

# VIRTUAL STUDY™:

pharmacy technician basic program

## Table of Contents



### Customer Interactions

Learn non-verbal and verbal skills essential to deliver quality patient care in today's pharmacy setting.

### Pharmacy Language & Terminology

Recognize common pharmacy and medical terms and abbreviations used in administering medications.

### Diseases & Drug Classifications

Recognize medical terminology related to common diseases and drug classifications and how to apply that to a patient.

### Prescription Processing

Demonstrate the steps involved in prescription processing including interpretation, calculations, and dispensing techniques, as well as quality and safety practices.

### Compounding Practices

Identify and demonstrate compounding practices based on organizational regulations and guidelines used in pharmacy practice.

### Error Prevention & Tracking

Recognize and understand the importance of preventing medication errors from product history to the use of an ADC.

### Skills

Learn basic hands-on skills essential to patient safety and prescription creation and processing.



# VIRTUAL STUDY™:

## pharmacy technician basic program

## Table of Contents

### Customer Interactions

Learn non-verbal and verbal skills essential to deliver quality patient care in today's pharmacy setting.

- 1.1: Customer Service & Communication
- 1.2: Telephone Etiquette
- 1.3: Special Populations

### Pharmacy Language & Terminology

Recognize common pharmacy and medical terms and abbreviations used in administering medications.

- 2.1: Basic Pharmacy Abbreviations Part I
- 2.2: Basic Pharmacy Abbreviations Part II
- 2.3: Routes of Administration
- 2.4: Dosage Forms

### Diseases & Drug Classifications

Recognize medical terminology related to common diseases and drug classifications and how to apply that to a patient.

- 3.1: Medical Terminology
- 3.2: Pharmacokinetics

### Prescription Processing

Demonstrate the steps involved in prescription processing including interpretation, calculations, and dispensing techniques, as well as quality and safety practices.

- 4.1: Prescription Processing
- 4.2: Counting & Product Verification
- 4.3: Customer Service & Cash Transactions

### Compounding Practices

Identify and demonstrate compounding practices based on organizational regulations and guidelines used in pharmacy practice.

- 5.1: Hand Washing & Garbing
- 5.2: Measuring Liquids
- 5.3: Weighing

### Error Prevention & Tracking

Recognize and understand the importance of preventing medication errors from product history to the use of an ADC.

- 6.1: Medication History
- 6.2: Inventory Using Automation (ADC)

### Skills

Learn basic hands-on skills essential to patient safety and prescription creation and processing.

- 7.1: Hand Washing & Garbing Demonstration
- 7.2: Weighing & Trituration Using a Mortar & Pestle
- 7.3: Measuring Liquids
- 7.4: Counting, Labeling & Packaging a Prescription
- 7.5: Replenishing the ADC & Report Creation

