



# PHARMACY TECHNICIAN & ADMINISTRATIVE MEDICAL ASSISTANT COMBINATION PROGRAM

## PROFESSOR

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### Ollie Thomas

Ollie has over fifteen years of experience working with Fortune 50 companies with twelve of those years serving in the retail pharmacy industry. He has served as a high performing pharmacy technician, pharmacy technician trainer and educator, operations manager, and HR professional. Ollie has a passion for developing talent and providing extraordinary customer care. Throughout his career, he has been a part of the developmental and career journeys of over a thousand individuals. To further drive this passion, he founded an organization that provides professional and event solutions.

He holds a Bachelor of Science Degree in Healthcare Administration and a Master in Business Administration Degree with a Specialization in Organizational Development. He holds certifications as a Certified Pharmacy Technician (CPhT), Senior Professional in Human Resources (SPHR), and SHRM Senior Certified Professional (SHRM-SCP). He also holds licenses from the New Mexico and Texas State Board of Pharmacies as a Registered Pharmacy Technician.

In his personal life, Ollie is involved in several local and national organizations. He enjoys spending time with family, traveling, and training.

### Summer Haggins

Summer has a Bachelor of Science in Nursing and a Master of Business Administration with a specialization in Healthcare Administration from Cleveland State University. Summer has 15 years of professional experience which include critical care nursing, medical surgical nursing, staff development, teaching, and management. The management experience included supervising the daily operations of a 27-bed facility while also overseeing an expansion of the facility.

In her spare time, she is actively involved in church and fitness. She also enjoys teaching focusing on motivation and assisting individuals with achieving a healthy lifestyle.

## CONTACT INFORMATION

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### Ollie Thomas

E-mail: [othomas@lakewood.edu](mailto:othomas@lakewood.edu)  
Cell Phone: 800-517-0857 X

### Summer Haggins

E-mail: [shaggins@lakewood.edu](mailto:shaggins@lakewood.edu)

Cell Phone: 800-517-0857 X 746

## ONLINE SUPPORT (IT) AND MOODLE NAVIGATION:

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All members of the Lakewood University community who use the University's computing, information or communication resources must act responsibly. Support is accessible by calling 1-800-517-0857 option 2 or by emailing info@lakewood.edu

## BOOKS AND RESOURCES

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### Pharmacy Technician

Mosby. Elsevier. Mosby's Pharmacy Technician: Principles and Practice. 4th Edition. Saunders Publishing, 2015. Print

### Administrative Medical Assistant

Kinn's the Administrative Medical Assistant: An Applied Learning Approach, 13 edition (June 7, 2016)

## EVALUATION METHOD

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Graded work will receive a numeric score reflecting the quality of performance.  
Course Requirement Summary

- Assignments - Total of 300 Points
- Weekly discussion forums – Total of 40 Points
- Lesson Test - 180 Points
- Lesson 9 – Medication Error Video Response - 100 Points
- Final Exam - 50 Points

## GRADING SCALE

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Graded work will receive a numeric score reflecting the quality of performance as given above in evaluation methods. The maximum number of points a student may earn is 670. To determine the final grade, the student's earned points are divided by 670.

Your overall course grade will be determined according to the following scale:

- A = (90% -100%)
- B = (80% - 89%)
- C = (70% - 79%)
- D = (60% - 69%)
- F &lt; (Below 60%)

## ACADEMIC INTEGRITY/ PLAGIARISM:

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Cheating (dishonestly taking the knowledge of another person whether on a test or an assignment and presenting it as your work) and plagiarism (to take and pass off as one's own the ideas or writing of another) are a serious issue. While it is legitimate to talk to others about your assignments and incorporate suggestions, do not let others "write" your assignments in the name of peer review or "borrow" sections or whole assignments written by others. We do get ideas from life experiences and what we read but be careful that you interpret these ideas and make them your own.

I am aware that many types of assignments are available on the internet and will check these sources when there is legitimate suspicion.

Penalty is a zero on the assignment. In cases where there is a major or continuous breach of trust, further discipline, such as an "F" in the course, may be necessary.

The major consequence of any form of cheating is damage to your character and the result of trust and respect.

# DISABILITY ACCOMMODATIONS

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Students who have a disability and wish to request an academic accommodation should contact Jim Gepperth, the Disabilities Services Coordinator and Academic Dean. The student can request an accommodation at any time although it is encouraged to do so early in the enrollment process. The student should complete an accommodation request form which begins a conversation between the school and the student regarding the nature of their disability and an accommodation that would help the student succeed in their program. The school may request documentation regarding the disability to address the accommodation request effectively. The school will communicate to the student the type of accommodation arranged. This process typically follows a team approach, bringing together persons from the academic department (including the instructor) and personnel from other departments as necessary. Additional information on disability accommodations may be found in the Lakewood University Catalog.

Disability Services Email: [disabilityservices@lakewood.edu](mailto:disabilityservices@lakewood.edu)

# SUPPLEMENTAL TEXTS

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You can use the following resources to assist you with proper source citation.

American Psychological Association Style Guide- [https://www.mylakewoodu.com/pluginfile.php/118179/mod\\_resource/content/1/APA%20Style%20Guide%207th%20edition.pdf](https://www.mylakewoodu.com/pluginfile.php/118179/mod_resource/content/1/APA%20Style%20Guide%207th%20edition.pdf)

The Purdue OWL website is also a helpful resource for students. Here is a link to the OWL website: [https://owl.purdue.edu/owl/research\\_and\\_citation/apa\\_style/apa\\_formatting\\_and\\_style\\_guide/general\\_format.html](https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/general_format.html)

# LIBRARY

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Mary O'Dell is the Librarian on staff at Lakewood University

She is available by appointment. You can make an appointment with her by emailing her at [modell@lakewood.edu](mailto:modell@lakewood.edu) or call at 1-800-517-0857 X 730

You may also schedule a meeting at this link: <https://my.setmore.com/calendar#monthly/r3a761583354923270/01032020>

She can assist you with navigating LIRN, research, citations etc.

# SUPPORT

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Each student at Lakewood University is assigned a Success Coach. Your Success Coach exists to assist you with academic and supportive services as you navigate your program. They will reach out to you, often, to check-in. Please use the resources they offer.

Student Services is available to assist with technical questions regarding Lakewood University and all services available to you.

1-800-517-0857 option 2  
[info@lakewood.edu](mailto:info@lakewood.edu)  
[studentservices@lakewood.edu](mailto:studentservices@lakewood.edu)

# CAREER SERVICES

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Students are offered Career Services at any point as they journey their academics at Lakewood University.

## LESSONS

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE
Lesson #1	<ul style="list-style-type: none"> <li>Lessons 1 – History of Pharmacy</li> </ul>	Read Chapter 1 PCTB Registration	Assignment Upon completion of the lesson
Lesson #2	<ul style="list-style-type: none"> <li>Lessons 2 – Pharmacy Law, Ethics and Regulatory Agencies</li> </ul>	Read Chapter 2 Assignment 1 - History & DEA Assignment 2 – State Law Lesson Evaluation	Assignment Upon completion of the lesson
Lesson #3	<ul style="list-style-type: none"> <li>Lesson 3 – Communication, Competencies, Associations, and Settings for Technicians</li> </ul>	Read Chapters 3 & 4 Forum 1 - Interviews Test 1 Lesson Evaluation	Forum and Test upon completion of the lesson
Lesson #4	<ul style="list-style-type: none"> <li>Lesson 4 - Dosage Forms, Routes of Administration, and Drug Information References</li> </ul>	Read Chapters 5 & 7 Assignment 3 -Commonly Prescribed Medications Assignment 4 - Ranitidine Lesson Evaluation	Assignments 3 & 4 upon completion of the lesson
Lesson #5	<ul style="list-style-type: none"> <li>Lesson 5 - Community Pharmacy Practice and OTC Medications</li> </ul>	Read Chapters 8 & 27 Assignment 5 – Patient Care Process Assignment 6 - Rx Verification Assignment 7 - Vitamins & Minerals Test 2 Lesson Evaluation	Assignments 5, 6, and 7 Test 2 upon completion of the lesson
Lesson #6	<ul style="list-style-type: none"> <li>Lesson 6 - Institutional Pharmacy Practice and CAM</li> </ul>	Read Chapter 9 & 28 Forum 2 – Electronic Systems Assignment 8 - Drug Interactions Test 3 Lesson Evaluation	Assignments 8, Test 3 and Forum upon completion of the lesson
Lesson #7	<ul style="list-style-type: none"> <li>Lesson 7 - Pharmacy Practice Settings, Bulk Repackaging and Non-Sterile Compounding</li> </ul>	Read Chapters 10 & 11 Forum 3 - PBMs Assignment 9 - Dosage Forms Test 4 Lesson Evaluation	Assignments 9, Forum 3, Test 4 upon completion of the lesson

<b>TITLE</b> Lesson #8	<b>COURSE TOPIC</b> <ul style="list-style-type: none"> <li>Lesson 8 - Conversions and Calculations</li> </ul>	<b>READINGS/ASSIGNMENTS</b> Read Chapter 6 Assignment 10 - Textbook Lesson 7 Pharmacy Technician Test 5 Lesson Evaluation	<b>DUE</b> Assignments 10, Test 5 upon completion of the lesson
<b>TITLE</b> Lesson #9	<b>COURSE TOPIC</b> <ul style="list-style-type: none"> <li>Lesson 9 - Aseptic Technique and Sterile Compounding</li> </ul>	<b>READINGS/ASSIGNMENTS</b> Read Chapter 12 Assignment 11 – Textbook Assignment 12 – Aseptic Techniques Lesson Evaluation	<b>DUE</b> Assignments 11, 12 upon completion of the lesson
<b>TITLE</b> Lesson #10	<b>COURSE TOPIC</b> <ul style="list-style-type: none"> <li>Lesson 10 - Pharmacy Billing, Inventory Management, Medication Safety, and Error Prevention</li> </ul>	<b>READINGS/ASSIGNMENTS</b> Read Chapters 13 & 14 Assignment 13 - Drug Recalls Assignment 14 - Medication Error Video Response Assignment 15 - Medication Safety Test 6 Lesson Evaluation	<b>DUE</b> Assignments 13, 14, 15 and Test 6 upon completion of the lesson
<b>TITLE</b> Lesson #11	<b>COURSE TOPIC</b> <ul style="list-style-type: none"> <li>Lesson 11 - Therapeutic Agents for the Nervous and Endocrine Systems</li> </ul>	<b>READINGS/ASSIGNMENTS</b> Read Chapters 15 & 16 Assignment 16 – Textbook Assignment 17 – Technicians Corner Lesson Evaluation	<b>DUE</b> Assignments 15 & 16 upon completion of the lesson
<b>TITLE</b> Lesson #12	<b>COURSE TOPIC</b> <ul style="list-style-type: none"> <li>Lesson 12 - Therapeutic Agents for the Musculoskeletal and Cardiovascular Systems.</li> </ul>	<b>READINGS/ASSIGNMENTS</b> Read Chapters 17 & 18 Assignment 18 – Definitions Assignment 19 – Textbook Assignment 20 – Technicians Corner Test 7 Lesson Evaluation	<b>DUE</b> Assignments 18-20 and Test 7 upon completion of the lesson
<b>TITLE</b> Lesson #13	<b>COURSE TOPIC</b> <ul style="list-style-type: none"> <li>Lesson 13 - Therapeutic Agents for the Respiratory and Gastrointestinal Systems</li> </ul>	<b>READINGS/ASSIGNMENTS</b> Read Chapter 19 & 20 Assignment 21 – Allergies Assignment 22 – Technician’s Corner Lesson Evaluation	<b>DUE</b> Assignments 21 and 22 upon completion of the lesson
<b>TITLE</b> Lesson #14	<b>COURSE TOPIC</b> <ul style="list-style-type: none"> <li>Lesson 14 – Therapeutic Agents for the Renal and Reproductive Systems</li> </ul>	<b>READINGS/ASSIGNMENTS</b> Read Chapter 21 & 22 Assignment 23– Matching Assignment 24 - Textbook Test 8 Lesson Evaluation	<b>DUE</b> Assignments 23 and 24 Test 8 upon completion of the lesson
<b>TITLE</b> Lesson #15	<b>COURSE TOPIC</b>	<b>READINGS/ASSIGNMENTS</b>	<b>DUE</b> Forum 4 and Assignments 25-28 upon completion of the lesson

- Lesson 15 – Therapeutic Agents for the Immune System and Eyes, Ears, Nose, and Throat. Therapeutic Agents for the Dermatological and Hematological Systems
- Read Chapter 23, 24, 25 and 26  
Forum 4 – Vaccines  
Assignment 25 – Textbook  
Assignment 26 – EPA  
Assignment 27- Technician's Corner  
Assignment 28 – Common Hemotolgoical Medications  
Test 9  
Lesson Evaluation

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE
Lesson #16	<ul style="list-style-type: none"> <li>• Lesson 16 – Final Examination</li> </ul>	The exam is cumulative, so please review all the chapters in your textbook.	Upon completion of all other objectives and lessons

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE
Lesson #17	Medical Terminology and NHA Registration	Review all Weekly Material	Complete all activities

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE
Lesson #18	Competency-Based Education and the Medical Assistant Student	Chapter 1: Competency-Based Education and the Medical Assistant Student  Chapter 2: The Medical Assistant and the Healthcare Team	Completed all activities

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE
Lesson #19	Professional Behavior in the Workplace	Chapter 3: Professional Behavior in the Workplace  Chapter 4: Therapeutic Communication	Complete all activities

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE
Lesson #20	Patient Education & Law	Chapter 5: Patient Education  Chapter 6: Medicine and Law	Complete all activities

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE
Lesson #21	Medicine and Ethics	Chapter 7: Medicine and Ethics  Chapter 8: Technology and Written Communication in the Medical Office	Complete all activities

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE
Lesson #22	Telephone Techniques & Processing	Chapter 9: Telephone Techniques  Chapter 10: Scheduling Appointments and Patient Processing	Complete all activities

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE
Lesson #23			

Daily Operations in the Ambulatory Care Setting

Chapter 11: Daily Operations in the Ambulatory Care Setting

Complete all Weekly Material

Chapter 12: The Health Record

<b>TITLE</b>	<b>COURSE TOPIC</b>	<b>READINGS/ASSIGNMENTS</b>	<b>DUE</b>
Lesson #24	Administrative Pharmacology Applications	Chapter 13: Administrative Pharmacology Applications Chapter 14: Basics of Diagnostic Coding	Complete all activities
Lesson #25	Basics of Procedural Coding	Chapter 15: Basics of Procedural Coding Chapter 16: Basics of Health Insurance	Complete all activities
Lesson #26	Medical Billing and Reimbursement	Chapter 17: Medical Billing and Reimbursement Chapter 18: Patient Accounts, Collections, and Practice Management	Complete all activities
Lesson #27	Banking Services and Procedures	Chapter 19: Banking Services and Procedures Chapter 20: Supervision and Human Resource Management	Complete all activities
Lesson #28	Medical Practice Marketing and Customer Service	Chapter 21: Medical Practice Marketing and Customer Service Chapter 22: Safety and Emergency Practices	Complete all activities
Lesson #29	Career Development and Life Skills	Chapter 23: Career Development and Life Skills	Complete all activities
Lesson #30	Interview with a Medical Assistant	This assignment may take longer than previous assignments because it requires the student to schedule and meet with a Medical Assistant in their area for an interview. The interviews can be conducted in person, over the phone, or via video chat	Complete all activities
Lesson #31	Future in Medical Assisting		Completed all activities

Now that you've completed your course, I'd like to know how you think you'd apply all of your knowledge. This is the final project of your course. Students who take their time and really work on this project will get the most out of it.

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<b>TITLE</b>	<b>COURSE TOPIC</b>	<b>READINGS/ASSIGNMENTS</b>	<b>DUE</b>
Lesson #32	Final Examination	The exam is cumulative, so please review all the chapters in your textbook.	Complete all activities

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## **OBJECTIVES**

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- 1) Interpret physician orders and prescriptions for accuracy
  - 2) Explain the role a pharmacy technician plays in the compounding of medications
  - 3) Define medical and pharmaceutical terms and common abbreviations
  - 4) Describe the role that the pharmacy technician plays in the pharmacy
  - 5) Perform basic pharmaceutical calculations
  - 6) Explain the differences between brand and generic medications
  - 7) Recognize the role that the pharmacy plays in preventative services such as immunizations
  - 8) Identify the individual state requirements for a pharmacy technician
  - 9) Demonstrate the basic skills needed to effectively prepare for an interview
  - 10) Discuss daily activities of an Administrative Medical Assistant
  - 11) Demonstrate professional communication in the medical workplace
  - 12) Identify ethical issues related to Administrative Medical Assisting
  - 13) Awareness of HIPAA and other patient privacy regulations and guidelines
  - 14) Engage in proper professional relationships with patients and clients
  - 15) Demonstrate ability to navigate medical records and office equipment
  - 16) Familiar with CPT Coding changes and updates
  - 17) Familiar with insurance claims forms
  - 18) Demonstrate ability to engage in proper bookkeeping practices
  - \* 19) Apply medical terminology
- \* Outcome 19 refers to a medical terminology mini-course that is a precursor to the combo program.