

Pharmacy Aide (51.2601)

Cross-reference to Show-Me standards (main report)

Measurable Learner Objective and Task Statement	Show me (Knowledge)	Show me (Performance)	National Standards
A. Describe the Field of Pharmacy	HP 2, HP 6	2.6, 4.4, 4.6, 4.7, 4.8	4.12, 4.13, 4.16, 4.17, 4.18, 4.19, 4.41, 4.42, 5.18, 5.21, 5.22, 5.23, 5.24, 5.27, 6.14, 6.21, 7.41
1. Identify the roles and responsibilities of team members			
2. Identify educational requirements of pharmacy team members			
3. Identify opportunities for employment in the pharmacy industry			
4. Follow a chain of command			
5. Maintain patient confidentiality in accordance with HIPAA regulations			
6. Practice in a professional and ethical manner			
7. Follow state and federal regulations governing pharmacies			
8. Locate OSHA poster and MSDS book in the clinical site			
9. Apply DEA, FDA, and OSHA regulations to clinical practice			
B. Communicate Effectively with Clients, Co-workers and the Public	CA 1, CA6	2.6	2.11, 2.12, 2.13, 2.14, 2.16, 8.13, 8.21, 8.23, 8.24
1. Use verbal and nonverbal communication			
2. Utilize communication techniques in handling difficult situations			
3. Use proper etiquette in answering the telephone			
4. Place business calls			
5. Greet customer properly			
6. Assist customer in locating needs within the pharmacy			

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SS = Social Studies
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7. Participate as a team member			
8. Gather information needed at initial patient contact			
9. Communicate effectively with co-workers			
C. Discuss Basic Concepts of Pharmaceuticals	CA 3, MA 1	1.8, 2.6	2.26, 5.21
1. Locate drugs in the pharmacy stock			
2. Identify drug classifications			
3. Differentiate between over-the-counter medications and prescription drugs			
4. Differentiate between brand name and generic drugs			
5. Differentiate between routes of administration			
6. Differentiate between dosage forms			
7. Identify terms related to patient response to drugs			
8. Use reference books in the pharmacy			
9. Use abbreviations appropriately			
10. Convert among different measurement systems			
11. Use measuring devices			
D. Process Prescriptions	CA 3, CA 4, MA 1	2.6, 3.5	5.21
1. Process information for new prescriptions			
2. Identify components of a complete prescription			
3. Select physician orders pertinent to the pharmacy			

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4. Identify the 'rights' for processing a prescription order or physician order			
5. Differentiate between medication packaging systems			
6. Generate prescription labels			
7. Calculate anticipated drug usage for a prescribed period			
8. Prepare liquid dosage medications for dispensing into bottles			
9. Prepare topical, otic, ophthalmic, rectal, and vaginal medications for dispensing			
10. Prepare solid dosage medications for dispensing into bottles			
11. Prepare solid dosage medications for dispensing into unit dose packaging			
12. Prepare liquid dosage medications for dispensing into unit dose packaging			
E. Maintain the pharmacy	CA 1	2.1	4.13, 5.21, 5.27
1. Straighten and clean shelves			
2. Identify proper disposal of expired drugs			
3. Set up retail displays			
4. Store drugs properly			
5. Maintain pharmacy stock			
6. Receive and process a drug shipment			
7. Inventory and restock floor medications			
F. Perform sales transactions and business procedures	MA 1	2.6, 3.2	2.25, 2.27
1. Operate a cash register			

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2. Process a third party payer claim			
3. Calculate co-payment amount for a prescription			
4. Calculate co-insurance amount for a prescription			
5. Process cash sales			
6. Process credit sales			
7. Process in-store credit and credit card sales			
8. File chronologically			
9. Compose business letters and memos			

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