



**SCOTTSDALE
COMMUNITY COLLEGE**

A MARICOPA COMMUNITY COLLEGE



ACCELERATED PHARMACY TECHNOLOGY

STUDENT HANDBOOK

scottsdalecc.edu

Dear Student,

Welcome to Scottsdale Community College (SCC)!

We are excited that you are interested in the Accelerated Pharmacy Technology Program, and we look forward to partnering with you to prepare you for the rewarding career of serving as a Pharmacy Technician. The SCC Accelerated Pharmacy Technology Certificate of Completion is approved by the Higher Learning Commission, which is the institutional accreditation organization for the Maricopa Community Colleges. The SCC Accelerated Pharmacy Technology program is also a Pharmacy Technician Certification Board (PTCB) recognized education/training program. This program prepares students for the Pharmacy Technician Certification Exam (PTCE) or the National Healthcareer Association (NHA) Exam, which allows students to serve as a pharmacy technician in the workforce. The program curriculum is aligned to the American Society of Health System Pharmacists (ASHP) standards. This is a 9-credit hour, cohort-based program that is completed over 16 weeks. This program emphasizes hands-on, practical learning experiences coupled with didactic (lecture) learning. The program is offered in a hybrid format in which the learning takes place both online and in person. Participants also complete a 200-hour externship, allowing them to apply in a real-world workplace setting the skills and knowledge gained in the lab and classroom.

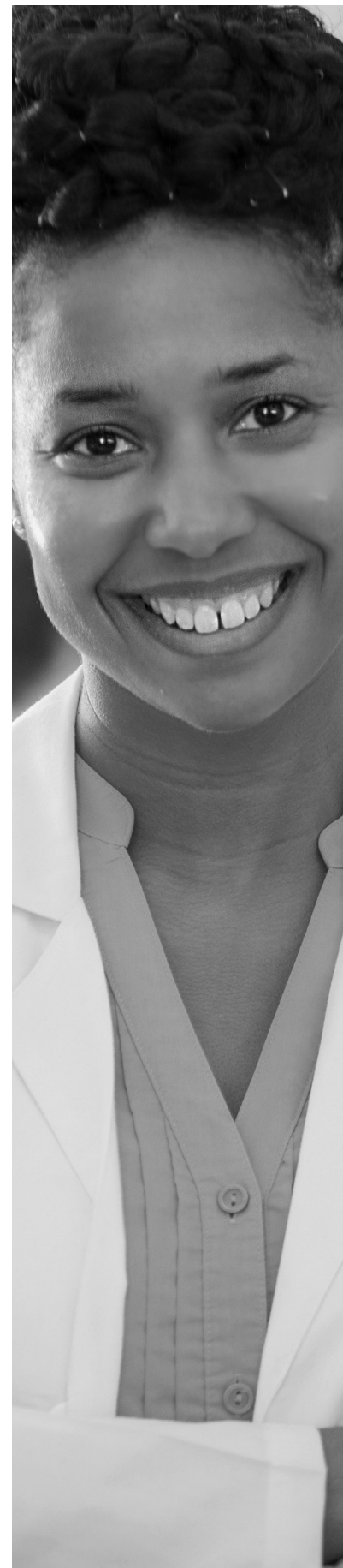
This information packet will provide you with the following details:

- Information about the Program & Curriculum
- Pre-Admission Requirements
- Admission and Enrollment Steps
- Approximate Costs
- Attendance
- Channels of Communication
- Professional Appearance
- Information Technology
- Guidelines for Student Contact
- Disciplinary Action Guidelines
- Required Form - Student Copy

Again, thank you for your interest in the SCC Accelerated Pharmacy Technology program. We look forward to partnering with you in your pursuit of an Accelerated Pharmacy Technology Certificate of Completion. If you have questions at any time during this process, please do not hesitate to reach out to us for assistance. We are here to help you succeed!

Sincerely,
SCC Accelerated Pharmacy Technology Team

** The SCC Pharmacy Technology Program is pending U.S. Department of Education approval for financial aid eligibility.*



Certificate of Completion in Accelerated Pharmacy Technology Scottsdale Community College

PROGRAM DESCRIPTION

The Accelerated Certificate of Completion in Pharmacy Technology prepares students for entry-level pharmacy practice in retail, hospital, and institutional settings. Students will process and prepare medications, dispense medications, and learn inventory and quality control practices. The program includes instruction in medical and pharmaceutical terminology, legal and regulatory standards, customer service, prescription analysis and interpretation, mathematical calculations for dosing and solution preparation, safety procedures, and billing practices. The curriculum for this program includes a 200-hour externship and meets the Pharmacy Technician Certification Board (PTCB) requirement for students to take the Pharmacy Technician Certification Exam (PTCE) or the National Healthcareer Association (NHA) Exam for the Certification of Pharmacy Technicians (ExCPT).



bit.ly/scc-pharmacytech

COURSE CURRICULUM

The SCC Accelerated Pharmacy Technology Program is a 9-credit cohort program where a group of admitted students complete all of the PHT courses together at designated times over one semester. This SCC Accelerated Pharmacy Technology Program curriculum is aligned to the American Society of Health-System Pharmacists (ASHP) Standards.

ACCELERATED PHARMACY TECHNOLOGY COURSES

Course Prefix/#	Course Title	Total Credits
PHT225	Accelerated Pharmacy Technology	7
PHT253	Pharmacy Technician Externship	2
Total		9

PHT225 Accelerated Pharmacy Technology (7 credits)

Provides an overview of the pharmacy industry and entry-level pharmacy technician roles and responsibilities. Covers anatomy, physiology and health science, as well as pharmacology, scope of practice, and federal laws and regulations. Includes technical aspects of prescription dispensing and drug distribution in the retail and hospital setting. Also provides coverage of computer use, bulk compounding, packaging, inventory control, drug storage, and a variety of drug delivery systems.

PHT253 Pharmacy Technician Externship (2 credits)

Consists of 200 hours at a clinical site under the supervision of a pharmacist or senior pharmacy technician. Includes hands-on experience with patients, staff, and other healthcare professionals while applying the knowledge and skills obtained in the pharmacy technology program. Preparation for work experience in a pharmacy setting.

** Externship locations/hours vary and are not guaranteed to reflect the classroom days and times. Externship placement is dependent upon site availability and students do not have the option of choosing which site they want to go to. Traveling throughout the greater Phoenix area may be required. Students will be required to secure reliable transportation as 100% attendance is required to complete your externship. Externship location CANNOT be changed once selected. Refusal to accept or attend the selected site location could result in withdrawal from the program, which will also result in a failure to complete the program. A Certificate of Completion will not be awarded if this course requirement is not met.*

PROGRAM DATES/TIMES

The SCC Accelerated Pharmacy Technology Program is a 9-credit cohort program where a group of admitted students complete all of the PHT courses together at designated times. The Pharmacy Technology Program will take place each week on Saturdays during the day. In addition, the PHT253 200-hour externship will be completed during times available by the externship site during a 10-week period.

Course	Semester	Number of Weeks	Days/Times
PHT225	Fall/Spring	16 weeks	Check find a class
PHT253	Fall/Spring	10 weeks	Determined by the externship site

In addition to the in-class participation, the program requires 15-20 hours of out-of-class student work and study time each week.

To learn more about the SCC Accelerated Pharmacy Technology Program, schedule an appointment with an SCC Advisor:

Angelica Backalukas
Pharmacy Technology Program Director
angelica.backalukas@scottsdalecc.edu

-Or-



bit.ly/scc-advisor

To learn more about the Accelerated Pharmacy Technician Career, visit:

Occupational
Outlook
Handbook



bit.ly/pt-ooh-usbls

Occupational Information Network
(O*NET) – Sponsored by the US
Department of Labor



bit.ly/azwage-pharm-tech

STEP ONE: Attend a Pharmacy Technology Student Information Session or Meet with an Advisor or Program Director

Steps for Admission and Enrollment

The Pharmacy Technology Student Information Session will provide you with important details on the program as well as directions on completing the pre-enrollment requirements.

- Visit the **Accelerated Pharmacy Technology webpage** to identify the dates/times for the Student Information Sessions or watch a webinar recording.
- If you cannot attend or watch a Student Information Session, schedule an appointment with an Advisor or the Pharmacy Technology Program Director to receive the necessary details:

Angelica Backalukas
Pharmacy Technology Program Director
angelica.backalukas@scottsdalecc.edu

–Or–



bit.ly/scc-pharmacytech



bit.ly/scc-advisor

STEP TWO: Get Admitted into Scottsdale Community College

APPLY TO COLLEGE/OBTAIN STUDENT ID NUMBER

You can do this from anywhere!

- Visit Apply Now to SCC page:
- Complete a Student Admission Application:
 - Fill out the application online (If you are new to Maricopa, click on “Join Now”)
 - Download and complete the application and return to the SCC Admissions Office
 - Go to the Admissions Office in the Student Services building
 - Go to the Welcome Center in the Student Center building
 - Prior Maricopa Community College District Students: go to the Returning Students category and click on “Log In”. If you cannot remember your MEID and password, click “Forgot your Username?” and/or “Forgot your Password?” for assistance.



bit.ly/scc-apply-now

Should you have any questions about how to properly fill out your Student Application Admission, please call Scottsdale Community College at (480) 423-6100 and ask to speak with an Admissions Technician.

All students may submit a completed Student Application Admission in person, with a picture ID, at the Scottsdale Community College Admissions, Registration, and Records Office. Scottsdale Community College is located on the northeast corner of Loop 101 and Chaparral Roads in Scottsdale, Arizona. The Admissions, Records, and Registration Office is located at the southwest side of the campus.

APPLICATION

Information Needed	Enter/Verify Current Information
Primary College of Interest	Scottsdale Community College
Program Plan	CCL – Accelerated Pharmacy Technology Program
Primary Reason for Attending	Personal Interest
Select Expected Start	Select Academic Year

STEP THREE: Complete Pre-Enrollment Requirements

Once you've been accepted into Scottsdale Community College, all students admitted to an MCCCDC healthcare program are required to obtain the following before enrolling in the accelerated pharmacy technology program:

1. Establish an account with American Data Bank (ADB/Complio)
2. Purchase immunization packet and background check through American Databank/Complio
3. Work on completing all MCCCDC health and safety required items
4. Create and pay for an account with My Clinical Exchange (mCE)
5. Complete ADB and mCE deadlines by the designated date

During the Accelerated Pharmacy Technology program orientation that takes place prior to registering for the program, you will receive detailed directions on the ADB, mCE, and the Health & Safety Requirements.

Once established, the following documents will need to be uploaded into ADB:

Proof of Immunizations

- MMR (measles, mumps, rubella)
- Varicella (chickenpox)
- TDaP (tetanus, diphtheria, pertussis)
- Influenza (flu)
- TB (tuberculosis)
- Hep B Series (hepatitis B)
- COVID-19

Additional Items In ADB/Complio

- Background check
- Healthcare Clearance Form – Medical Exam
- Level One Fingerprint Clearance Card
- Basic Life Support (BLS) Provider CPR Certification – Certification must have hands-on component
- Drug screening
- Photograph
- Photo ID

EXPLANATION OF HEALTH AND SAFETY REQUIREMENTS

For more information regarding the Health and Safety Requirements of the Maricopa County Community College's Allied Health Programs, please visit:



bit.ly/hsr-mcccd

To learn more about the Maricopa Community College's Health and Safety Requirements, please watch the following video:



bit.ly/mcccd-hst-course

IMPORTANT

- Healthcare students have a responsibility to protect themselves and their patients and families from preventable diseases. All students will purchase a supplemental background screen and Medical Document Tracker from American Databank. Program requirements will be approved by American Databank.
- Students are responsible for maintaining all health and safety requirements and to submit documentation by due date. Failure to maintain program health and safety requirements will result in inability to continue clinical experiences and may result in withdrawal from the program.
- All immunization records must include the student's name and the signature of the healthcare provider.
- Health and safety requirements are subject to change depending on clinical agency requirements.

READING & MATCH PLACEMENT Recommended (NOT REQUIRED)

Reading Placement

We recommend that you are at the following Reading level for the program (meeting one of these criteria would indicate that you are at the necessary Reading level):

- GED (Reasoning Through Language Arts) score of 175-200
- Completion of RDG 100 or CRE 101 with a passing grade of "C" or better
- Accuplacer Next Generation Reading score of 249 or higher
- Accuplacer Classic Reading score of 74 or higher
- SAT Reading Score (old version) of 860-1590
- SAT Reading Score (new version) of 480-800
- ACT Reading Score of 22 or higher
- EdReady Critical Reading Score of 90 or above

Math Placement

We recommend that you are at the following Mathematics level for the program (meeting one of these criteria would indicate that you are at the necessary Mathematics level):

- Accuplacer Elementary Algebra score of 20 or above
- EdReady College Algebra score of 70 or above
- Completion of MAT081 or higher with a passing grade of "C" or better

If you would like assistance with improving your Reading and/or Math skills and increasing assessment scores, you can use the following resources:

- EdReady is diagnostic assessment as well as a great tool to use if you would like to improve your reading and math skills. Students will be guided to study programs to help increase their score and improve skills, as needed, in each area.
- Students are also encouraged to contact the SCC Writing Center for assistance in improving their Reading skills and Reading assessment scores.



bit.ly/scc-testing-center



bit.ly/scc-writing-center

STEP FOUR: Enroll & Pay for Classes

ENROLL IN PHT COURSES

- Once we receive the results of the pre-enrollment requirements, our team will contact you with directions and permission for enrolling in the PHT classes.

Enrollment is based on eligibility, completed documents, and space in the program.

- Visit the SCC Admissions page:

If you need assistance, contact Enrollment Services:

480.432.6100 or admissions@scottsdalecc.edu



bit.ly/scc-admissions

PAY FOR CLASSES/PAYMENT REMINDERS

For your convenience, you can view account activity at www.my.maricopa.edu.

The following are the available payment methods:

- **Pay online** using debit/credit cards by logging in to your Student Center at My Maricopa:
- **Pay monthly** by enrolling in the **Monthly Payment Plan**. You access the plan through your personalized student center at My Maricopa.
- **Pay by phone** with a debit/credit card, by calling **480.423.6148**.
- **Pay in person** at Student Business Services by cash, check, money order, or debit/credit card (Visa, MasterCard, Discover or American Express).
- **Pay by mail**, using a check or certified money order. Please allow seven to ten business days for mail and processing time. (Do not mail cash) Send your payment to:
Scottsdale Community College | Student Business Services
9000 East Chaparral Road | Scottsdale, AZ 85256



bit.ly/scc-my-maricopa

Your seat will not be secured until you have verified funding for your program. Failure to secure your seat by your payment due date may result in a drop from your program for non-payment.

Continued enrollment in the program is contingent upon the ability to secure tuition funding.

Students who do not adhere to tuition payment guidelines will be withdrawn from the program. Students who are withdrawn prior to the program start date due to failure to comply with tuition payment guidelines will void their seat in class and it will be given to the next student in line who is on the waitlist.

For more details regarding ways to pay for college, please visit:



bit.ly/scc-paying-college

STEP FIVE: Obtain Pharmacy Technician Training License

If not already completed, during the first week of class, students will work with the instructor to complete and submit the required documentation to obtain their pharmacy technician training license.

Pharmacy Technology Program Costs

TUITION AND FEES *(Subject to change)*

Program Tuition and Fees	Cost (In-State Maricopa Resident)	Cost (Out-of-State Resident)
Tuition (9 credits)	\$873	\$3348.00
Registration Fee (1 semesters)	\$15.00	\$15.00
Course Fees	\$200.00	\$200.00
Total	\$1088.00	\$3563.00

ADDITIONAL EXPENSES *(Subject to change)*

Books, course materials, and student uniforms are not part of tuition costs. Other admission requirements will not be covered as part of the tuition such as the Immunization Tracker, myClinicalExchange for clinical externship, immunizations, medical clearance form, CPR card, background check, level one fingerprint clearance card, or urine drug screen. Additionally, the cost of the pharmacy technician trainee license as well as the cost of the certification exam are not covered by the tuition.

Additional Expenses	Estimated Cost
Course Materials (Choice of Bundle 1 or Bundle 2 of NHA's Pharmacy Technician Solution):	
Bundle 1 - Complete Bundle includes preparation, study guide, and certification exam for ExCPT	\$719
Bundle 2 - Includes Bundle 1 except for the certification exam for ExCPT	\$583
Uniform (approximate cost per uniform)	\$35.00
American Databank – Immunization Tracker and Criminal Background	\$54.00
MyClinicalExchange (mCE) – Clinical Externship	\$20.00
Medical Exam – Medical Clearance (varies depending on insurance, co-pay, and deductibles)	\$0.00 - \$50.00
Immunizations (varies depending on insurance, co-pay, and deductibles)	\$0.00 - \$200.00
Urine Drug Screen (completed in program before clinical externship)	\$58.00
Level-One Fingerprint Clearance Card (cost will vary)	\$80.00
Basic Life Support (BLS) Provider CPR Card	\$45.00 -55.00
Criminal Background Check (completed before enrollment into program)	\$54.00
Pharmacy Technician Trainee License	\$60.00

FINANCING YOUR EDUCATION

Students are responsible for the total program cost, which includes tuition and fees, out-of-pocket expenses, and any additional expenses associated with this program. Each student is expected to secure sufficient financial aid or funding for their tuition and fees, and/or establish a payment plan during their enrollment.

Paying for College

- For more details regarding ways to pay for college, please visit:
The Accelerated Pharmacy Technology certificate is not eligible for Financial Aid



bit.ly/scc-paying-college



bit.ly/scholarships-scc

Scholarships

- For details regarding scholarship opportunities:

REFUND POLICY

Students who officially withdraw from credit classes (in fall, spring, or summer) within the withdrawal deadlines listed below will receive a 100% refund for tuition, class and registration processing fees. Deadlines that fall on a weekend or a college holiday will advance to the next college workday except for classes fewer than 10 calendar days in length or as specified by the college. Calendar days include weekdays and weekends. Refer to individual colleges for withdrawal and refund processes. Zero attendance is not an allowable refund exemption or an excuse of the debt incurred through registration. The online course eBook/materials are non-refundable once purchased. Once purchased, students have access to their eBook and accompanying materials for a period of 2 years.



bit.ly/scc-refund-policy

NON DISCRIMINATION POLICY

The Maricopa County Community College District does not discriminate on the basis of race, religion, color, national origin, sex, handicap/disability, sexual orientation, age, or Vietnam era/disabled Veteran status in employment or in the application, admission, participation, access and treatment of persons in instructional or employment programs and activities.

NOTICE

Scottsdale Community College reserves the right to change, without notice, any materials, pricing, information, curriculum requirements, and regulations stated in this publication.

ATTENDANCE

Students will be held to the Maricopa County Community College District (MCCCD) policies and procedures related to attendance (see College Catalog, Administrative Regulations, 2.3.2). Attendance requirements are determined by the course instructor. Students who do not meet the attendance requirements as determined by the course instructor may be withdrawn from the course. Students who fail to attend the first scheduled class meeting or who do not contact the instructor regarding their absence before the first scheduled class meeting may, at the instructor's discretion, be withdrawn.

- If an absence is necessary, the absence policy of the program includes but is not limited to:
Didactic sections: Students are expected to attend all classes necessary to meet the competencies of the course. If an absence occurs, the student is responsible for obtaining class notes and assignments. Students may not arrive late or leave early as these behaviors disrupt the learning environment. A faculty member has the right to deny entrance if a student is late.

Laboratory, Simulation, and Externship: Students must attend all required hours to meet course competencies — there should be no absences. Students with an absence may risk not meeting course competencies and may receive an incomplete or failing grade for the course.

Late arrival or early departure from the externship experience may result in disciplinary action and place the student at risk of failing to achieve the course competencies.

The externship is a component of the program that meets the minimum course requirements. In the event of a serious illness or an emergency situation, a student may find an absence unavoidable. When an absence occurs, the student must notify the instructor and preceptor in advance of the externship hours. Any absence can jeopardize the successful achievement of course competencies.

- Official Absences, as described in the college catalog, are those that occur when students are involved in an official activity of the college. Students must present the official absence verification form to the instructor before the absence. Prior arrangements must be made with each instructor for makeup work. If an absence is prolonged and too much content is missed, an incomplete may need to be given. Appropriate documentation is required.
- Religious Holidays - There is a process for requesting accommodations for religious holidays. For information on the procedure, please refer to the MCCC Student Rights and Protections webpage (bit.ly/mccc-student-rights).

CHANNELS OF COMMUNICATION

There is an expectation of mutual respect between faculty and students. If a concern should arise, a meeting should be scheduled between the faculty member and the student to discuss the matter. Issues are often resolved by direct communication between the faculty member and the student. Instructional Grievance Process – located on the SCC Policies, Procedures, Guidelines webpage (bit.ly/scc-ppg).

A student who feels that they have been treated unfairly or unjustly by a faculty member with regard to an academic process such as grading, testing, or assignments shall discuss the issue first with the faculty member. This conference shall be requested by the student within fifteen (15) working days from the time the student knew or reasonably should have known about the unfair or unjust treatment.

Steps for students to follow:

1. If, within ten (10) working days of the request for the conference with faculty member, the problem is not resolved or the faculty member has been unable to meet with the student, the student may continue the process by filing a written grievance with the Department/Division Chairperson and the appropriate administrative officer at the college/center. This written grievance must be filed within ten working days following the previous deadline. The written grievance will be given to the faculty member five days before any official meetings are convened.
2. Upon receipt of a written grievance, the Department/Division Chair or appropriate college administrative officer will work with the parties in an attempt to resolve the conflict. The faculty may ask the College Faculty Senate President to be in attendance. Every attempt will be made to maintain confidentiality during this process. A faculty member will not be required to respond to a grievance which is not in writing and which, when appropriate, did not have specific documentation including dates, times, materials, etc. The written grievance will be made available to the faculty member.
3. If the grievance is not resolved at this level within ten working days, the student should forward to the Vice President of Academic Affairs or designee, a copy of the original written grievance with an explanation regarding action taken at each prior level. The dean of instruction or appropriate college/ center administrative officer will meet with the student, faculty member, the College Faculty Senate President, if requested by the faculty member, and the Department/Division Chair and attempt to resolve the issues. This level will be the final step in any grievance process regarding grades.

4. If the grievance, other than those concerning grades, is not resolved by the vice president of academic affairs or designee, it may be forwarded in writing by the student to the college president for final resolution. The college president or designee will issue a final written determination in the process.
5. Instructional grievances are resolved at the college level. The district office is not an avenue of appeal for the instructional grievance process.

Note: The grievance process for grades must be initiated no later than sixty (60) calendar days from the date the grade was issued.

PROFESSIONAL APPEARANCE

The following guidelines are mandatory for pharmacy students to remain in compliance with the dress code:

- In all cases, the student must be in compliance with the professional appearance policy of the externship site. Location changes are only permitted on a case-by-case basis.
- Students are expected to present themselves in a professional manner at all times.
- A student may be removed from the externship setting and jeopardize successful completion of the clinical competencies based on the inability to place the student in a pharmacy facility due to noncompliance with guidelines and policies.
- Students are to wear scrubs (not blue) and a college badge at the externship site as requested by their college, unless the setting or agency requires other clinical attire.
- Uniforms should fit so that when the student bends forward, the bottom hem of the top covers the pants' waistband in the back. Visible cleavage (front or back) is not permitted.
- Pant hems should be tailored so as not to drag on the floor when walking or standing.
- Students may wear a plain white or black t-shirt under the uniform. No other colors are permitted. The t-shirt may be sleeveless, short or long-sleeved. Turtlenecks are permitted.
- Sweaters, hoodies, and/or jackets are not permitted in the clinical setting unless allowed by the externship site.
- Picture ID badge must be worn at all times above the waist with the picture facing forward at the externship site. The ID badge should be worn on the upper shoulder area of the uniform.
- Shoes must be clean, low-heeled, closed-toed, and have a non-porous top. No backless clogs/shoes are allowed. Colored shoes are permitted; however, no fluorescent or neon colors or patterns of any kind are allowed.
- The uniform must be clean and wrinkle-free; undergarments must be worn and cannot be visible.
- The only jewelry that may be worn with the uniform is a wedding ring, small, non-dangling earrings in ears/ear cartilage only, and a wristwatch. No other visible body piercing jewelry is allowed; however, a small skin-toned bandage is permitted to cover a visible piercing. Necklaces must be kept under clothing and not visible. At some externship sites, it may be advisable not to wear any jewelry.
- Earlobe gauges must be filled or covered in flesh tones.
- No objects of any type may be worn in the tongue.
- Tattoos must not convey a message that is contrary to the clinical facilities' professional standards.
- Hair must be clean, combed, natural color (not pink, blue, etc.), worn up/off the collar and back, and secured back from the face so it does not fall forward while in uniform to meet health and safety standards. Closely trimmed beards, sideburns, and mustaches are permitted, but must meet facility policy for client safety. No hair adornments may be worn in the hair to the clinical/lab setting (i.e. artificial flowers, scarves, or jewels) unless approved due to cultural/religious reasons.
- Makeup must be neutral and minimal; false eyelashes (strip lashes using adhesive, eyelash extensions, cluster or fan lashes) should not be worn due to safety and sterility issues and may prevent the student from attending clinical in some areas of the clinical facility.
- Chewing tobacco, oral smokeless nicotine, and e-cigarettes/vaping is not allowed in class, laboratory, or in the clinical setting. Chewing gum is not allowed in the laboratory or clinical setting.

- Students will maintain personal hygiene, including oral care. Students will be free of offensive body odor and/or cigarette odor. No cologne, after-shave, scented lotions, and/or perfumes are permitted.
- Fingernails must be clean, short with clear polish, if any. Artificial nails, dip nails, nail wraps, gels, or extenders are not permitted in the clinical setting. Unacceptable Attire in the Clinical and/or Laboratory Setting: No thin or see-through clothes, crop tops, sports bras, tank tops, shorts, or short skirts/dresses. When at the externship site, students are required to wear the designated uniform with a name badge as outlined above.

INFORMATION TECHNOLOGY

Pharmacy students may be required to use online resources and may need access to a computer and a network connection. Criteria for use of mobile/electronic devices in externship, lab, and classroom: Mobile devices can be a valuable tool for healthcare education when used appropriately. The following guidelines apply:

- Professional behavior and proper technology etiquette should be observed at all times when using cell phones, iPads, mobile devices, laptops or other electronic devices.
- These may be used only when authorized by faculty and for externship activities, not personal use.
- Cell phones and all mobile devices must be on "silent" mode or turned off during class, lab, and externship experiences.
- No photos may be taken by students in the clinical agency or lab environments. The exception to taking photos or videos in the laboratory environment is when it is part of a course assignment.
- No personal phone conversations or texting allowed at any time while in lab, class, or externship. An externship probation will be given for the first violation of using the mobile device for socializing during externship time. A second violation may result in removal from the externship setting.
- When accessing information on smartphones, students are expected to have the equipment turned off if agency policy requires it and go to an area designated for cell phone use when accessing information on a mobile device.
- Be respectful to the client at all times and ensure that your entire attention is focused on the client when you are interacting with the client. If you are using any type of mobile device during the interaction, be sure to apologize for the interruption in care and explain how the use of the technology will assist with care.
- Faculty or preceptor may ask to see what programs you are using at any time. Use of facility computers for personal use is prohibited.
- Students must protect the confidentiality of patient information at all times in accordance with HIPAA. Students may not take any photographs of clients or client records, nor print or make copies of client records.
- Students who violate patient privacy with the mobile device will be subject to HIPAA infractions of the pharmacy agency and may be subject to disciplinary action.
- Social networking sites: When contributing to a social networking site, it is important to remember that everyone can see and read what is placed on the site even if "privacy" options are selected. Keep interactions professional and err on the conservative side when placing written communication or posting pictures. Always remember that your online presence reflects you as a professional. Be aware that your actions captured via images, posts, or comments can reflect on you and many recruiters now routinely search the social networking venues when considering people for a new hire. It is never appropriate to post photos or information about a patient. Social network postings can be subject to disciplinary action from the nursing program.
- For additional information on how to use social media without professional or personal repercussions, visit: the *Psychiatry News* web page (bit.ly/psychiatry-online-sme-hcp).

GUIDELINES FOR STUDENT CONDUCT

A. Standards of Professional Conduct

The Accelerated Pharmacy Program believes that standards of professional conduct are an inherent part of professional responsibility and expects students enrolled in the Program to adhere to the American Society of Health-System Pharmacists (ASHP) standards, as outlined in the ASHP Participant Code of Conduct ([bit.ly/ashp-pcoc](https://www.ashp.org/standards/pcoc)). Students practice within the boundaries of the ASHP standards, the guidelines of the Pharmacy Technology Student Handbook, and the policies and regulations of the healthcare agency where they are assigned for externship learning.

Unprofessional behavior, including but not limited to angry outbursts, use of vulgar or obscene language in any educational setting or menacing/threatening behavior, will result in disciplinary action up to and including dismissal from the program. Such behavior is inconsistent with professional standards and inappropriate for students aspiring to a career in pharmacy. The Director, designee, and/or instructor will complete a Student Learning Contract and/or a Student Conduct Violation form, describing the behavior and documenting the event, as well as the actions to be taken.

Standards of Professional Conduct include:

- Confidentiality: Respects the privacy of clients and respects privileged information.
- Accountability: Is answerable for one's actions; answers to oneself, the client, the profession, and the institution.
- Responsibility: Executes duties associated with the pharmacy technologist's particular role.
- Agency's Policies and Procedures: Reads and adheres to the agency policies and procedures.
- Veracity: Truthfulness; adherence to precision and honesty.
- Punctuality and Promptness: Is on time for all class, lab, and externship assignments.
- Dependability: Is trustworthy and reliable.
- Respect: Treats others with consideration and courtesy.
- Professional Appearance: Adheres to established dress code in all externship and professional activities.
- Safety: Prevents or minimizes risks for physical, psychological, or emotional jeopardy, injury, or damage.
- Civility: All students in the program are expected to contribute to a positive learning environment. Pharmacy students are expected to be reflective, courteous, respectful, and empathetic to classmates, instructors, and college and clinical staff. Angry outbursts, disruptive behavior, and the use of abusive or derogatory language will not be tolerated and will result in disciplinary action up to and including removal from the course and/or program.

B. Student Expectation in Reporting Unprofessional Conduct

During the course of study in the Accelerated Pharmacy Technology Program, a student may observe behaviors in others that appear to violate the standards of academic and/or professional integrity or actions that have the potential to harm another individual. Each student has the responsibility to report these behaviors or actions to the instructor and/or the Director at the college.

C. Professional Boundaries

Students enrolled in a program of study in pharmacy must learn the importance of establishing and maintaining professional boundaries. In a student role, professional boundaries exist between the student and the instructor and between the student and the client. Students unclear of proper behavior or of an appropriate response to a client should consult the instructor for guidance.

1. Student and Faculty

Faculty and students will maintain a professional relationship:

- a. Students should not expect an instructor to act as a personal counselor or therapist. Students should seek assistance from academic advisors and counselors at the college.

- b. Students should not ask or expect the instructor to join an individual, group, or class in any social situations while the course is in progress.
- c. Students should not offer the instructor gifts or money as gratitude for instruction. Instructors may accept cards or notes when students wish to thank the instructor.

2. Student and Clients

Students will maintain a professional pharmacy-client relationship:

Students must treat all clients, as well as other health care providers, professionally.

DISCIPLINARY ACTION GUIDELINES

When a pharmacy student is in violation of any requirement contained in this Accelerated Pharmacy Technology Student Handbook, they are subject to disciplinary action or dismissal. All students should carefully review the Maricopa Community Colleges' Student Handbook section on Academic Misconduct and Disciplinary Standards. Those standards typically can be found in each college's catalog or student handbook. Dismissals and suspensions for reasons based on academic misconduct and student discipline, as well as reasons based on the Pharmacy Technology Student Handbook, will proceed according to the Judicial Policies section of the Student Code of Conduct.

A. Zero Tolerance Policy:

The Accelerated Pharmacy Technology Program supports a Zero Tolerance Policy for the following behaviors:

1. Intentionally or recklessly causing physical and/or emotional harm to any person on the campus or at a clinical site, or intentionally or recklessly causing reasonable apprehension of such harm.
2. Unauthorized use or possession of any weapon or explosive device on the campus or at a clinical site.
3. Unauthorized use, distribution, or possession for purposes of distribution of alcohol, any controlled substance, or illegal drug on the campus or at an externship site.
4. Any verbal, non-verbal, and/or written actions that are deemed threatening, abusive, or bullying will not be tolerated and may result in removal from the course and/or program. Pharmacy students engaging in this misconduct are subject to dismissal from pharmacy classes, in accordance with the student's due process and disciplinary action as described in the college's Student Handbook.

B. Externship Misconduct:

1. A student may be dismissed from the program and receive a failing grade in the course based on the inability to place the student at an externship facility or removal from the externship site due to behavioral or other issues.
2. A student may be dismissed and receive a failing grade in the course for violation of the Standards of Professional Conduct.

C. Unusual Occurrence Guidelines:

An unusual occurrence is any event that has the potential for harm to any person while in the pharmacy program classes, laboratories, or externship agencies.

1. Upon notification, the faculty and student will meet to determine the nature of the occurrence. The faculty member will determine the necessary actions required for follow-up of the occurrence.
2. A pharmacy program "Student Learning Contract" must be completed to document any unusual occurrence.
3. Any student failing to notify the instructor immediately upon discovery of an unusual occurrence as defined will be subject to disciplinary actions, including course failure and program withdrawal.
4. Any student unable to demonstrate safe and competent client care, fails to maintain compliance with the health and safety requirements, violates the code of conduct, or has excessive absences from the externship experience will be removed from the externship assignment and will receive a failing grade in the course.

REQUIRED FORM - STUDENT COPY

Carefully read this entire handbook before signing the form below.

SIGNATURE FORM

(This single signature copy for the Accelerated Pharmacy Technology Student Handbook is to be signed by the student and retained by the college. In addition, the student will need to review and sign the pages located in the Healthcare Student Manual.)

This Handbook prescribes standards of conduct for students enrolled in the Accelerated Pharmacy Technology Program. The standards are in addition to those prescribed for students under Maricopa Community Colleges policies and administrative regulations and the Healthcare Student Manual. Violation of any such standard may serve as grounds for program dismissal, suspension, or other discipline.

Every student is expected to know and comply with all current policies, rules, and regulations as printed in the college catalog, class schedule, and the student handbook. Copies are available at many sites throughout the college and online.

Your signature (or e-signature) indicates that you received a copy or link to both the Accelerated Pharmacy Technology Student Handbook and the Healthcare Student Manual and you have read and understand the information on all documents. Your signature indicates that you understand that information about general college policies is in the college General Catalog & Student Handbook, and that information specific to each course can be found in the course syllabus.

I have read and understand the information in the following:
Accelerated Pharmacy Technology Student Handbook.

Date: _____

Program Location: _____

Printed Name: _____

Signature: _____



**SCOTTSDALE
COMMUNITY COLLEGE**

A MARICOPA COMMUNITY COLLEGE

The Maricopa County Community College District (MCCCD) is an EEO institution and an equal opportunity employer of protected veterans and individuals with disabilities. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, or national origin. A lack of English language skills will not be a barrier to admission and participation in the career and technical education programs of the District.

The Maricopa County Community College District does not discriminate on the basis of race, color, national origin, sex, disability or age in its programs or activities. For Title IX/504 concerns, call the following number to reach the appointed coordinator: (480) 731-8499. For additional information, as well as a listing of all coordinators within the Maricopa College system, visit www.maricopa.edu/non-discrimination.