



California Course Catalog

Jan 1st 2024 – Dec 31st 2025

1450 North Tustin Ave, Suite 202,
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701-506-0077

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Table of Contents

Table of Contents

<i>Introduction</i>	<i>7</i>
<i>Mission and Objectives</i>	<i>7</i>
<i>School History</i>	<i>8</i>
<i>Prospective Student Disclosure.....</i>	<i>9</i>
<i>Administration</i>	<i>9</i>
<i>Faculty & Qualifications.....</i>	<i>9</i>
<i>Contact Information</i>	<i>9</i>
<i>Course Offered</i>	<i>10</i>
<i>Tuition & Fee Breakdown.....</i>	<i>10</i>
<i>Payment Policy.....</i>	<i>10</i>
<i>Readmittance for Payment Delinquency.....</i>	<i>11</i>
<i>Student Loans.....</i>	<i>11</i>
<i>Student Assistance and Relief.....</i>	<i>11</i>
<i>Student Tuition Recovery Fund (STRF)</i>	<i>11</i>
<i>Enrollment / Admission</i>	<i>13</i>
<i>Criminal Record Disclosure.....</i>	<i>13</i>
<i>Housing.....</i>	<i>14</i>
<i>Entrance Requirements.....</i>	<i>14</i>
<i>VISA.....</i>	<i>14</i>
<i>Language Proficiency</i>	<i>14</i>
<i>Technology Requirements.....</i>	<i>15</i>
<i>Course Schedule.....</i>	<i>15</i>
<i>Postponement of Course.....</i>	<i>15</i>
<i>Disability Accommodations Policy.....</i>	<i>15</i>
<i>Calendar of Study</i>	<i>16</i>
<i>Attendance Requirements.....</i>	<i>16</i>
<i>Leave of Absence.....</i>	<i>16</i>
<i>Makeup Time</i>	<i>16</i>

Progress Policy	16
Student Achievement.....	17
Immediate Graded Feedback	17
Grading System	17
End-of Module Exams	17
NHA and PTCB Certification Practice-Based Exams	18
Final Course Exam	18
Remediation.....	18
Academic Readmission	19
To apply for readmission:	19
Student Probation	19
Completion Policy.....	20
Re-enrollment.....	20
Extension Policy	20
Completion Timelines for National Certification Exam.....	20
NHA's ExCPT Exam	21
PTCB's PTCE Exam.....	21
Graduation Requirements and Certificate of Completion Requirements	21
Licensure for Employment	21
License Transfer Notification.....	21
Facilities and Equipment.....	22
Records	22
Award of Previous Credit.....	22
NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION	22
Employment Advisory Services.....	23
We do the following for students:	23
Student Rights & Responsibilities	23
Student Services & Support.....	23
Student Grievance Procedure.....	24
Withdrawal/Refund after the Commencement of Course:.....	25
STUDENTS RIGHT TO CANCEL.....	25
Procedure for Withdrawal/Withdrawal Date:	25
Tuition charges/refunds:.....	25
2025 Pharmacy Technician Competency Course	26
120.00 CLOCK HOUR SYLLABUS	26
A. COURSE DESCRIPTION:.....	26

B. METHOD OF INSTRUCTION:	27
C. COURSE EXPECTATIONS / COMPETENCIES / OBJECTIVES:	27
Module 1: History of Pharmacy	27
Competencies:	27
Objectives:	27
Module 2: The Foundation of Pharmaceutical Care	27
Competencies:	27
Objectives:	28
Module 3: Pharmacy Law, Ethics, and Regulatory Agencies	28
Competencies:	28
Objectives:	29
Module 4: Communication with Patients and Customers	29
Competencies:	29
Objectives:	30
Module 5: Pharmaceutical References and Information	30
Competencies:	30
Objectives:	30
Module 6: Prescriptions and Processing	31
Competencies:	31
Objectives:	31
Module 7: Dosage Forms and Routes of Administration	31
Competencies:	31
Objectives:	32
Module 8: Measurement Systems	32
Competencies:	32
Objectives:	32
Module 9: Conversions and Calculations	33
Competencies:	33
Objectives:	33
Module 10: Safety in the Workplace	33
Competencies:	33
Objectives:	34
Module 11: Hospital Pharmacy	35
Competencies:	35
Objectives:	36
Module 12: Community Pharmacy	36
Competencies:	36
Objectives:	37
Module 13: Advanced Pharmacy	38
Competencies:	38
Objectives:	38
Module 14: Extemporaneous Prescription Compounding	38
Competencies:	38
Objectives:	39
Module 15: Aseptic Technique and Sterile Compounding	39
Competencies:	39
Objectives:	40
Module 16: Insurance and Billing	40
Competencies:	40
Objectives:	40
Module 17: Inventory Control and Management	41
Competencies:	41

Objectives:	41
Module 18: Medication Errors and Safety.....	42
Competencies:	42
Objectives:	43
Module 19: Drug Actions and Interactions	43
Competencies:	43
Objectives:	43
Module 20: Therapeutic Drugs for the Nervous System	44
Competencies:	44
Objectives:	44
Module 21: Therapeutic Drugs for the Musculoskeletal System.....	44
Competencies:	44
Objectives:	44
Module 22: Therapeutic Drugs for the Endocrine System.....	45
Competencies:	45
Objectives:	45
Module 23: Therapeutic Drugs for the Cardiovascular System	45
Competencies:	45
Objectives:	45
Module 24: Therapeutic Drugs for the Immune System	46
Competencies:	46
Objectives:	46
Module 25: Therapeutic Drugs for the Respiratory System	46
Competencies:	46
Objectives:	47
Module 26: Therapeutic Drugs for the Urinary System	47
Competencies:	47
Objectives:	47
Module 27: Therapeutic Drugs for the Digestive System	48
Competencies:	48
Objectives:	48
Module 28: Therapeutic Drugs for the Reproductive System	48
Competencies:	48
Objectives:	48
Module 29: Therapeutic Drugs for the Eyes, Ears, and Nose.....	49
Competencies:	49
Objectives:	49
Module 30: Therapeutic Drugs for the Integumentary System.....	49
Competencies:	49
Objectives:	49
Module 31: Complementary and Alternative Medicine	50
Competencies:	50
Objectives:	50
TOPICS/UNIT	50
Textbook & Other Learning Resources.....	54
Library	54
Holder in Due Course Statement.....	54
Accreditation Status	54

<i>Private Institutional Statement</i>	<i>54</i>
<i>Bankruptcy Specification.....</i>	<i>55</i>
<i>Unsatisfactorily Answered Questions</i>	<i>55</i>

Introduction

Phlebotomy Training Specialists (“the School”) offers a premier Pharmacy Technician Competency Course where students are taught the required material necessary to prepare them to pass a national certification pharmacy technician exam. Course modules have been written and designed by leading experts in the field of pharmacy, and students can access our online, self-paced course 24 hours a day, seven days a week on computer, tablet, and mobile devices. Phlebotomy Training Specialists Student Services are also available to support students from enrollment to graduation.

Mission and Objectives

The institutions mission is to help individuals invest in their own success by providing up-to-date, meaningful, quality education to students interested in entering into the healthcare field of pharmacy. The School’s objective is to produce high-quality, well-trained, and competent pharmacy technicians who can use their skills to benefit patients and employers.

School History

Intelvio, LLC d/b/a Phlebotomy Training Specialists was founded because Mr. Brian Treu recognized a national need for pharmacy technician training. His goal is to educate aspiring pharmacy technicians by focusing on pharmaceutical sciences, drug calculations, compounding techniques, inventory management, ethics, and legal regulations. By receiving relevant education, students can leave the course feeling confident in their ability to become nationally certified .

Brian Treu serves as CEO of Intelvio, LLC. He has been involved in the medical industry for over 23 years and serves as a subject matter expert for many certification agencies. His career in medicine includes completing 255 clinical research trials in Phases I-IV in all facets of medicine. Mr. Treu has also been drawing blood for 23 years. He has traveled the world performing venipuncture on more than 300,000 patients on all seven continents.

Alexis Treu is the COO of Intelvio, LLC. Ms. Treu has broad experience at the Chief Operating Officer level, having served in this capacity since 2017. Her extensive understanding of career school operational functions, as well as that of diverse and complicated state licensure requirements, enables her to ensure full course compliance across the country.

David Roberts is the CFO. Mr. Roberts's responsibilities are to ensure the company is operating in a Generally Accepted Accounting Principles (GAAP) manner. He coordinates and manages all finance functions within the company and also manages operational and investor relationships to ensure the company is operating in a legal and ethical manner. Mr. Roberts has been a CFO for ten years and has an undergraduate degree in Finance and a master's degree in Business Administration (Finance) from the University of Utah.

Prospective Student Disclosure

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. Prospective students are also encouraged to review the School Performance Fact Sheet. The School Performance Fact Sheet is provided prior to signing an enrollment agreement.

Administration

Brian Treu - Founder, CEO
Alexis Treu - COO
Kaley DuPont - Program Director and Program Instructor
Dallin Darais- Program Pharmacist
Adrienne Current - Bookkeeping
Kailey Kay and Mirandar Garcia- Student Service Managers
Monica Sanborn - State Licensing

Faculty & Qualifications

All faculty members have at least 3 years of experience in the field which they are teaching.

Faculty Member	Faculty Position	Credentials
Kaley DuPont	Program Director / Instructor	<ul style="list-style-type: none">● Master of Business Administration (MBA)● Master of Healthcare Administration (MHA)● Certified Pharmacy Technician (CPhT)● Diplomat, Pharmacy Leadership Academy (DPLA)
Dallin Darais	Program Pharmacist	<ul style="list-style-type: none">● Bachelor of Science in Biochemistry Minor in Chemistry● Board of Pharmacy Specialties - Board Certified Pharmacotherapy Specialist (BCPS)● Doctor of Pharmacy

Contact Information

School Address: This program is 100% online.

Santa Ana – 1450 North Tustin Ave, Suite 202, Santa Ana, CA 92705

Home Office – 2570 W. 600 N. Suite 400, Lindon, UT 84042

Phone: **701-506-0077** Fax: **385-327-2084**

Email: info@intelvio.com

Website: www.phlebotomyusa.com

Course Offered

One Certificate Course: Pharmacy Technician Competency Course

Course Length: 120-hour Online

Tuition & Fee Breakdown

Course Cost	
<i>Tuition</i>	\$810.00
<i>STRF</i>	\$0.00
<i>Access Fees</i>	
<i>Subscription Access (Canvas)</i>	<i>\$65.00</i>
<i>Simulation/Labs (Cengage MindTap)</i>	<i>\$50.00</i>
<i>LMS Access</i>	<i>\$40.00</i>
<i>Study Material</i>	<i>\$50.00</i>
<i>E-book</i>	<i>\$50.00</i>
	\$255.00
<i>Registration Fee</i>	\$100.00
<i>National Exam</i>	\$130.00
<i>Total Cost of Program</i>	\$1,295.00

Payment Policy

Students can pay for their tuition and fees by logging into their student account at students.intelvio.com. We accept all major credit cards. A \$100 minimum is required at the time of registration. After the initial fee of \$100 has been paid, students can make payments in any increment adhering to the following schedule:

- Before 25% of course completion, students must pay an additional \$275.00.
- Before 50% of course completion, students must pay an additional \$275.00.
- Before 75% of course completion, students must pay an additional \$275.00.
- Before completion of the course, students must pay the final \$240.00.

If students choose to challenge the national exam, a separate fee of \$130.00 must be paid before the final exam in order to issue the code or voucher.

If a student fails to pay full tuition and fees by these deadlines, their course advancement will be paused until which time the student can make their payment.

Students can call Student Services at 701-506-0077 to schedule a payment.

No student, regardless of circumstance, will be permitted to receive a Certificate of Completion without full payment.

Readmittance for Payment Delinquency

A student's course access will be paused due to non-payment of tuition and fees if, by the quarter and/or halfway marks of their course, they have not paid the remainder of their tuition. To regain access to their course, the student will need to contact Student Services at 701-506-0077 and pay in FULL.

Student Loans

Phlebotomy Training Specialists does not qualify for Title IV (federal financial aid) and does not provide student loans.

Student Assistance and Relief

The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (888) 370-7589, option #5, or by visiting osar.bppe.ca.gov.

Student Tuition Recovery Fund (STRF)

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF, and you are not required to pay the STRF assessment if you are not a California resident or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 N. Market Blvd., Ste 225, Sacramento, CA 95834, (916) 431-6959, or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss due to the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 days before the closure of the institution or location of the institution or were enrolled in an educational program within the 120-day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

Enrollment / Admission

Prospective students can enroll at any time. The application can be accessed on our website at www.Phlebotomyusa.com. The application for admittance will be processed within five business days of submission, and the student will be notified by email.

The start date of the course will be based on the date the enrollment agreement is signed. Once admitted, students will have 180 days (approximately six months) from the date of the signed enrollment agreement to complete the course.

Following course completion, students can take a national certification exam to become certified. Students will have 30 additional days from the date they complete the course to create an account with either the National Healthcareer Association (NHA) or the Pharmacy Technician Certification Board (PTCB) for national certification exam registration.

Criminal Record Disclosure

The California State Board of Pharmacy requires all applicants for pharmacy technician licensure to undergo a criminal background check, including fingerprint submission through the **California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI)**. Any prior criminal convictions, including felonies and misdemeanors, must be disclosed as part of the licensure application process.

Impact on Licensure Eligibility

A criminal record **does not automatically disqualify** an applicant from obtaining a pharmacy technician license. The Board evaluates each applicant on a case-by-case basis, considering factors such as:

- The nature and severity of the offense
- The time elapsed since the offense
- Evidence of rehabilitation
- Compliance with any court-ordered requirements
- The relevance of the offense to pharmacy practice

Applicants with past convictions may be required to provide supporting documentation, including court records, proof of rehabilitation, and personal statements regarding the incident(s). Failure to disclose prior convictions may result in application denial.

For more information on criminal record disclosure and pharmacy technician licensure requirements, students are encouraged to visit the California State Board of Pharmacy website at: www.pharmacy.ca.gov.

Housing

Phlebotomy Training Specialists does not maintain dormitory facilities. **PTS does not have a responsibility to find or assist students in locating housing.** This course is online. If a student needs housing, the average for student housing rent is between \$1,360 - \$2,649 per month. There are options for public housing, apartments and condos.

Entrance Requirements

The school does not discriminate based on race, sexual orientation, gender identity, religion, ethnic origin, or disability.

Students are required to have a high school diploma or GED as a minimum entry requirement into the program, and are required to be beyond the age of compulsory high school attendance; over 18 years old. If this proof of education was issued outside of the United States, students must have their documents evaluated for equivalency by a recognized provider such as naces.org, scholar.com, or wes.org. Some employers may also require proof for employment and it will be the student's responsibility to comply with employer requirements.

Students must demonstrate fluency in English, including the ability to communicate, write, and read fluently, as this is essential for effective communication in the healthcare environment. There will not be any instruction in any other language than English. A translator will not be provided by the institution. Students that are not proficient in reading and writing the English language are required to submit scores from the TOEFL exam. We require a minimum score of 50.

We do not require students to have previous experience or knowledge. An informal interview will be given to discuss student goals and expectations. The application for admittance can be accessed on our website at www.phlebotomyusa.com. The application will be processed within five business days of submission, and the student will be notified of acceptance by email.

VISA

Phlebotomy Training Specialists does accept students from other countries but does not provide Visa services. We do not vouch for students, other than to say they are actively engaged and enrolled in the Pharmacy Technician Competency Course. There is no fee for this.

Language Proficiency

There will not be any instruction in any other language than English. We do not allow students to bring in translators and a translator will not be provided by the institution. Students that are not proficient in reading and writing the English language are required to submit scores from the TOEFL exam. We require a minimum score of 50. Please submit your score to info@phlebotomyusa.com.

You can find more information and register for the TOEFL exam at this link-
https://www.ets.org/toefl/ibt/about?WT.ac=toeflhome_aboutibt_180910

Technology Requirements

This course is online, will require access to the internet, and can be accessed through a secure login process. The course is offered through the School's learning management system (LMS), and students will need a computer or tablet. The school's LMS is compatible with a PC or Mac.

Course Schedule

This course is 100% online. Access to the School's learning management system will be sent via email after enrollment is accepted and the enrollment agreement has been signed. Students will have 180 days (approximately six months) from the signed date of the enrollment agreement to complete the course.

Postponement of Course

Postponement of a starting date requires a written agreement signed by the student and the school. The agreement must set forth:

- a. Reason for postponement request.
- b. A deadline for the new start date.

If the program is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to a full refund of prepaid tuition and fees except for the \$100 non-refundable registration fee and a tuition fee of \$100.

Disability Accommodations Policy

Phlebotomy Training Specialists believes in providing access to a diverse population. We comply with state and federal disability laws and make reasonable accommodations for applicants and students with disabilities. Post-secondary schools have no obligation to identify students with disabilities. If students need an accommodation, it is their responsibility to make the disability known to the School and request any needed accommodation. Phlebotomy Training Specialists will make reasonable accommodations for applicants and students unless doing so would result in a fundamental alteration of the course or would result in an undue burden. Students must also be able to show the relationship between the disability and the need for accommodation.

For information and questions about our Student Accessibility Services (SAS) support, policies, and processes, please contact Student Services at 701-506-0077 or info@intelvio.com.

Calendar of Study

There is no calendar of study. Students can enroll at any time in the course. Students will have 180 days (approximately six months) from the signed date of the enrollment agreement to complete the course. The course of study is self-paced and there are no term dates.

Attendance Requirements

Attendance is tracked through logins and completion of course assessments. Students have 180 days (approximately six months) from the signed date of the enrollment agreement to complete the course. This course is a pass/fail course. Students must pass with a cumulative average of 70% or higher and complete all 120 hours to finish the course. If a student has not logged in for an extended amount of time, over 30 days, our Program Director will reach out and consult with the student.

Leave of Absence

Students who are unable to continue the course for medical reasons or severe personal problems will be required to take a leave of absence until they can resume their course. Students will need to consult with the Program Director for authorization by emailing info@intelvio.com. Proper documentation will be required to substantiate a student's leave. Students will have access to their online course for the 180-day course completion time frame. If an extended period beyond the 180 days is needed, authorization from the Program Director will be required.

If a student fails to return from any leave of absence, the student will be considered withdrawn. The withdrawal date is the date that the student was scheduled to return from leave and failed to do so. Our refund policy will apply as relevant.

Makeup Time

Students are strongly advised to be consistent in their course participation. This course is self-paced, and it is the student's responsibility to schedule any prolonged leaves from the course.

Progress Policy

This is a **pass/fail course**. To pass, students must have a cumulative score of 70% or higher on each of the modules and on the final course exam. As the course progresses, the Program Director will monitor student progress through end-of module exams. Remedial training is provided if it is found that a student is not progressing. Students will receive immediate response regarding exam scores and assignment content.

Student Achievement

Phlebotomy Training Specialists will be tracked throughout the class by quizzes, and a final exam will be administered before being allowed to challenge the National Exam. Students must achieve a cumulative passing score of greater than or equal to 70% ($\geq 70\%$) on all graded activities within each module to move forward in the course and stay on track for graduation. Students will have three attempts to achieve a passing score on the final course exam and must achieve a passing score of greater than or equal to 70% ($\geq 70\%$) on the final course exam.

Immediate Graded Feedback

In this program, students will receive instantaneous feedback on all automated assessments, including quizzes, multiple-choice exams, and interactive assignments, through the learning management system (LMS). Students should review their feedback immediately upon receipt and reach out to the Program Director if clarification is needed.

Grading System

Grade	Pass	Fail
Graded Module Assessments 31 cumulative module grades	$\geq 70\%$	$< 70\%$
Final Exam 100-question exam - 100 points possible	≥ 70 points	< 70 points

End-of Module Exams

Each module can vary in the number of readings and activities. An end-of-module formative exam is the final activity within each module.

- The student must achieve a cumulative passing score of greater than or equal to 70% ($\geq 70\%$) on all graded activities within each module to move forward in the course.
- The student will have three attempts to achieve a passing score on end-of-module exams. Correct and incorrect answers are displayed after each exam attempt. Some questions may differ between the three exam attempts as exam questions are randomly pulled from our test bank. It is recommended that if the student does not answer a question about a certain topic correctly, the student should review relevant lesson material before making another attempt at an end-of-module exam.

NHA and PTCB Certification Practice-Based Exams

The National Healthcareer Association (NHA) offers a national certification exam called the Exam for the Certification of Pharmacy Technicians, or ExCPT. The Pharmacy Technician Certification Board (PTCB) offers a national certification exam called the Pharmacy Technician Certification Exam, or PTCE.

In preparation for the final exam, the student will have access to two national certification practice-based exams.

- The 90-question guided practice exam is similar to what would be expected for PTCB's PTCE exam.
- The 120-question guided practice exam is similar to what would be expected for the NHA's ExCPT exam.

Final Course Exam

Phlebotomy Training Specialists final course exam is a 100-question exam. The final exam questions are similar to the types of questions the student should expect to see on the PTCE and ExCPT exams.

- Students must achieve a passing score of greater than or equal to 70% ($\geq 70\%$) on the final course exam. When the student achieves a passing score after taking the exam, the student has completed the final step of the didactic material for this course.
- The student will have three attempts to achieve a passing score on the final course exam. Correct and incorrect answers are displayed after each attempt. It is recommended that if the student does not answer a question correctly, the student should review relevant lesson material before making another attempt at the final course exam.

Remediation

Several monitoring methods exist to track student progress and evaluate module competency. Assessment activities, which students will complete for feedback and indicators of subject comprehension, will be provided throughout each module.

A student who has not achieved a passing score on the first attempt of an end-of-module exam will receive automated feedback on the areas of the exam which they missed. This feedback can be reviewed for greater understanding in preparation for their second attempt. Repeating end-of-module exams is part of the remediation process and can help motivate students to self-reflect on topic areas of needed improvement.

A second failed attempt of an end-of-module exam will include automated feedback on areas of the exam that students can review for greater understanding. In addition

to the feedback, students will receive more detailed information. This may include additional reading, interactive content, and supplemental materials from the online reference library. Any additional work assigned must be completed before moving forward.

A third failed attempt of an end-of-module exam will lock the module and prevent the student from advancing further in the course without instructor or director intervention to override this functionality. A third failed attempt of an end-of-module exam will also trigger an invitation to reach out to our Student Services team. A team member will set up a scheduled time for a future phone call and/or video call (or an email exchange if a call is not feasible) with a course instructor. The module content will need to be reviewed in its entirety. The student may be provided with instructor-directed supplemental materials relevant to the module in question in preparation to advance in the course.

Students must maintain a cumulative score of 70% or higher to remain in good academic standing. If a student is unable to complete the final course exam with a score of 70% or higher after three attempts, academic dismissal will occur. Readmittance to the course will be determined at the discretion of the Program Director. Student records will be reviewed and a mandatory phone and/or video call will occur.

Academic Readmission

Students may apply for readmission to Phlebotomy Training Specialists following academic dismissal. Students who have been dismissed due to academic-related reasons must complete all admission procedures as well as send a letter of appeal requesting consideration for readmission.

To apply for readmission:

1. Send a letter of appeal requesting consideration for readmission to Student Services via email at info@intelvio.com. This letter should include the student's request for readmission, the reason why previous academic progress was halted, and a specific plan of action for success should readmission be granted.
2. Complete any online readmission procedures and repayment of any applicable fees.

The Program Director and other administration will review the student's request for readmission along with any supporting documentation. A final decision to grant or deny readmission will be communicated to the student via email within ten business days.

Student Probation

Phlebotomy Training Specialists do not push students on probation.

Completion Policy

Students will have 180 days (approximately six months) from the date of the signed enrollment agreement to complete the course and receive their Certificate of Completion. All payments made towards tuition and fees are only applicable to courses held within the initial completion deadline.

Re-enrollment

Should students fail to receive their Certificate of Completion during this time frame, they will be required to re-enroll as a new student. No payments made or online modules completed will carry over to this new enrollment. Students may re-enroll and make payments via the student portal or by contacting Student Services at 701-506-0077.

Extension Policy

Students may request an extension for extenuating circumstances by contacting Student Services at info@intelvio.com. Extension requests can be made to obtain a Certificate of Completion. All requests must be sent in writing via email. Requests for extensions must be submitted before the completion deadline (180 days from the date of the signed enrollment agreement). Extensions will be granted for emergencies such as severe medical issues, the death of a relative, natural disasters, and cases of assault. All balances must be paid in full before extensions will be granted. Extensions are not to exceed more than 30 days of the original completion deadline. No more than one extension will be granted per student. Automatic extensions will be granted for the following:

- Any school-scheduled downtime maintenance that affects a student's ability to log into their course
- The school rescheduling any course dates past the expiration of the extension period

Completion Timelines for National Certification Exam

Students have up to 30 days after course completion to create an account with the National Healthcareer Association (NHA) or the Pharmacy Technician Certification Board (PTCB) for national certification exam registration. Students who fail to register within the 30-day timeframe will forfeit the \$130 national exam fee and be required to pay the NHA or PTCB directly. After registration, students who fail to complete the exam within 90 days will also forfeit the \$130 exam fee.

- Should a student **complete the course earlier than the 180-day deadline**, they are permitted to create their account with NHA or PTCB at that time.

NHA's ExCPT Exam

For students choosing to take the NHA's Exam for the Certification of Pharmacy Technicians (ExCPT), the exam must be completed **within 90 days after NHA account creation**. No extensions for this policy will be given. Students who fail to take the exam within the 90-day timeframe will forfeit the \$130 national exam fee and be required to pay the NHA directly if they choose to take the exam.

PTCB's PTCE Exam

For students choosing to take the PTCB's Pharmacy Technician Certification Exam (PTCE), the exam must be completed **within 90 days of voucher redemption, not account creation**. No extensions for this policy will be given. Students who fail to redeem their voucher within the 90-day timeframe will forfeit the \$130 national exam fee and be required to pay the PTCB directly if they choose to take the exam.

Graduation Requirements and Certificate of Completion Requirements

Students must pass with a cumulative minimum score of 70% on all course modules and a score of 70% on the final course exam.

Certificates of Completion will ONLY be awarded to students who have accomplished the following:

- Passing scores on all graded module activities
- Passing score on final course exam
- Completed student profile
- No outstanding payment obligations

Licensure for Employment

This program qualifies a student for employment related to certification through the PTCB or NHA, SOC code 29-2052. Additional information for Licensure can be found at the following link: <https://www.pharmacy.ca.gov/applicants/tch.shtml>
https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=4202.&lawCode=BPC

License Transfer Notification

Licensure requirements vary by state of residence and may include items such as drug and background checks, age verification, exam result notification methods, and state-specific application forms. Students preparing for initial licensure as pharmacy technicians need to review their state board of pharmacy information to prepare appropriately for certification.

Students seeking to transfer their pharmacy technician license to another state will need to contact that state's pharmacy board to verify all requirements. This may include paying additional fees, meeting state requirements, and completing the required applications.

Facilities and Equipment

Our course is 100% online and can be taken on computer, tablet, and mobile devices.

Our main school campus is located at:

Santa Ana – 1450 North Tustin Ave, Suite 202, Santa Ana, CA 92705

No additional equipment is needed other than the technology requirement listed previously.

Records

Student records are maintained digitally indefinitely and can be accessed through the student's online account; transcripts are kept permanently. Students have a right to access their records anytime. A student can access records by logging on to their student portal at students.intelvio.com. Only the student and the School's administration have a right to review student records. No outside personnel will be allowed to view records, except for appropriate state regulatory representatives upon request. Student academic, financial, certificates, and transcripts are electronically maintained. Student records are maintained for 5 years from the student's date of withdrawal or completion.

Students can request a copy of their transcripts by emailing a written request to Docs@intelvio.com. There is no fee for a copy of transcripts.

Award of Previous Credit

Phlebotomy Training Specialists does not grant credit to students for other courses taken in the field of Pharmacy or any other field. We do not award credit for prior experiential learning. This course is a stand-alone course, and no reduced tuition, nor will reduced hours of participation be given. There is no process for appeal.

Phlebotomy Training Specialists have not entered into any articulation agreements with other educational institutions. We do not accept credits from other institutions or thorough challenge examinations and achievement tests for the Pharmacy Technician Competency Course. The transferability of credits you earn in the Pharmacy Technician Competency Course is at the complete discretion of an institution to which you may seek to transfer. Also, we do not offer an Ability to Benefit exam.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Phlebotomy Training Specialists is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the Pharmacy Technician Competency Course is also at the complete discretion of the institution to which you may seek to transfer. If the

certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Phlebotomy Training Specialists to determine if your certificate will transfer.

Employment Advisory Services

As a reminder, for employment eligibility, students will need to apply for pharmacy technician licensing with the California State Board of Pharmacy.

<https://www.pharmacy.ca.gov/applicants/tch.shtml>. Phlebotomy Training Specialists does **not** provide any formal placement into employment opportunities. **Placement in a job is not guaranteed or promised to persons who complete the course.** To that end, we do not leave the students on their own to find employment.

We do the following for students:

Market Sectors – We provide each student with a list of local sectors of the economy that employ pharmacy technicians consistently. This list of local sectors may include retail pharmacies, hospitals, nursing homes, assisted living facilities, and community pharmacies. We do not provide student referrals to prospective employers, and we do not have direct contact with employers regarding current job openings.

Resume Writing – All students will be encouraged to send in their resumes to our on-staff employment specialist(s). The specialist(s) can assist the students with fine-tuning their resume(s) by way of suggestion(s), possible rewrites, and overall resume etiquette.

Student Rights & Responsibilities

Phlebotomy Training Specialists provides an online training course. Students will not be meeting in person. The course is graded on a pass/fail system where passing is any cumulative score of 70% or higher on course modules and a score of 70% or higher on the final course exam. If students do not uphold the grading requirements or progress policy, it is their responsibility to use the readmission and remediation policies that are implemented for student use.

Phlebotomy Training Specialists affords its students the following rights:

- Access to the Program Instructor(s) for any assistance
- Fair and impartial treatment
- Maintaining privacy of student records

Student Services & Support

Phlebotomy Training Specialists goes the extra mile to assist students with questions related to any of our offerings and courses.

Our Student Services email is info@intelvio.com and our toll-free number is 701-506-0077. We are available Monday-Friday Mountain Time (MT) from 6:30 a.m. - 7:30 p.m. and Saturday from 5:30 a.m. - 2 p.m.

- Student Services can answer questions related to course materials, student account information, and the learning management system (LMS).
- For curriculum questions, instructional questions, and/or remediation, students can contact Student Services to schedule a time to virtually meet with our Program Director and/or Program Instructor(s).

Student Grievance Procedure

Should a student have a complaint with the School, then the following steps shall be taken by the student:

1. Students shall first attempt to address the grievance informally with the Program Director and/or Program Instructor(s) who can be reached at info@intelvio.com. If the outcome of this attempt is unsuccessful, students may proceed to the formal written grievance procedure. (See #2 below.)
2. Students may formally state their grievance in writing via email to the Manager of Student Services at info@intelvio.com. Please submit the written grievance within 60 days of the occurrence. The Manager of Student Services, will consult with the COO, Alexis Treu, and with the Program Director.
3. Ms. Treu will assist the Program Director or Manager of Student Services in resolving the student's concerns. She will investigate the grievance within five business days of receiving the complaint by contacting the student via email or phone to set up a meeting. In the meeting, she will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. Written notification via email of the resolution will be sent to the student within ten business days after the student meeting.
4. In their absence, students can contact Student Service at info@phlebotomyusa.com or 701-404-9434. They will contact the student within five days or receive the complaint via email or phone to schedule a meeting. In the meeting, they will discuss the complaint, allow the student to be heard, and discuss an amicable resolution. The Student Service representative will consult with the Student Services Managers, and written notification via email with the resolution will be sent to the student within ten days after the meeting.
5. The student may file a complaint at any time, with the California Bureau for Private Postsecondary Education. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's internet

Web site www.bppe.ca.gov.

Withdrawal/Refund after the Commencement of Course:

STUDENTS RIGHT TO CANCEL

The \$100 registration is nonrefundable AFTER the three-day cancellation period, or before attendance at the first day of class, whichever is sooner. The three-day cancellation is defined as 3 business days.

The three-day cancellation period is in addition to the following policy: The student is entitled to receive a refund of other charges paid through attendance at the first day of class, or the seventh calendar day after enrollment, whichever is later, less the \$100 registration fee.

All requests to either cancel the enrollment agreement or withdraw from the course must be submitted in writing to billing@intelvio.com.

Procedure for Withdrawal/Withdrawal Date:

- A student choosing to withdraw from the School after commencing their online course is to provide written notice via email to billing@intelvio.com. The notice is to inform the School of the student's intent to withdraw and indicate the expected last date of attendance.
- All refunds will be issued within 45 days of the determination of the withdrawal date. The School may reach out to the student to verify how the refund is to be returned.

Tuition charges/refunds:

- **Access Fee:** An access fee of \$ 255 is refundable if the student has never logged in.
- A student has the right to cancel their enrollment agreement and receive a full refund before the first lesson and materials are received. Cancellation is effective on the date written notice of cancellation is sent.
- After the initial login and/or commencement of the course, the tuition refund, minus the \$100 registration fee, and online access fees shall be determined as follows:

Amount Paid - (6.75 x # of lessons completed) + \$100 Registration Fee + 255 Online Education Fees

The calculations above are based on full tuition being paid. If a student has not paid in full, the amount refunded will be proportional to tuition and fees paid and to lessons completed. The \$130 national exam fee is not included in the above

calculations because the exam fee is refundable, but only within the completion timeframe.

- Students who fail to register with the NHA or PTCB within the 30-day timeframe will forfeit the \$130 national exam fee and be required to pay the NHA or PTCB directly. After registration, students who fail to complete the exam within 90 days will also forfeit the \$130 exam fee.

Refunds will be issued within 30 days of the date of student notification, or date of the School's determination. Refunds will be processed to the original payment method if not specified in the withdrawal request.

If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds. If you obtain a loan to pay for the educational program, you will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If you default on a federal or state loan, both the following may occur:

1. The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
2. The student may not be eligible for any other federal student financial aid at another institution or other government financial assistance until the loan is repaid.

Fax - 385-327-2084

Email - Billing@intelvio.com

Mail – 2570 W. 600 N. Suite 400, Lindon, UT 84042

2025 Pharmacy Technician Competency Course **120.00 CLOCK HOUR SYLLABUS**

A. COURSE DESCRIPTION:

The Pharmacy Technician Competency Course is designed to provide students with the essential knowledge and skills required for certification. Students will gain a comprehensive understanding of pharmacy operations, medication safety, pharmacology, prescription processing, and regulatory compliance.

By the end of this course, students will:

- Understand the roles and responsibilities of a pharmacy technician.
- Learn the fundamentals of pharmacology, drug classifications, and dosage

calculations.

- Gain proficiency in prescription processing, medication dispensing, and inventory management.
- Develop knowledge of California pharmacy laws and regulations, including patient confidentiality and controlled substance handling.
- Prepare for the national certification exams (PTCB or NHA) and California State Board of Pharmacy licensure application process

B. METHOD OF INSTRUCTION:

The student is trained through the School's learning management system (LMS) which is organized into modules containing curriculum materials that include online e-book access, videos, interactive activities, and exams.

C. COURSE EXPECTATIONS / COMPETENCIES / OBJECTIVES:

Module 1: History of Pharmacy

Competencies:

1. Explain the Pharmacists' and Patient Care Processes and describe the role of the pharmacy technician in the patient care process.
2. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Describe the historical evolution of the profession of pharmacy.
2. Discuss Hippocrates, the "father of medicine," and his role in the history of medicine.
3. Name the "father of botany" and the "father of toxicology."
4. Explain the establishment of the "pharmacy shop" operated by a pharmacist.
5. Describe the first attempts to regulate pharmacy.
6. Discuss the period of the Renaissance as it relates to the field of pharmacy.
7. Describe the Empiric Era and its impact on the field of pharmacy.
8. Explain the Industrialization Era and its impact on the field of pharmacy.
9. Describe the Patient Care Era and its impact on the field of pharmacy.
10. Discuss the future of the field of pharmacy.

Module 2: The Foundation of Pharmaceutical Care

Competencies:

1. Explain the importance of maintaining competency through continuing

- education and continuing professional development.
2. Demonstrate ability to maintain the confidentiality of patient information and understand applicable state and federal laws.
 3. Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment.
 4. Describe wellness promotion and disease prevention concepts.
 5. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Discuss the characteristics that make the practice of the pharmacy technician a profession.
2. Identify the nine general areas in which skills will be measured on the Pharmacy Technician Certification Exam.
3. Identify the three general areas in which skills are measured on the ExCPT exam.
4. Explain why continuing education is important for the pharmacy technician.
5. Explain the quality control of drugs and define the term "quality control unit."
6. Name five professional organizations related to the field of pharmacy.
7. Explain the United States Pharmacopeia (USP).
8. Explain the role of the American Society of Health-System Pharmacists (ASHP).
9. Describe job opportunities for pharmacy technicians.

Module 3: Pharmacy Law, Ethics, and Regulatory Agencies

Competencies:

1. Demonstrate ability to maintain the confidentiality of patient information and understand applicable state and federal laws.
2. Explain accepted procedures utilized in identifying and disposing of expired medications.
3. Apply accepted procedures in inventory control of medications, equipment, and devices.
4. Describe Food and Drug Administration product tracking, tracing, and handling requirements.
5. Describe state and federal laws and regulations about pharmacy technicians.

6. Describe and apply state and federal laws about the processing, handling, and dispensing of medications including controlled substances.
7. Explain that differences exist between states regarding state regulations, pharmacy technicians, and the processing, handling, and dispensing of medications.
8. Describe pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
9. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Explain the various types of law.
2. Discuss violations of the law related to the field of pharmacy.
3. Differentiate between state and federal pharmacy laws.
4. Explain the Controlled Substances Act and Schedule drugs.
5. Discuss the Drug Listing Act of 1972.
6. List various DEA forms used for controlled substances.
7. Discuss the Orphan Drug Act of 1983.
8. Explain the Occupational Safety and Health Administration (OSHA).
9. State the regulations of the Health Insurance Portability and Accountability Act (HIPAA).
10. Explain the roles of pharmacy technicians in working with controlled substances.

Module 4: Communication with Patients and Customers

Competencies:

1. Present an image appropriate for the profession of pharmacy in appearance and behavior.
2. Demonstrate active and engaged listening skills.
3. Communicate clearly and effectively both verbally and in writing.
4. Demonstrate a respectful and professional attitude when interacting with diverse patient populations, colleagues, and professionals.
5. Apply self-management skills, including time, stress, change, and management.
6. Apply interpersonal skills including negotiation skills, conflict resolution, customer service, and teamwork.
7. Demonstrate the ability to effectively and professionally communicate with other healthcare professionals, payors, and other individuals necessary to serve the needs of patients and practice.
8. Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety.
9. Describe best practices regarding quality assurance measures according

- to the leading quality organizations.
10. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Explain the communication process and the communication cycle.
2. Describe the positive or “open” style of receiving feedback.
3. Differentiate between verbal and nonverbal communication.
4. State the various methods of communication.
5. Discuss the principles of autonomy and confidentiality.
6. Describe sexual harassment.
7. Explain some of the barriers to effective communication.
8. Discuss techniques for dealing with patients who have special needs.
9. Define negative communication.
10. Describe defense mechanisms and give examples.

Module 5: Pharmaceutical References and Information

Competencies:

1. Apply patient and medication safety practices in aspects of the pharmacy technician’s roles.
2. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Identify which primary drug information resource does not include all available drugs, and why.
2. Explain why the loose-leaf version of “Drug Facts and Comparisons” is extremely popular in pharmacies.
3. Identify the best source to use to determine whether a generic drug is equivalent to a brand-name drug.
4. Discuss the reference that accesses all FDA official standards and lists new products being developed and approved.
5. Identify the reference source preferred by hospital pharmacies.
6. Explain the reference source that focuses on pharmacogenomics, drug transport, pharmacokinetics, and pharmacodynamics.
7. Identify the reference source that discusses medical foods, nondrug and preventive measures for self-treatable disorders, nonprescription medications, and nutritional supplements.
8. Explain the databases that have been incorporated into many online drug resources, such as Clinical Pharmacology and Micromedex.
9. Identify three online sources of drug information provided by the U.S.

- government.
10. List the two most popular pharmacy journals.

Module 6: Prescriptions and Processing

Competencies:

1. Explain the pharmacy technician's role in the medication-use process.
2. Prepare patient-specific medications for distribution.
3. Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.
4. Use current technology to ensure the safety and accuracy of medication dispensing.
5. Prepare, store, and deliver medication products requiring special handling and documentation.
6. Describe best practices regarding quality assurance measures according to leading quality organizations.
7. Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals.
8. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Explain prescriptions, their uses, requirements, and components.
2. Differentiate between legend and over-the-counter (OTC) drugs.
3. List the component parts of a prescription.
4. Discuss how prescriptions are processed, received, and checked.
5. Describe the ways prescriptions are numbered, dated, and labeled.
6. Explain the differences between generic and trade names.
7. Differentiate between a control number and a National Drug Code.
8. Explain the importance of rechecking prescriptions.
9. Identify methods for recording and filing prescriptions.
10. Explain the requirements for refilling prescriptions.

Module 7: Dosage Forms and Routes of Administration

Competencies:

1. Process, handle, and demonstrate administration techniques and document administration of immunizations and other injectable medications.
2. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Identify the five basic sources of drugs.
2. Explain the meaning of the term “dosage strength.”
3. Identify the solid dosage forms of drugs.
4. Identify the semisolid dosage forms of drugs.
5. Identify the liquid forms of drugs.
6. Describe the oral route of drug administration and the equipment used.
7. Describe the parenteral route of administration and the basic equipment used.
8. Describe the topical route of administration and the basic equipment used.
9. Describe the inhalation route of administration.
10. Describe the basic equipment used for inhalation administration.

Module 8: Measurement Systems**Competencies:**

1. Demonstrate ability to maintain the confidentiality of patient information, and understand applicable state and federal laws.
2. Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of settings.
3. Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety.
4. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Explain the rules of the metric system and the basic units of weight, volume, and length.
2. Describe common equivalents in the metric system.
3. Discuss the apothecary system.
4. Explain the household system.
5. Convert metric measures to their equivalents in the other systems.
6. Name the metric equivalents that are used in the medical profession.
7. Define common prefixes used in the metric system.
8. Explain the rules concerning changing grams to milligrams and milliliters to liters.
9. Describe the international unit (IU).
10. Explain the use of milliequivalents (mEq) and units in dosage calculations.

Module 9: Conversions and Calculations

Competencies:

1. Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of settings.
2. Prepare patient-specific medications for distribution.
3. Assist pharmacists in the monitoring of medication therapy.
4. Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals.
5. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Explain the difference between Arabic numbers and Roman numerals.
2. Change an improper fraction to a mixed fraction.
3. Define ratios, proportions, and percentages.
4. Describe the relationship between decimals and fractions.
5. Define “dimensional analysis.”
6. Explain standardized units of drug dosages.
7. State the purpose of using West’s nomogram.
8. List the formulas for Clark’s Rule, Young’s Rule, and Fried’s Rule.
9. Explain the formula used to calculate liquid drugs.
10. List the most common types of intravenous solutions.

Module 10: Safety in the Workplace

Competencies:

1. Practice and adhere to effective infection control procedures.
2. Assist pharmacists in preparing, storing, and distributing medication products including those requiring special handling and documentation.
3. Assist pharmacists in the monitoring of medication therapy.
4. Maintain pharmacy facilities and equipment.
5. Use information from Safety Data Sheets (SDS), the National Institute of Occupational Safety and Health (NIOSH) Hazardous Drug List, and the United States Pharmacopeia (USP) to identify, handle, dispense, and safely dispose of hazardous medications and materials.
6. Prepare or simulate chemotherapy/hazardous drug preparations per applicable, current USP Chapters.
7. Apply patient- and medication-safety practices in aspects of the

pharmacy technician's roles.

8. Explain basic safety and emergency preparedness procedures applicable to pharmacy services.
9. Describe state and federal laws and regulations about pharmacy technicians.
10. Describe Occupational Safety and Health Administration (OSHA), National Institute of Occupational Safety and Health (NIOSH), and United States Pharmacopeia (USP) requirements for prevention and treatment of exposure to hazardous substances (e.g., risk assessment, personal protective equipment, eyewash, and spill kit).
11. Describe OSHA requirements for prevention and response to blood-borne pathogen exposure (e.g., accidental needle stick, post-exposure prophylaxis).
12. Describe OSHA Hazard Communication Standard (i.e., "Employee Right to Know").
13. Participate in pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
14. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Explain the Occupational Safety and Health Administration (OSHA) and its standards.
2. Define ergonomics as related to the workplace.
3. Describe the exposure control plan.
4. Discuss the importance of employee training.
5. Explain safety data sheets (SDS).

6. Describe universal precautions.
7. Explain barrier precautions.
8. Define a hazard communication plan.
9. List four responsibilities of employees for compliance with OSHA regulations.
10. Explain the management and disposal of hazardous materials.

Module 11: Hospital Pharmacy

Competencies:

1. Demonstrate ability to maintain the confidentiality of patient information, and understand applicable state and federal laws.
2. Describe the investigational drug process, medications being used in off-label indications, and emerging drug therapies.
3. Assist pharmacists in collecting, organizing, and recording demographic and clinical information for the Pharmacist Patient Care Process.
4. Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety.
5. Prepare patient-specific medications for distribution.
6. Assist pharmacists in preparing, storing, and distributing medication products including those requiring special handling and documentation.
7. Assist pharmacists in the monitoring of medication therapy.
8. Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.
9. Use current technology to ensure the safety and accuracy of medication dispensing.
10. Explain accepted procedures utilized in identifying and disposing of expired medications.
11. Prepare, store, and deliver medication products requiring special handling and documentation.
12. Explain the Pharmacists' Patient Care Process and describe the role of the pharmacy technician in the patient care process.
13. Assist the pharmacist in the medication reconciliation process.
14. Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals.

15. Describe and apply state and federal laws about the processing, handling, and dispensing of medications including controlled substances.
16. Describe state and federal laws and regulations about pharmacy technicians.
17. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Describe various services of the hospital pharmacy.
2. Explain medication orders.
3. Define the terms “floor stock” and “point-of-entry system.”
4. Explain the advantages of computerized physician order entry (CPOE) systems.
5. Describe the patient prescription system.
6. Explain the unit-dose drug distribution system and its advantages.
7. Describe the use of unit-dose liquids.
8. Explain the entering of medication orders into the hospital information system.
9. List the duties of pharmacy technicians in the hospital pharmacy.
10. Describe the information included in a hospital patient record.

Module 12: Community Pharmacy

Competencies:

1. Demonstrate ethical conduct.
2. Apply self-management skills, including time, stress, and change management.
3. Apply interpersonal skills, including negotiation skills, conflict resolution, customer service, and teamwork.
4. Demonstrate problem-solving skills.
5. Demonstrate the ability to effectively and professionally communicate with other healthcare professionals, payors, and other individuals necessary to serve the needs of patients and practice.
6. Demonstrate ability to maintain the confidentiality of patient information and understand applicable state and federal laws.
7. Support wellness promotion and disease prevention programs.
8. Assist pharmacists in collecting, organizing, and recording demographic and clinical information for the Pharmacist Patient Care Process.
9. Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety.

10. Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.
11. Prepare patient-specific medications for distribution.
12. Prepare non-patient-specific medications for distribution.
13. Assist pharmacists in the monitoring of medication therapy.
14. Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.
15. Use current technology to ensure the safety and accuracy of medication dispensing.
16. Prepare, store, and deliver medication products requiring special handling and documentation.
17. Describe best practices regarding quality assurance measures according to leading quality organizations.
18. Describe and apply state and federal laws about the processing, handling, and dispensing of medications including controlled substances.
19. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Explain the important functions of the community pharmacy.
2. Discuss the various roles and responsibilities of pharmacy technicians in community pharmacies.
3. Explain the importance of understanding *behind-the-counter* (BTC) *medications*.
4. Identify the advantages of e-prescribing.
5. Identify how completed prescriptions are stored and organized before being picked up by patients.
6. Discuss scheduling II medications that should be secured in the community pharmacy.
7. List the most important character traits of a good pharmacy technician.
8. Describe the role of the pharmacy technician regarding immunizations in the community pharmacy.
9. Differentiate between durable and nondurable supplies and equipment.
10. Explain *strip packaging*, as used when a community pharmacy supplies medications for long-term care services.

Module 13: Advanced Pharmacy

Competencies:

1. Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety.
2. Assist pharmacists in the monitoring of medication therapy.
3. Describe best practices regarding quality assurance measures according to leading quality organizations.
4. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Define long-term care.
2. Explain long-term care pharmacy organization.
3. Describe home health care and the responsibility of the pharmacy.
4. Identify common types of medication packaging used in home health care and long-term care facilities.
5. Explain total parenteral nutrition (TPN).
6. Describe hospice and ambulatory care.
7. Explain the differences between home health care and hospice.
8. Name the advantages of mail-order pharmacy.
9. Explain the importance of health and safety in nuclear pharmacy.
10. Describe the roles of the pharmacy technician in a home infusion pharmacy.

Module 14: Extemporaneous Prescription Compounding

Competencies:

1. Describe basic concepts related to preparation for sterile and non-sterile compounding.
2. Prepare simple non-sterile medications per applicable USP Chapters (e.g., reconstitution, basic ointments, and creams).
3. Assist pharmacists in preparing medications requiring compounding of non-sterile products.
4. Prepare medications requiring moderate and high-level non-sterile compounding as defined by USP (e.g., suppositories, tablets, complex creams).
5. Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals.
6. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Explain the use of a Class-A prescription balance and a counterbalance.
2. Describe extemporaneous compounding.
3. Describe the difference between a solution, a suspension, an elixir, and an emulsion.
4. Identify how capsule sizes are classified.
5. Define a "Class-A prescription balance."
6. Name the most common and important equipment for extemporaneous compounding.
7. Discuss which liquid ingredients are used to mix with powders in the compounding of tablets.
8. Identify methods in which graduates are correctly used for compounding.
9. Describe the indications of spatulas and pipettes in compounding.
10. Explain the terms *levigate* and *meniscus*.

Module 15: Aseptic Technique and Sterile Compounding**Competencies:**

1. Demonstrate ability to maintain the confidentiality of patient information, and understand applicable state and federal laws.
2. Practice and adhere to effective infection control procedures.
3. Assist pharmacists in the monitoring of medication therapy.
4. Maintain pharmacy facilities and equipment.
5. Use information from Safety Data Sheets (SDS), the National Institute of Occupational Safety and Health (NIOSH) Hazardous Drug List, and the United States Pharmacopeia (USP) to identify, handle, dispense, and safely dispose of hazardous medications and materials.
6. Describe basic concepts related to preparation for sterile and non-sterile compounding.
7. Prepare compounded sterile preparations per applicable, current USP Chapters.
8. Prepare or simulate chemotherapy/hazardous drug preparations per applicable, current USP Chapters.
9. Describe best practices regarding quality assurance measures according to leading quality organizations.
10. Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals.
11. Describe state and federal laws and regulations about pharmacy technicians.
12. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. List six categories of injections.
2. Define *sanitizing* and *disinfection*.
3. Explain the uses of laminar airflow hoods.
4. Explain the control methods used for the compounding of parenteral products.
5. Describe TPN products.
6. Explain an intravenous piggyback.
7. Discuss the preparation of large-volume parenteral (LVP) preparations.
8. Define the term *intravenous admixture*.
9. Explain the use of refrigeration for high-risk compounding products.
10. Explain the indications of sterile irrigations.

Module 16: Insurance and Billing**Competencies:**

1. Demonstrate ethical conduct.
2. Demonstrate ability to maintain the confidentiality of patient information, and understand applicable state and federal laws.
3. Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals.
4. Participate in pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
5. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. List six categories of injections.
2. Define *sanitizing* and *disinfection*.
3. Explain the uses of laminar airflow hoods.
4. Explain the control methods used for the compounding of parenteral products.
5. Describe TPN products.
6. Explain an intravenous piggyback.
7. Discuss the preparation of large-volume parenteral (LVP) preparations.
8. Define the term *intravenous admixture*.
9. Explain the use of refrigeration for high-risk compounding products.

10. Explain the indications of sterile irrigations.

Module 17: Inventory Control and Management

Competencies:

1. Demonstrate ability to maintain the confidentiality of patient information, and understand applicable state and federal laws.
2. Assist pharmacists in preparing, storing, and distributing medication products including those requiring special handling and documentation.
3. Use information from Safety Data Sheets (SDS), the National Institute of Occupational Safety and Health (NIOSH) Hazardous Drug List, and the United States Pharmacopeia (USP) to identify, handle, dispense, and safely dispose of hazardous medications and materials.
4. Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.
5. Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or the identification of another problem.
6. Explain accepted procedures for purchasing pharmaceuticals, devices, and supplies.
7. Explain accepted procedures in inventory control of medications, equipment, and devices.
8. Explain accepted procedures utilized in identifying and disposing of expired medications.
9. Apply accepted procedures in inventory control of medications, equipment, and devices.
10. Apply the appropriate medication use process to investigational drugs, medications being used in off-label indications, and emerging drug therapies as required.
11. Manage drug product inventory stored in equipment or devices used to ensure the safety and accuracy of medication dispensing.
12. Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals.
13. Describe state and federal laws and regulations about pharmacy technicians.
14. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Describe the specific storage requirements for inventory stock.
2. Explain inventory management.

3. Define the term *want book*.
4. Describe the importance of computerized inventory systems.
5. Explain the system that is the most flexible for pharmacy inventory control.
6. Explain the duties of pharmacy technicians in inventory control.
7. Describe the use of barcoding in the pharmacy.
8. Discuss waste control through well-managed inventory programs.
9. Explain the use of perceptual inventory in the pharmacy.
10. Discuss special purchasing of controlled substances.

Module 18: Medication Errors and Safety

Competencies:

1. Demonstrate ability to maintain the confidentiality of patient information, and understand applicable state and federal laws.
2. Explain the pharmacy technician's role in the medication-use process.
3. Assist pharmacists in the monitoring of medication therapy.
4. Use information from Safety Data Sheets (SDS), the National Institute of Occupational Safety and Health (NIOSH) Hazardous Drug List, and the United States Pharmacopeia (USP) to identify, handle, dispense, and safely dispose of hazardous medications and materials.
5. Describe Food and Drug Administration product tracking, tracing, and handling requirements.
6. Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.
7. Manage drug product inventory stored in equipment or devices used to ensure the safety and accuracy of medication dispensing.
8. Apply patient- and medication-safety practices in aspects of the pharmacy technician's roles.
9. Explain pharmacist and pharmacy technician roles in medication management services.
10. Describe best practices regarding quality assurance measures according to leading quality organizations.
11. Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals.
12. Describe state and federal laws and regulations about pharmacy technicians.
13. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Define medication errors.
2. Explain the factors causing medication errors and the ways to avoid them.
3. Explain why medication errors should be reported.
4. Describe dangerous abbreviations.
5. Explain the correct use of leading zeros and trailing zeros.
6. Discuss the FDA MedWatch program.
7. Define negligence and malpractice.
8. Compare medication errors between adults and children.
9. Identify “high alert” medications.
10. Describe risk factors for medication errors in the elderly.

Module 19: Drug Actions and Interactions**Competencies:**

1. Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety.
2. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Explain the processes of drug excretion.
2. Identify the organ that releases enzymes for drug metabolism.
3. Explain cytochrome P-450.
4. List factors that may cause drug interaction.
5. Describe synergism, potentiation, and antagonism.
6. Describe the term “conjugation.”
7. Discuss what is meant by the term “adverse drug reaction.”
8. Explain the processes of drug metabolism in newborns.
9. List foods and beverages that may interact with monoamine oxidase (MAO) inhibitors.
10. Explain the effect of smoking on the activity of drug metabolism.

Module 20: Therapeutic Drugs for the Nervous System

Competencies:

1. Demonstrate basic knowledge of anatomy, physiology, pharmacology, and medical terminology relevant to the pharmacy technician's role.
2. Assist pharmacists in the monitoring of medication therapy.
3. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Describe the structures and functions of the nervous system.
2. Distinguish between the sympathetic and parasympathetic divisions of the autonomic nervous system (ANS).
3. Describe neurons and their functions.
4. Describe neurotransmitters.
5. Discuss drugs used for migraine headaches.
6. Explain the main drugs used to treat epilepsy.
7. Describe the causes and major signs and symptoms of Parkinson's disease.
8. Describe the cause of Alzheimer's disease and its treatments.
9. Describe schizophrenia and the common drugs used for treatment.
10. List the trade names of the selective serotonin reuptake inhibitors (SSRIs).

Module 21: Therapeutic Drugs for the Musculoskeletal System

Competencies:

1. Demonstrate basic knowledge of anatomy, physiology, pharmacology, and medical terminology relevant to the pharmacy technician's role.
2. Assist pharmacists in the monitoring of medication therapy.
3. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Identify the axial and appendicular skeletons and name the major bones of each.
2. Discuss the major functions of bones.
3. Describe the various types of joints.
4. Identify the types of muscles that make up the muscular system.
5. Describe osteoarthritis and the medications used for it.
6. Define gout and explain its causes.
7. Describe the treatment of osteoporosis.

8. Compare the signs and symptoms of osteomalacia and rickets.
9. Describe fibromyalgia and its treatment.
10. Describe various types of muscle relaxants.

Module 22: Therapeutic Drugs for the Endocrine System

Competencies:

1. Demonstrate basic knowledge of anatomy, physiology, pharmacology, and medical terminology relevant to the pharmacy technician's role.
2. Assist pharmacists in the monitoring of medication therapy.
3. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Define the term hormone and name some of the functions of the anterior pituitary gland.
2. Describe the locations of the major endocrine glands and the hormones they secrete.
3. Define thymosin, oxytocin, prolactin, and melatonin.
4. Describe the causes of Cushing's syndrome.
5. Compare Hashimoto's disease with simple goiter.
6. Compare the characteristics of myxedema and cretinism.
7. Describe type 2 diabetes mellitus.
8. List drugs for the treatment of hypothyroidism.
9. Describe different types of insulin.
10. List five generic and trade names of oral hypoglycemics.

Module 23: Therapeutic Drugs for the Cardiovascular System

Competencies:

1. Demonstrate basic knowledge of anatomy, physiology, pharmacology, and medical terminology relevant to the pharmacy technician's role.
2. Assist pharmacists in the monitoring of medication therapy.
3. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Name the structures of the heart layers and chambers.
2. Describe the metabolism of cholesterol.
3. Compare arteriosclerosis with atherosclerosis.

4. Describe the classifications of hypertension and antihypertensives.
5. Explain the difference between myocardial infarction and angina pectoris.
6. Define the terms cardiac output and ejection fraction.
7. Describe the risk factors for heart failure.
8. Differentiate between anticoagulants and thrombolytics.
9. List generic and trade names of statin drugs.
10. Give three examples each of ACE inhibitors and angiotensin receptor blockers.

Module 24: Therapeutic Drugs for the Immune System

Competencies:

1. Demonstrate basic knowledge of anatomy, physiology, pharmacology, and medical terminology relevant to the pharmacy technician's role.
2. Assist pharmacists in the monitoring of medication therapy.
3. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Describe the cells and organs of the immune system.
2. Define non-Hodgkin's lymphoma and its treatment plan.
3. List the nonspecific defenses of the human body.
4. Define antigen, antibody, and immunoglobulin.
5. Describe common autoimmune disorders.
6. Discuss immunizations and their adverse effects.
7. Differentiate between active and passive immunity.
8. Describe the immune response.
9. List three ways in which vaccines are prepared.
10. Differentiate between immediate and delayed hypersensitivity.

Module 25: Therapeutic Drugs for the Respiratory System

Competencies:

1. Demonstrate basic knowledge of anatomy, physiology, pharmacology, and medical terminology relevant to the pharmacy technician's role.
2. Assist pharmacists in the monitoring of medication therapy.

3. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Identify the general functions of the respiratory system.
2. Describe the structure of the trachea and bronchi.
3. Explain the anatomy of the lungs.
4. Describe the risk factors for COPD.
5. Identify the pathophysiology of atelectasis.
6. Explain atypical pneumonia.
7. List four medications used to treat chronic asthma.
8. Describe allergic rhinitis.
9. Identify the treatment regimens for tuberculosis.
10. Describe various types of lung cancer.

Module 26: Therapeutic Drugs for the Urinary System

Competencies:

1. Demonstrate basic knowledge of anatomy, physiology, pharmacology, and medical terminology relevant to the pharmacy technician's role.
2. Assist pharmacists in the monitoring of medication therapy.
3. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Describe the structures of the urinary system.
2. Explain the functions of the urinary system.
3. Describe glomerular filtration, tubular secretion, and tubular reabsorption.
4. Explain hormones that affect the nephron.
5. Describe the complications of type 1 diabetes mellitus in the urinary system.
6. Explain acute glomerulonephritis.
7. Describe the treatment of renal failure.
8. Explain the causes of neurogenic bladder.
9. Name two examples of trade names of thiazide and loop diuretics.
10. Describe the most common cause of urinary tract infections.

Module 27: Therapeutic Drugs for the Digestive System

Competencies:

1. Demonstrate basic knowledge of anatomy, physiology, pharmacology, and medical terminology relevant to the pharmacy technician's role.
2. Assist pharmacists in the monitoring of medication therapy.
3. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Describe the general functions of the digestive system.
2. List the accessory organs of the digestive system.
3. Describe the three portions of the small intestine.
4. Explain the links between *Helicobacter pylori* and peptic ulcer.
5. Define gastroesophageal reflux disease (GERD) and its treatments.
6. Explain the common symptoms of Crohn's disease and its treatments.
7. Describe constipation and its treatments.
8. Compare colorectal cancer and liver cancer.
9. Name three trade names of proton pump inhibitors.
10. Name four examples of histamine receptor antagonists.

Module 28: Therapeutic Drugs for the Reproductive System

Competencies:

1. Demonstrate basic knowledge of anatomy, physiology and pharmacology, and medical terminology relevant to the pharmacy technician's role.
2. Assist pharmacists in the monitoring of medication therapy.
3. Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.
4. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Describe the structures of the female reproductive system.
2. Describe the hormones of the ovaries and testes.
3. Explain the infertility treatments.
4. Explain monophasic and biphasic contraceptives.
5. Describe the menstrual cycle.
6. Identify various types of androgens.
7. Describe the causes and treatments of benign prostatic hyperplasia.

8. Describe the three types of estrogen/progestin formulations.
9. Explain erectile dysfunction and its treatments.
10. Describe chlamydia and its complications without treatment.

Module 29: Therapeutic Drugs for the Eyes, Ears, and Nose

Competencies:

1. Demonstrate basic knowledge of anatomy, physiology, pharmacology, and medical terminology relevant to the pharmacy technician's role.
2. Assist pharmacists in the monitoring of medication therapy.
3. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Explain the structure and function of the eyes, ears, and nose.
2. Describe the three layers of the eyes.
3. Compare the structure of the middle and inner ears.
4. Identify the types of drugs that cause ototoxicity.
5. Define the term "conjunctivitis" and its treatments.
6. Differentiate between angle-closure and open-angle glaucoma.
7. Discuss the various treatments for glaucoma.
8. Identify various drugs used to treat otitis media and other ear disorders.
9. Describe the signs and symptoms of retinal detachment.
10. Explain drugs that are used for allergies and sinusitis.

Module 30: Therapeutic Drugs for the Integumentary System

Competencies:

1. Demonstrate basic knowledge of anatomy, physiology, pharmacology, and medical terminology relevant to the pharmacy technician's role.
2. Assist pharmacists in the monitoring of medication therapy.
3. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. List the major functions of the skin.
2. Describe the structure of the layers of the skin.
3. Explain the structures of the nails.

4. Discuss the possible ways of contacting dermatitis, atopic dermatitis, and psoriasis.
5. Describe the cause of impetigo and its treatment.
6. Define herpes zoster and alopecia; discuss possible treatments.
7. Briefly explain types of skin cancers and prevention.
8. Explain the three types of burns and their effects.
9. Identify various forms of dermatophytosis.
10. Explain acne vulgaris and its treatments.

Module 31: Complementary and Alternative Medicine

Competencies:

1. Assist pharmacists in the monitoring of medication therapy.
2. Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.
3. Describe state and federal laws and regulations about pharmacy technicians.
4. Apply critical thinking skills, creativity, and innovation.

Objectives:

1. Explain the terms “herb” and “botanical.”
2. Describe the effects of the Dietary Supplement Health and Education Act (DSHEA).
3. Explain manufacturer recordkeeping practices for dietary supplements.
4. Identify the three types of claims allowed concerning dietary supplements.
5. Explain reasons why the FDA has issued warnings about dietary supplements.
6. Describe herbal supplements and their classification by the FDA.
7. Identify the indications for Ginkgo biloba, garcinia, and Dong Quai.
8. Describe the indications for black cohosh, echinacea, and St. John’s wort.
9. Explain the sources and indications for glucosamine and chondroitin.
10. Identify the alternative systems of complementary and alternative medicine (CAM) therapies.

TOPICS/UNIT

Topics	Time
Module 1- History of Pharmacy	2 hours
Module 2- The Foundation of Pharmaceutical Care	2 hours
Module 3- Pharmacy Law, Ethics, and Regulatory Agencies	5 hours
Module 4- Communication with Patients and Customers	3 hours
Module 5- Pharmaceutical Information and References	1 hour
Module 6- Prescriptions and Processing	3 hours
Module 7- Dosage Forms and Routes of Administration	4 hours
Module 8- Measurement Systems	3 hours
Module 9- Conversions and Calculations	3 hours
Module 10- Safety in the Workplace	2 hours
Module 11- Hospital Pharmacy	3 hours
Cumulative Hours	31 hours
Module 12- Community Pharmacy	2 hours
Module 13- Advanced Pharmacy	3 hours

Module 14- Extemporaneous Prescription Compounding	2 hours
Module 15- Aseptic Technique and Sterile Compounding	3 hours
Module 16- Insurance and Billing	4 hours
Module 17- Inventory Control and Management	4 hours
Module 18- Medication Errors and Safety	3 hours
Module 19- Drug Actions and Interactions	3 hours
Module 20- Therapeutic Drugs for the Nervous System	3 hours
Module 21- Therapeutic Drugs for the Musculoskeletal System	3 hours
Cumulative Hours	61 hours
Module 22- Therapeutic Drugs for the Endocrine System	4 hours
Module 23- Therapeutic Drugs for the Cardiovascular System	4 hours
Module 24- Therapeutic Drugs for the Immune System	3 hours
Module 25- Therapeutic Drugs for the Respiratory System	4 hours
Module 26- Therapeutic Drugs for the Urinary System	2 hours

Module 27- Therapeutic Drugs for the Digestive System	4 hours
Module 28- Therapeutic Drugs for the Reproductive System	4 hours
Module 29- Therapeutic Drugs for the Eye, Ears, and Nose	3 hours
Module 30- Therapeutic Drugs for the Integumentary System	3 hours
Module 31- Complementary and Alternative Medicine	2 hours
Cumulative Hours	94 hours
Flashcards <ul style="list-style-type: none"> • Drug Names and Classification • Pharmacy Abbreviation Flashcards • Pharmacy Calculations • Pharmacy Law • Indications • Terminology • Vitamins and Minerals • 40 Disease Processes • Top 200 Drugs 	13 hours
Virtual Pharmacy Lab Externship	2 hours
Guided Practice Exam	4 hours
Study Time	4 hours
Final Exam	3 hours
Total Clock Hours	120 Hours

Textbook & Other Learning Resources

E-book: The Pharmacy Technician: A Comprehensive Approach

ISBN: 978-0-357-37135-0

Author: Jahangir Moini

Edition: 4th Edition

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Accreditation Status

Intelvio, LLC d/b/a Phlebotomy Training Specialists does not hold regional, national, or programmatic accreditation from a U.S. Department of Education approved accreditor. The School does not participate in federal or state student aid programs.

Students are eligible to sit for certification examinations from the relevant pharmacy technician training oversight organizations known as National Healthcareer Association (NHA) and Pharmacy Technician Certification Board (PTCB).

Private Institutional Statement

The institution Phlebotomy Training Specialists is approved to operate by the bureau, and that approval to operate means compliance with state standards as set forth in the CEC and 5, CCR. The Bureau approval means that the institution Phlebotomy Training Specialists exceeds minimum states standards.

Bankruptcy Specification

The institution Phlebotomy Training Specialists has no pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or hasn't had a petition in bankruptcy filed against the institution within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec 1101 et seq.).

Unsatisfactorily Answered Questions

Any questions a student may have regarding the institutions course catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at:

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