	2.8 Identify professional standards related to data integrity, security, and confidentiality (e.g., HIPAA, backing up and archiving records) PHT 2.8
	2.9 Explain the requirement for patient consultations by a pharmacist according to OBRA PHT 2.9
	2.10 Explain the FDA mandatory versus voluntary recall classification PHT 2.10
	2.11 Explain the roles and responsibilities of pharmacists, pharmacy technicians, and other pharmacy employees according to the Board of Pharmacy (BOP) PHT 2.11
	2.12 Discuss the relationship between state and federal laws and regulations as related to pharmacy PHT 2.12
DEMONSTRATE MEASUREMENT AND CALCULATING TECHNIQUES PHT 3.0	**3.1** Demonstrate the use of Arabic and Roman numerals, weights and measures, conversion in temperature, and the metric system PHT 3.1
	3.2 Use terminology in the solution of math-related problems PHT 3.2
	3.3 Recognize and use metric units of length, weight, volume, and temperature in mathematical problems PHT 3.3
	3.4 Use complex mathematical calculations (e.g., molecular formula, power volume formula, drip rates, tic toe percentage formula, division, ratio/proportion, and percentages) PHT 3.4
DEMONSTRATE AN UNDERSTANDING OF THE USE OF PRESCRIPTION AND NONPRESCRIPTION MEDICATIONS PHT 4.0	**4.1** Identify common drug interactions (e.g., drug-drug, drug-dietary supplement, and drug-OTC) PHT 4.1
	4.2 Identify contraindications to the use of a drug (e.g., drug-disease, drug laboratory, and drug nutrient) PHT 4.2
	4.3 Identify conditions (e.g., pregnancy, breast-feeding, and allergies) affected by drugs PHT 4.3
	4.4 Explain use and side effects of prescription and nonprescription medications used to treat common disease states, including those affecting body systems (e.g., hypertension, hypothyroidism, diabetes, weight loss, cardiovascular disease, asthma, arthritis, insomnia) PHT 4.4
	Explain common alternative therapies to prescription medications used to t PHT 4.5

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	4.6 Identify common nonprescription medicines (e.g., antacids, laxatives, cold remedies, allergy remedies, pain relievers) PHT 4.6
	4.7 Discuss medications that may interact with other medicines and cause serious health problems PHT 4.7
	4.8 Explain symptoms to adverse drug reaction (e.g., rash, hives, light headedness, vomiting, migraine) and adverse effects (e.g., addiction ,miscarriage, bleeding, deafness, depression) PHT 4.8
	4.9 Explain safety tips about giving children medicines (e.g., aspirin, fever medicine) PHT 4.9
	4.10 Discuss over-the-counter medicine precautions (e.g., read and follow all directions on the bottle or box, take the minimum effective dose, avoid medicine you may be allergic to, call the doctor if you are having a problem with the medicine) PHT 4.10
DEMONSTRATE AN UNDERSTANDING OF PHARMACY COMPOUNDING PHT 5.0	**5.1** Define pharmacy compounding PHT 5.1
	5.2 Describe infection control processes (e.g., hand washing, laminar air flow, clean room, PPE, and universal precautions) PHT 5.2
	5.3 Identify handling and disposal requirements (e.g., receptacles and waste streams) PHT 5.3
	5.4 Describe documentation requirements (e.g., batch preparation and compounding record) PHT 5.4
	5.5 Determine product stability (e.g., beyond use and dating and signs of incompatibility) PHT 5.5
	5.6 Identify the selection and use of equipment and supplies used in compounding PHT 5.6
	5.7 Identify sterile compounding processes (e.g., solutions for injection) PHT 5.7
	5.8 Identify nonsterile compounding processes (e.g., ointment, lotions, and IV mixing) PHT 5.8
DEMONSTRATE METHODS TO ENSURE MEDICATION SAFETY PHT 6.0	**6.1** Identify methods to reduce errors in prescription or medication orders (e.g., correct patient, look-alike/soundalike medications, tall man lettering, leading and trailing zeroes, and limit use of error prone abbreviations) PHT 6.1
	6.2 Identify requirements for the package insert and medication guidelines (e.g., special directions and precautions) PHT 6.2
	Identify issues that require pharmacist intervention (e.g., DUR, ADE, OCT recommendation; therapeutic substitution; misuse; and missed dose) PHT 6.3

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	6.4 Identify high-alert/risk medications (refer to published list) PHT 6.4
RECOGNIZE AND RESPOND TO EMERGENCY SITUATIONS PHT 7.0	**7.1** Monitor and record vital signs PHT 7.1
	7.2 Describe legal parameters related to the administration of emergency care PHT 7.2
	7.3 Identify types of CPR (e.g., infant, child, and adult) PHT 7.3
	7.4 Obtain and maintain training or certification in cardiopulmonary resuscitation (CPR), automated external defibrillator (AED), foreign body airway obstruction (FBAO), and first aid PHT 7.4
	7.5 Recognize adverse drug-related emergencies and take appropriate first aid action PHT 7.5
DEMONSTRATE PROCEDURES FOR RECEIVING AND PROCESSING PRESCRIPTIONS AND REFILLS PHT 8.0	**8.1** Prepare medications within the scope of practice as documented in the Arizona Board of Pharmacy laws and regulations PHT 8.1
	8.2 Follow safety protocols in the preparation of all medications PHT 8.2
	8.3 Use infection control standards and aseptic technique in the admixture of sterile products PHT 8.3
	8.4 Use database software to enter, retrieve, and maintain prescription and refill information PHT 8.4
	8.5 Check prescriptions or medication order for completeness (e.g., patient, physician, medication information, dosing instructions), accuracy, authenticity, legality, and reimbursement eligibility PHT 8.5
	8.6 Follow the established protocol for retrieving drugs from inventory and preparing medications PHT 8.6
	8.7 Calculate and measure medications using a manual or automated system PHT 8.7
	8.8 Label drug products accurately, including auxiliary labels (e.g., poison, shake well before using, store away from direct sunlight, for external use only, take on empty stomach) PHT 8.8
	8.9 Determine packaging requirements (e.g., type of bags, syringes, glass, PVC, child resistant, light resistant) PHT 8.9
	8.10 Follow the established protocol in dispensing and distributing drugs and medications (e.g., validation, documentation, and distribution) PHT 8.10
	8.11 Record prescription or medication order in patient's profile PHT 8.11

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	8.12 Identify situations when refills and renewals need to be reviewed by the pharmacist PHT 8.12
COLLECT AND RECORD INFORMATION FROM CUSTOMERS/PATIENTS PHT 9.0	**9.1** Use effective strategies for communicating with non-English speaking individuals or those with special needs (e.g., vision or hearing problems, low reading level, difficulty understanding instructions) PHT 9.1
	9.2 Apply effective verbal and written communication skills PHT 9.2
	9.3 Interview customers/patients for required information PHT 9.3
	9.4 Highlight special requests on the prescription PHT 9.4
	9.5 Document information in an electronic or manual format PHT 9.5
DEMONSTRATE KNOWLEDGE OF PHARMACY INVENTORY CONTROL PHT 10.0	**10.1** Explain the function and application of the national drug code (NDC), lot numbers, and expiration dates PHT 10.1
	10.2 Use the formulary or approved/preferred product list or system PHT 10.2
	10.3 Follow established practices to place drug and device orders by phone and electronically PHT 10.3
	10.4 Follow established practices to receiving items PHT 10.4
	10.5 Follow established practices related to storage requirements (e.g., refrigeration, freezer, warmer, and lock up) PHT 10.5
	10.6 Analyze how chemical stability affects the handling and storage of medications PHT 10.6
	10.7 Follow established practices related to remove items (e.g., recalls, returns, outdates, reverse distribution) PHT 10.7
	10.8 Use the barcoding system to improve accuracy, increase productivity, and control inventory PHT 10.8
	10.9 Follow established practices to maintain a secure inventory to prevent theft by patients and staff PHT 10.9
DEMONSTRATE KNOWLEDGE OF PHARMACY BILLING PHT 11.0	**11.1** Describe various reimbursement policies and plans (e.g., HMOs, PPO, CMS, Private plans, and Medicare and Medicaid) PHT 11.1
	11.2 Explain third-party resolution (e.g., prior authorization, rejected claims, and plan limitations) PHT 11.2
	3 Explain third-party reimbursement systems (e.g., PBM, medication assistance programs, coupons, and selfpay) PHT 11.3

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	11.4 Describe healthcare reimbursement systems (e.g., home health, long-term care, home infusion) PHT 11.4
	11.5 Explain Coordination of Benefits (COB) PHT 11.5
DEMONSTRATE UNDERSTANDING OF PHARMACY INFORMATION SYSTEM USAGE AND APPLICATION PHT 12.0	**12.1** Describe pharmacy-related computer application for documenting the dispensing of prescriptions or medication orders PHT 12.1
	12.2 Use databases, pharmacy computer applications, and documentation PHT 12.2