

The Florida Pharmacy Technician Continuing Education Program




COURSE CATALOG






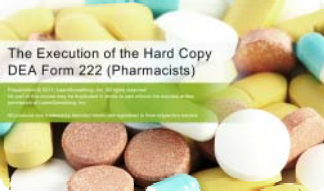
It's the Law!

As a Florida Pharmacy Technician, you must earn 12 hours of Pharmacy CE (2 hours must be “live” CE) and renew your registration. If you don’t, you face damaging penalties and may lose the right to work in Florida. PPSC and LearnSomething provide courses you need to satisfy State of Florida requirements. This catalog lists the approved courses available to you through The Florida Pharmacy Technician Continuing Education Program.


Florida CE Provider #: 50-13731

Course Title & Description	Hours of CE	Course #
	2.0 hours	20-334643
<p>Quality and Patient Safety: A Training Program for Community Pharmacy</p> <p>This online course systematically shows Pharmacy Technicians how to establish a medication error prevention program and avoid liability. Upon completion of this ACPE-accredited course, Pharmacy Technicians will also be able to describe the methods and tools used to identify and prevent common pharmacy errors, and be prepared to respond to patients and customers in the event that an incident occurs. (PH-1031)</p>		
	1.0 hours	20-348197
<p>HIV/AIDS in Florida—Pharmacy Tech Essentials</p> <p>This essential eRead course provides the learner with basic information about both the legal and clinical aspects of HIV infection and the resulting disease state known as AIDS. Major points of the Florida Omnibus AIDS Act are emphasized. The course includes an easily accessible glossary of essential terms. The course also provides important sources for current in-depth information on HIV/AIDS. (PH-1101)</p>		
	2.0 hours	20-336448
<p>HIPAA Privacy Training for the Pharmacy Workforce</p> <p>Pharmacy Technicians with access to Protected Health Information (PHI) can satisfy HIPAA Privacy Rule training requirements through completion of this online course. Multimedia and interactions provide the Pharmacy Technician with an overview of the laws protecting patient information and present guidelines, policies and procedures for handling PHI. The ACPE-accredited course, PH-1057, includes the CE Exam. (PH-1060)</p>		



The Florida Pharmacy Technician Continuing Education Program Course Catalog (continued)

Course Title & Description	Hours of CE	Course #
 <p>HIPAA Security Basics for the Pharmacy Workforce</p> <p>This course reviews administrative, physical, and technical safeguards mandated by the HIPAA Security requirements; describes required policies and procedures; and introduces the basic concepts of information security for Pharmacy Technicians. At the completion of this program, the Pharmacy Technician will be able to identify the required components of HIPAA Security; differentiate between required and addressable standards; describe the technical and organizational practices, policies, and procedures that protect e-PHI; identify residual risks to security; define due diligence and due care as they pertain to security; and list the requirements of self-certification. (PH-1053)</p>	2.0 hours	20-336449
 <p>Preventing Fraud, Waste & Abuse in Pharmacy Practice – 2012 Update</p> <p>This course helps pharmacies avoid government investigations and fines by providing the Pharmacy Technician with an understanding of Medicaid and Medicare fraud, waste and abuse regulations, as well as corresponding company-specific policies and procedures. All recently established CMS standards and recommendations are rolled into a single course so Pharmacy Technicians can avoid multiple, time-consuming, and costly training. (PH-1071)</p>	1.0 hours	20-336451
 <p>MethGuard™ II: Preventing Methamphetamine Production</p> <p>In this ACPE-accredited course, Pharmacy Technicians review how retailers can play a vital role in helping local law enforcement stop the expensive and potentially deadly problem of meth production as they learn to identify and prevent suspicious retail purchases. (PH-1059)</p>	1.0 hours	20-336452
 <p>The Execution of the Hard Copy DEA Form 222 (Pharmacists)</p> <p>In this ACPE-accredited course, Pharmacy Technicians will learn about the proper forms and guidelines associated with the distribution of Schedule II controlled substances. To direct the distribution of Schedule II controlled substances, the Drug Enforcement Administration (DEA) requires the correct use of DEA Form 222*. Obtaining and using these forms requires strict adherence to several guidelines. This course is designed to ensure awareness and compliance of these DEA requirements.</p>	1.0 hours	20-336453


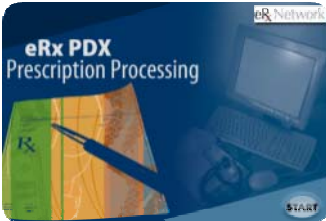
The Florida Pharmacy Technician Continuing Education Program Course Catalog (continued)

Course Title & Description	Hours of CE	Course #
<p>Learners who complete this course will be able to:</p> <ul style="list-style-type: none"> • Identify who is authorized to fill orders for Schedule II controlled substances in a pharmacy • Identify who is authorized to order Schedule II substances in a pharmacy • Determine the appropriate use of Power of Attorney • Obtain and execute DEA order forms • Fill and endorse DEA order forms • Report lost DEA forms, return unused forms, and cancel or void DEA order forms • Identify an unaccepted or defective order form <p>Learners take a final assessment to demonstrate their mastery of course content. (PH-1082)</p>		
<div style="display: flex; align-items: flex-start;">  <div style="margin-left: 20px;"> <p>The Electronic Ordering of Schedule II Controlled Substances (Pharmacists)</p> <p>In this ACPE-accredited course, Pharmacy Technicians will learn about the handling of Schedule II controlled substances and the execution of the DEA Form 222.</p> <p>The Drug Enforcement Administration requires all handlers of Schedule II controlled substances to obtain and execute DEA Form 222*. This course is designed to help pharmacists, practitioners, distributors, and researchers understand proper DEA requirements and instructions for using the DEA electronic Controlled Substance Ordering System – CSOS – to order Schedule II controlled substances.</p> <p>Learners who complete this course will be able to:</p> <ul style="list-style-type: none"> • Identify requirements for an electronic order • Perform procedures for filing an electronic order • Determine when an electronic order is considered unacceptable • Perform procedure followed when an electronic order is lost • Identify requirements for maintaining an electronic order • Identify requirements for voiding an electronic order <p>Learners take a final assessment to demonstrate their mastery of course content.</p> <p>*This course covers the use of the electronic DEA Form 222. The process for using the paper form is covered in a separate course. (PH-1081)</p> </div> </div>	0.25 hours	20-336454

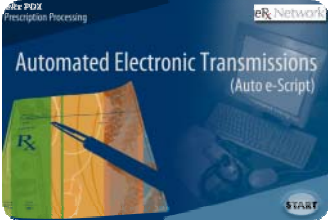


The Florida Pharmacy Technician Continuing Education Program Course Catalog (continued)

Course Title & Description	Hours of CE	Course #
 <p>The Role of DEA in Healthcare</p> <p>This ACPE-accredited course teaches the Pharmacy Technician about the important role that the DEA plays in the prevention of diversion and abuse of controlled substances.</p> <p>The Drug Enforcement Administration has the responsibility to prevent diversion and abuse of controlled substances while ensuring an adequate and uninterrupted supply is available to meet the country's legitimate medical, scientific, and research needs. Pharmacists and pharmacy technicians are a critical component in the "closed system" of controlled substance distribution.</p> <p>The goal of this course is to introduce learners to the DEA, and to provide a better understanding of its role in healthcare.</p> <p>Pharmacists and pharmacy technicians who complete this course will be able to:</p> <ul style="list-style-type: none"> • Identify important elements of the Controlled Substances Act • List the process and criteria of drug scheduling • Describe relevant sections of the Code of Federal Regulations and U.S. Code • Explain the purpose of the DEA • List the units within the Office of Diversion Control <p>Learners take a final assessment to demonstrate their mastery of course content. (PH-1080)</p>	0.5 hours	20-336455
 <p>The DEA Audit: What the Pharmacist Needs to Know v4</p> <p>The purpose of this ACPE-accredited course is to provide Pharmacists and Pharmacy Technicians with an expanded and updated understanding of what the Drug Enforcement Administration (DEA) generally requires and typically examines when it conducts a pharmacy audit and, in so doing, to reduce a pharmacy's exposure to regulatory penalties for non-compliance.</p> <p>At the conclusion of the course, learners should be able to:</p> <ul style="list-style-type: none"> • Discuss the basis of federal regulation of controlled substances in a pharmacy • Summarize pharmacist liability and corresponding liability when dispensing prescriptions for controlled substances 	1.5 hours	20-336456



The Florida Pharmacy Technician Continuing Education Program Course Catalog (continued)

Course Title & Description	Hours of CE	Course #
<ul style="list-style-type: none"> • Discuss DEA handling and recordkeeping requirements when ordering, receiving, storing, dispensing, distributing, and returning controlled substances in a pharmacy • Describe the procedures for dispensing controlled substances to long-term care facilities and terminally ill patients • Describe the process for dispensing and ordering controlled substances via the Internet • Describe DEA security requirements and recommendations for storing and handling controlled substances • Recall and understand DEA reporting requirements • Describe the hiring restrictions for pharmacists • Discuss DEA investigative procedures and enforcement actions • Describe how the DEA generally conducts a pharmacy audit in terms of what records are typically examined and the meaning of "readily retrievable" • Describe how to do an inventory accountability test (PH-1056) 		
<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>Pharmacy Technicians in the Workplace</p> <p>This course describes the knowledge and skills a Pharmacy Technician must possess to effectively manage the work in a pharmacy, including: the federal and state laws that regulate pharmacy activities; the workflow process in a pharmacy; the different types of medications dispensed in a pharmacy; procedures for filling prescriptions, processing third-party prescriptions, and managing inventory; and providing effective customer service. (PH-1036)</p> </div> </div>	1.5 hours	20-336457
<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>eRx PDX Prescription Processing</p> <p>In this course, Pharmacy Technicians review the basic steps for electronic prescription processing through the eRx Network. Lessons include: Electronic Prescription Processing Overview, Setting Up Physician Files, Transmitting Electronic Refill Requests, Transmitting Electronic Fax Refill Requests, Checking the Status of Requests, Processing Refill Request Responses, and New Electronic Prescriptions and Processing Fax Refill Request Responses. Most lessons include demonstrations and simulations. (PH-1018)</p> </div> </div>	1.0 hours	20-336458

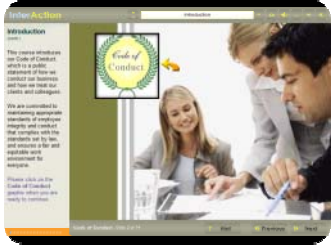



The Florida Pharmacy Technician Continuing Education Program Course Catalog (continued)

Course Title & Description	Hours of CE	Course #
 <p>PDX – Automated Electronic Transmissions (Auto e-Script)</p> <p>In this course, Pharmacy Technicians will learn how to set up the Pharmacy system for Auto e-Script and how to process Auto e-Script prescriptions. (PH-10__)</p>	0.25 hours	20-336483
 <p>Pharmacy Financials Overview – Part 1</p> <p>Pharmacy Financials Overview, Part 1 is designed to help Pharmacy Technicians achieve a high level of understanding on the concepts of pharmacy financial performance.</p> <p>This course introduces and explains:</p> <ul style="list-style-type: none"> • Elements that measure a pharmacy's performance • Key financial measures: <ul style="list-style-type: none"> ○ Pharmacy Sales ○ Store Sales ○ Penetration ○ Prescription Volume ○ Gross Profit <p>Learners examine a sample pharmacy financial performance report to clarify concepts learned in the course and to gain familiarity with the details and timeframes outlined in financial reports.</p> <p>The content is reinforced with learner activities. Learners take a final assessment (self-check) to demonstrate their mastery of course content. (PH-1077)</p>	0.25 hours	20-336459
 <p>Pharmacy Financials Overview – Part 2</p> <p>Pharmacy Financials overview: Part 2 builds on concepts discussed in Pharmacy Financials Overview: Part 1, and introduces additional financial performance measures – costs, losses, and contributions. Strategic initiatives to encourage financial improvement are also outlined.</p> <p>The course examines and explains:</p>	0.25 hours	20-336460





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Course Title & Description	Hours of CE	Course #	
<ul style="list-style-type: none"> • Key financial measures: <ul style="list-style-type: none"> ○ Shrink ○ Labor ○ Packaging ○ Contribution • Tools to improve pharmacy financial performance: <ul style="list-style-type: none"> ○ Labor efficiency ○ Generics utilization ○ Inventory controls <p>As in Part 1, a sample pharmacy financial report is used to ground concepts and provide visual description.</p> <p>The content is reinforced with learner activities that include detailed feedback for both correct and incorrect answers. Learners take a final assessment (self-check) to demonstrate their mastery of course content. (PH-1078)</p>			
 <p>Sexual Harassment Recognition and Prevention</p> <p>Powered by LearnSomething</p>	<p>Sexual Harassment Recognition and Prevention</p> <p>This course examines workplace sexual harassment and creates an awareness of the types of actions that constitute sexual harassment. Case studies introduce Pharmacy Technicians to the different types of sexual harassment that may occur in the workplace. An interactive assessment at the beginning of the course provides learners with immediate feedback on their current understanding of sexual harassment, helping to eliminate common misconceptions. The requirements for a harassment-free workplace are clearly established and will enable Pharmacy Technicians to act and respond appropriately in their interactions with co-workers and management. (MC-1022)</p>	<p>1.0 hours</p>	<p>20-336461</p>
 <p>Introduction to Business Ethics</p>	<p>Workplace Basics – Business Ethics</p> <p>The set of moral codes that underscore sound business ethics must be reinforced to encourage their practice among employees. This course introduces Pharmacy Technicians to business ethics, providing an overview of the two main ethical perspectives and the main types of ethical issues, including conflicts of interest, payments, gifts, confidential information, disclosure, and compliance with laws. A set of self-assessment questions prepares learners to evaluate ethical dilemmas and assist with their resolution. (BS-1063ia)</p>	<p>0.5 hours</p>	<p>20-336462</p>


The Florida Pharmacy Technician Continuing Education Program Course Catalog (continued)

Course Title & Description	Hours of CE	Course #
 <p>Workplace Basics – Code of Conduct</p> <p>This course provides Pharmacy Technicians with the set of principles required to guide their choices and behavior in the workplace and uphold their company’s standards. Learners will receive an overview of policies and procedures for handling conflicts of interest, discourteous conduct, gifts and favors, harassment, discrimination, criminal offences, grievances, confidentiality, and private information. Upon completion, a code of conduct acknowledgement form may be downloaded for submission to Human Resources. (BS-1064ia)</p>	0.5 hours	20-336463
 <p>Loss Prevention Basics Series</p> <p>Everyone has a role in protecting the assets of the pharmacy, including the Pharmacy Technician. The Loss Prevention Basics Series is a bundle of all five Loss Prevention courses: Detecting Charge Card Fraud, Detecting Counterfeit Currency, Handling Fraudulent Checks, Preventing Employee Theft, and Preventing Shoplifting Basics. (BS-1038)</p>	2.0 hours	20-336474
 <p>OSHA — Fire Safety: Quick Response & Disaster Prevention</p> <p>This course is designed to teach Pharmacy Technicians how to protect themselves and their business by reacting quickly and appropriately to any class of fire. Pharmacy Technicians will be able to recognize the 4 fire classes and identify which fire extinguisher is appropriate for each class, as well as when to flee rather than fight a fire. (OS-1025)</p>	0.25 hours	20-336475
 <p>OSHA — First Aid: Safe Response to Workplace Injuries</p> <p>This course gives Pharmacy Technicians a basic introduction to emergency first-aid procedures, personal protective equipment (PPE), and precautions to use when responding to accidents. This course prepares Pharmacy Technicians to take appropriate measures to assist accident victims, while protecting themselves from potential harm. (OS-1022)</p>	0.25 hours	20-336476

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Course Title & Description	Hours of CE	Course #
 <p>OSHA — Hazard Communication: Staying Informed about Dangers in the Workplace</p> <p>Every workplace contains potentially hazardous materials. This course ensures Pharmacy Technicians are informed about their rights under the HAZCOM Standard and can recognize best practices and available resources to protect themselves against accident and injury. (OS-1020)</p>	0.25 hours	20-336477
 <p>OSHA — Introduction to Employee Rights & Employer Responsibilities</p> <p>Each year more than 5,600 people die due to workplace injuries – an average of 15 people a day! In addition, over 4 million non-fatal workplace injuries or illnesses are reported each year. Because of this, OSHA takes a hard line to ensure all workers are safe, informed, and free from discrimination or retaliation for exercising any safety rights. This course ensures that Pharmacy Technicians and managers clearly understand their rights and responsibilities according to OSHA standards. (OS-1023)</p>	0.25 hours	20-336478
 <p>OSHA — Workplace Violence Awareness & Prevention</p> <p>Each year in the workplace, about 800 workers are murdered, and 1.7 million are assaulted. These grim statistics demonstrate the need for awareness regarding workplace violence. This course defines workplace violence and lists methods for preventing it. Pharmacy Technicians will be able to recall guidelines for identifying and responding to potentially violent workplace situations.</p> <p>(OS-1037)</p>	0.25 hours	20-336479
 <p>OSHA — Practicing Basic Store Safety</p> <p>Accidents and injuries in the workplace cost businesses more than \$125 billion dollars a year! Besides medical expenses, stores can incur human costs, legal expenses, and lasting damage to the company's reputation. OSHA: Practicing Basic Store Safety is designed to teach Pharmacy Technicians simple and effective ways to reduce the risk of accidents in the stores where they work. (OS-1031)</p>	0.25 hours	20-336481

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Course Title & Description	Hours of CE	Course #
 <p>Prepare to Serve: Product Solutions for Customers</p> <p>Prepare to Serve recognizes that the customer service Pharmacy Technicians provide may be the single most underused resource for increasing sales. This course is based on a simple but powerful equation: Greater customer satisfaction means increased customer loyalty and greater sales. Prepare to Serve, using a format that maintains employees' interest through dramatic vignettes and skill-building lessons rendered in multimedia, guides employees through the A-Z of how to ensure that customers have an enhanced in-store experience. This course will motivate Pharmacy Technicians to exercise these skills on the sales floor and stay current on product knowledge and solution selling. (PT-1036)</p>	2.0 hours	20-336482