

# **SOUTHWEST**

## **TENNESSEE COMMUNITY COLLEGE**

# Program Handbook for Pharmacy Technology

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Student's Name \_\_\_\_\_

Student's Signature \_\_\_\_\_

By the signature above, I acknowledge receipt of the Pharmacy Technology Program Handbook.



# Program Handbook for Pharmacy Technology

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Note: Policies and Procedures described in the orientation handbook may change at any time.  
If that occurs, students will receive written notice from the pharmacy program coordinator.

## SECTION I – Pharmacy Technology Curriculum

### PROGRAM DESCRIPTION AND ACCREDITATION STATUS

The Pharmacy Technology Program at Southwest Tennessee Community College is in the Division of Health and Natural Sciences. Southwest Tennessee Community College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools.

The Pharmacy Technology Program is a nine-month program consisting of two semesters. Classes begin in the spring and fall term of each year and include didactic, simulation, and experiential education in the application of pharmacy modalities. Class sizes are limited to fifteen students per semester. Graduates are eligible to sit for the national licensing examination and apply for the State of Tennessee Licensure Registration. The program is accredited by the American Society of Health-System Pharmacists.

#### **Accredited by ASHP (American Society of Health System Pharmacists)**

Admission into Southwest Tennessee Community College does not guarantee enrollment to the Pharmacy Technician Program. The college has specific admission policies and procedures for students inquiring in reference to this program. Limited space is available and is based upon selective criteria appropriate to the program. Admission preferences for prospective students are equally selected; however, Tennessee residents are given priority when all else is equal.

#### **Requirements/Admission to the Pharmacy Technician Program**

- ✓ Submit a special admission application by July 1 with credentials by July 15 to enter the fall semester.
- ✓ Submit Special Admission Application by November 1 with credentials by December 1 for entering Spring Semester.
- ✓ All applicants must be at least eighteen years of age.
- ✓ All applicants must have a high school diploma or GED equivalency.
- ✓ All applicants are required to take the Test for Adult Basic Education (901) 333-5127. Prospective students are required to pay the fee and schedule the appointment. Basic calculators are permitted.
- ✓ Applications are ranked using the TABE score, emphasizing the reading and mathematics sections.
- ✓ All applicants are required to take and pass a background screening and drug test. Contact Chandra Washington at (901)333-5343 for the necessary information to begin this process through TrueScreen.

### MISSION and STANDARDS

#### **Mission Statement:**

The mission of the Advanced-Level Pharmacy Technology Program is to prepare competent, certified technicians to help meet the entry-level needs of employers in the healthcare community. The department will:

1. actively recruit and admit qualified applicants to the pharmacy technology academic program;
2. maintain a curriculum that meets accreditation standards and is responsive to current needs and trends in pharmacy practice;

3. assist graduates in maintaining clinical competency by serving as a resource to the pharmacy community and by maintaining appropriate continuing education.

## STANDARDS

At the completion of the pharmacy technology curriculum, the student will apply the standards on the ASHP website, which are listed by each category below:

- Personal/Interpersonal Knowledge and Skills
- Foundational Professional Knowledge and Skills
- Processing and Handling of Medications and Medication Orders
- Patient Care, Quality, and Safety Knowledge and Skills
- Regulatory and Compliance Knowledge and Skills

### Standard 1: Personal/Interpersonal Knowledge and Skills

#### *Key Elements for Entry-Level*

1. 1.1 Demonstrate ethical conduct
2. 1.2 Present an image appropriate for the profession of pharmacy in appearance and behavior
3. 1.3 Demonstrate and engaged listening skills
4. 1.4 Communicate clearly and effectively both verbally and in writing
5. 1.5 Demonstrate a respectful and professional attitude when interacting with diverse patient populations, colleagues, and professionals.
6. 1.6 Apply self-management skills, including time, stress, and change management.
7. 1.7 Apply interpersonal skills, including negotiation skills, conflict resolution, customer service, and teamwork.
8. 1.8 Demonstrate problem-solving skills.

#### *Additional Key Elements for Advanced-Level*

9. 1.9 Demonstrate capability to manage or supervise pharmacy technicians in matters such as conflict resolution, teamwork, and customer service.
10. 1.10 Apply critical thinking skills, creativity, and innovation.
11. 1.11 Apply supervisory skills related to human resource policies and procedures.
12. 1.12 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.

### Standard 2: Foundational Professional Knowledge and Skills

#### *Key Elements for Entry-Level*

1. 2.1 Explain the importance of maintaining competency through continuing education and continuing professional development.
2. 2.2 Demonstrate ability to maintain confidentiality of patient information and understand applicable state and federal laws.
3. 2.3 Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment.
4. 2.4 Describe wellness promotion and disease prevention concepts

5. 2.5 Demonstrate basic knowledge of anatomy, physiology, pharmacology, and medical terminology relevant to the pharmacy technician's role.
6. 2.6 Perform mathematical calculations essential to pharmacy technicians' duties in various settings.
7. 2.7 Explain the pharmacy technician's role in the medication-use process.
8. 2.8 Practice and adhere to effective infection-control procedures.

***Additional Key Elements for Advanced-Level***

9. 2.9 Describe the investigational drug process, medications being used in off-label indication, and emerging drug therapies.
10. 2.10 Describe further knowledge and skills required for achieving advanced competencies.
11. 2.11 Practice and adhere to effective infection-control procedures.

**Standard 3: Processing and Handling of Medications and Medication Orders**

***Key Elements for Entry-Level***

1. 3.1 Assist pharmacists in collecting, organizing, and recording demographic and clinical information for the Pharmacist's Patient Care Process.
2. 3.2 Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety.
3. 3.3 Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.
4. 3.4 Prepare patient-specific medications for distribution.
5. 3.5 Prepare non-patient-specific medications for distribution.
6. 3.6 Assist pharmacists in preparing, storing, and distributing medication products, including those requiring special handling and documentation.
7. 3.7 Assist pharmacist in the monitoring of medication therapy.
8. 3.8 Maintain pharmacy facilities and equipment.
9. 3.9 Use information from Safety Data Sheets (SDS), the National Institute for 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. (Chapter 20)
10. 3.10 Describe Food and Drug Administration product tracking, tracing, and handling requirements.
11. 3.11 Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.
12. 3.12 Explain procedures and communication channels for a product recall or shortage, a medication error, or identification of another problem.
13. 3.13 Use current technology to ensure the safety and accuracy of medication dispensing.
14. 3.14 Collect payment for medications, pharmacy services, and devices.
15. 3.15 Describe basic concepts related to preparation for sterile and nonsterile compounding.
16. 3.16 Prepare simple, nonsterile medications per applicable USP Chapters (reconstitution, basic ointments, and creams).
17. 3.17 Assist pharmacist in preparing medications requiring compounding of nonsterile products.
18. 3.18 Explain accepted procedures in purchasing pharmaceuticals, devices, and supplies.
19. 3.19 Explain accepted procedures in inventory control of medications, equipment, and devices.

20. 3.20 Explain accepted procedures utilized in identifying and disposing of expired medications.
21. 3.21 Explain accepted procedures in the delivery and documentation of immunizations.
22. 3.22 Prepare, store, and deliver medication products requiring special handling and documentation.

***Additional Key Elements for Advanced-Level***

23. 3.23 Prepare compounded sterile preparations as applicable and current USP Chapters.
24. 3.24 Prepare medications requiring moderate and high-level nonsterile compounding as defined by USP (suppositories, tablets, complex creams).
25. 3.25 Prepare or simulate chemotherapy/hazardous drug preparations per applicable current USP Chapters.
26. 3.26 Initiate, verify, and manage the adjudication of billing for complex and/or specialized pharmacy services and goods.
27. 3.27 Apply accepted procedures in purchasing pharmaceuticals, devices, and supplies.
28. 3.28 Apply accepted procedures in inventory control of medications, equipment, and devices.
29. 3.29 Process, handle, and demonstrate administration techniques and document administration of immunizations and other injectable medications.
30. 3.30 Apply the appropriate medication-use process to investigational drugs, medications being used in off-label indications, and emerging drug therapies as required.
31. 3.31 Manage drug-product inventory stored in equipment or devices used to ensure the safety and accuracy of medication dispensing.

**Standard 4: Patient Care, Quality, and Safety Knowledge and Skills**

***Key Elements for Entry-Level***

1. 4.1 Explain the Pharmacist's Patient Care Process and describe the role of the pharmacy technician in the patient care process.
2. 4.2 Apply patient and medication safety practices in aspects of the pharmacy technician's roles.
3. 4.3 Explain how pharmacy technicians assist pharmacists in responding to emergent patient situations safely and legally.
4. 4.4 Explain basic safety and emergency preparedness procedures applicable to pharmacy services.
5. 4.5 Assist the pharmacist in the medication reconciliation process.
6. 4.6 Explain point-of-care testing.
7. 4.7 Explain pharmacist and pharmacy technician roles in medication management services.
8. 4.8 Describe best practices regarding quality assurance measures according to leading quality organizations.

***Additional Key Elements for Advanced-Level***

9. 4.9 Verify measurements, preparation, and/or packaging of medications other healthcare professionals produce.
10. 4.10 Perform point-of-care testing to assist the pharmacist in assessing the patient's clinical status.
11. 4.11 Participate in the operations of medication management services.
12. 4.12 Participate in technical and operational activities to support the Pharmacist's Patient Care Process as assigned.
13. 4.13 Obtain certification as a Basic Life Support Healthcare Provider.

## Standard 5: Regulatory and Compliance Knowledge and Skills

### *Key Elements for Entry-Level*

1. 5.1 Describe and apply state and federal laws pertaining to the processing, handling, and dispensing of medications, including controlled substances.
2. 5.2 Describe state and federal laws and regulations pertaining to pharmacy technicians.
3. 5.3 Explain that states differ regarding state regulations pertaining to pharmacy technicians and medication processing, handling, and dispensing.
4. 5.4 Describe the process and responsibilities required to obtain and maintain registration and/or licensure to work as a pharmacy technician.
5. 5.5 Describe pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
6. 5.6 Describe Occupational Safety and Health Administration (OSHA), National Institute for Occupational Safety and Health (NIOSH), and United States Pharmacopeia (USP) requirements for prevention and treatment of exposure to hazardous substances (risk assessment, personal protective equipment, eyewash, and spill kit)
7. 5.7 Describe OSHA requirements for prevention and response to blood-borne pathogen exposure (accidental needle stick, post-exposure prophylaxis).
8. 5.8 Describe OSHA Hazard Communication Standard (“Employee Right to Know”).

### *Additional Key Elements for Advanced-Level*

9. 5.9 Participate in pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
10. 5.10 Describe major trends, issues, goals, and initiatives taking place in the pharmacy profession.

## FACILITIES

### Southwest Tennessee Community College

Faculty Offices: AH 106 Allied Health Building  
Telephone: (901) 333-5343 (Chandra Washington)  
(901) 333-5400 (Administrative Office)  
Lecture Room: AH 107 Allied Health Building  
Lab Simulation: AH 107 Allied Health Building

## ACADEMIC CALENDAR

Academic Calendar will vary based on yearly calendar dates. Please check the my.southwest Portal for each semester's available information.

## CURRICULUM OUTLINE

Semester One (15)

<u>Course No.</u>	<u>Hrs.</u>	<u>Course Name</u>
PHRX 1010	3	Introduction to Pharmacy Practice

PHRX 1030	4	Pharmacy Calculations
PHRX 2010	4	Pharmacology and Therapeutics I
PHRX 2030	4	Sterile Products

Semester Two (17)

<u>Course No.</u>	<u>Hrs.</u>	<u>Course Name</u>
PHRX 1020	4	Pharmacy Practice II
PHRX 1050	3	Pharmacy Law and Ethics
PHRX 2020	4	Pharmacology and Therapeutics II
PHRX 2100	4	Clinical Pharmacy Experience
PHRX 2110	2	Pharmacy Seminar

### COURSE DESCRIPTIONS

#### **PHRX 1010 - Intro to Pharmacy Practice**

This course is an introduction to pharmacy practice and the health care systems, emphasizing the role of pharmacy technicians and their relationship with pharmacists.

3.000 Credit hours  
3.000 Lecture hours

#### **PHRX 1020 - Pharmacy Practice 2**

This course is an advanced study of pharmacy practice and the health care system.

4.000 Credit hours  
4.000 Lecture hours

#### **PHRX 1030 - Pharmacy Calculations**

This course will include mathematical computations essential to pharmacy technicians in various settings. Course emphasis may include but may not be limited to Roman numerals, ratio and proportion, dimensional analysis, decimals, dosage calculations, system of measurements and IV calculations.

4.000 Credit hours  
4.000 Lecture hours

#### **PHRX 1050 - Pharmacy Law & Ethics**

The course will discuss Tennessee state and federal laws which govern the practice of pharmacy. Students will understand the roles of a licensed pharmacist and of pharmacy technicians in various practice settings, laws pertaining to medication safety, distribution, and patient confidentiality.

3.000 Credit hours



3.000 Lecture hours

### **PHRX 2010 - Pharmacology and Therapeutics I**

The course presents practical knowledge of the general therapeutic classes of drugs and their interactions with the human body. Emphasis on drug classifications, dosages and routes of administration, side effects, interactions, and precautions of prescription and non-prescription drugs.

4.000 Credit hours  
4.000 Lecture hours

### **PHRX 2020 - Pharmacology & Therapeutics 2**

The course presents a continuation of practical knowledge of the general therapeutic classes of drugs and their interactions with the human body. This course will place emphasis on drug classifications, dosages and routes of administration, side effects, interactions and precautions of prescription and non-prescription drugs.

4.000 Credit hours  
4.000 Lecture hours

### **PHRX 2030 - Sterile Products**

This course provides an understanding of the fundamentals of sterile products preparation. Topics may include medications and parenteral administration, facilities, equipment, supplies utilized in admixture preparation, techniques utilized in parental product compounding, terminology and calculations used in preparation of parenteral products, parenteral medication incompatibilities and quality assurance in the preparation of parenteral products.

4.000 Credit hours  
4.000 Lecture hours

### **PHRX 2100 - Clinical Pharmacy Experience**

The course provides practical experience in area pharmacy practice sites.

4.000 Credit hours  
4.000 Lecture hours

### **PHRX 2110 - Pharmacy Technology Seminar**

The course is designed to prepare students for national certification. The course will include reviews of all core elements of the PTCB (Pharmacy Technician Certification Board) exam.

2.000 Credit hours  
2.000 Lecture hours

## TEXTBOOKS

Textbook	Course
Pharmacy Practice for Technicians 7e Text	Intro to Pharmacy Operations
Pharmacy Labs for Technicians 4e Text	Pharmacy Practice II
Pharmacology for Pharmacy Technicians 7e Text	Pharmacology I
Pharmacology for Pharmacy Technicians 7e Text	Pharmacology II
Pharmacy Calculations for Technicians 7e	Pharmacy Calculations
Sterile Compounding and Aseptic Technique 2e Text	Sterile Products
Sterile Processing for Technicians 1e Author: Karen Davis ISBN: 978-1455711277 Publisher: Elsevier/Evolve	
Law and Ethics for Pharmacy Technicians 3e Author: Jahangir Moini ISBN: 978-1337796620 Publisher: Cengage	Pharmacy Law and Ethics
Certification Exam Review for Pharmacy Technicians 5e	Pharmacy Seminar
Career Readiness and Externships: Soft Skills for Pharmacy Technicians	Clinical Pharmacy Experience
Pocket Drug Guide Text ISBN: 979-8385127924 Cirrus Bundle Publisher: Paradigm Education Solutions	

\*Note: Editions of these books may change after the handbook is printed and may no longer be current. Please check with the instructor before purchasing textbooks to verify the correct ISBN number and editions.

### ESTIMATED PROGRAM COSTS AND EXPENSES (all fees are estimates only)

First Semester	Amount	Total

<b>Tuition</b>	\$176.00 per credit hour x 15 hours	\$2640.00
Technology Access Fee	\$116.00	\$2756.00
Program Service Fee	\$17.00	\$2773.00
Student Activity Fee	\$15.00	\$2788.00
International Education Fee	\$15.00	\$2803.00
Program Fees: Allied Health	\$300.00	\$3103.00
<b>Textbook Package</b>		
Pharmacy Practice for Technicians	Paradigm Education, Cirrus Ebook Bundle	\$3453.00
Pocket Drug Guide	\$350.00	
Career Readiness and Externships		
Certification Exam Review for Pharmacy Technicians		
Pharmacology for Technicians		
Pharmacy Calculations for Technicians		
Pharmacy Labs for Technicians		
Sterile Compounding and Aseptic Technique		
Supplementary Text: Sterile Processing for Technicians \$40.00		
Basic Life Support <b>CPR License</b>	\$50	\$3503.00
Uniforms	\$80.00 (estimate for two pairs of uniforms)	\$3583.00
<b>True Screen</b> Background and Drug Testing	\$60	<b>\$3643.00</b>

<b>Second Semester</b>		
<b>Tuition</b>	\$176.00 per credit hour x 17 hours	\$2992.00
<b>State of Tennessee Registration</b>	\$95.00	\$3,087.00
<i>Fingerprinting (license requirement)</i>	\$40.00	
<b>Textbook</b> Cengage: Pharmacy Law and Ethics	\$130.00	<b>\$3217.00</b>
		<b>\$6860.00 (fee estimate)</b>

All fees and costs are subject to change without notice.

### **DRESS CODE**

Students are expected to use good judgment in their classroom dress, remembering that they are professional students representing the pharmacy profession to others. All students are required to meet acceptable hygiene standards as determined by the core faculty. You will not be allowed to participate in laboratory or clinical experiences if those standards are not met. Specific dress for:

- Laboratory Sessions: Students will be required to wear their blue scrubs only.
- Clinical Experience: Students are required to remove any facial piercings (including tongue piercing or multiple ear piercings). Students are required to cover any visible tattoos.  
 Low-heeled, closed-toe, comfortable shoes  
 \*\*Sandals, high heel shoes, jeans, and novelty t-shirts are NOT acceptable\*\*  
 Southwest student badge  
 Minimum jewelry, short fingernails (acrylic nails are prohibited)
- Community Engagement: conservative professional dress clothes or pharmacy technology uniform

### **CLINICAL EDUCATION**

**OVERVIEW OF CLINICAL EDUCATION:** Clinical experiences for students are scheduled at the end of each academic semester. Students are assigned to clinical sites in the Memphis and surrounding areas. Pharmacy technician students work with patients under the supervision of a pharmacist and certified pharmacy technicians. The overall clinical pharmacy experience schedule is as follows:

**CLINICAL ASSIGNMENTS:** Clinical assignments will be made to ensure that each student receives a well-rounded clinical experience that is representative of the spectrum of pharmacy practice. Students will be assigned to clinical sites by the program's clinical coordinator. Students may request assignments to specific facilities with which Southwest has clinical affiliation contracts, but the final decision on assignments will be at the coordinator's discretion. Student assignments will consist of acquiring 200 hours. Clinical assignments will be based on the availability of clinical sites, clinical needs of the student, special interests of the student, and transportation and housing needs of the student. Refusal to travel to an assigned clinical site may result in immediate dismissal from the program.

**GRADING:** Each student is evaluated by the supervising clinical instructor at the conclusion of each clinical rotation. Failure to make a minimum grade of C will result in the student being dismissed from the pharmacy program. Students dismissed for academic reasons may be considered for readmission to the program the following year based on space availability. (See the College Catalog for more information related to retention and readmission policies.)

**SITE VISITS:** The clinical coordinator or program director will call or visit the clinical site during each rotation to monitor each student's progress. During the visit, the coordinator or director will talk to the student and the supervising preceptor to discuss the student's clinical performance. The purpose of the visit is to acknowledge successful performance, identify areas that need improvement, and implement plans to improve performance. If a problem arises at any time during the clinical rotation, the student is asked to discuss the situation with his/her supervising pharmacist as soon as possible. The student may also want to discuss the matter with the site coordinator at the affiliation site. If the problem persists, the student should advise the program's clinical coordinator immediately so that attempts can be made to resolve any problems or conflicts.

**CPR CERTIFICATION:** Pharmacy Technology students must be certified in cardiopulmonary resuscitation (CPR). CPR certification may be obtained by completing any for-credit course that includes Basic Life Support CPR, such as Southwest's HLTH 2210 Health, First Aid, and Safety, or by completing certification courses offered by such organizations as the American Heart Association. Students must obtain certification at their own expense.

**OTHER CLINICAL FACILITY REQUIREMENTS:** Drug testing and criminal background investigation(s) at the student's expense. Additional vaccinations or TB tests required by assigned facilities will also be at the student's expense. Registration with the State of Tennessee Board of Pharmacy is also at the student's expense.

**ASSURING A SUCCESSFUL CLINICAL EXPERIENCE:** Students must take appropriate initiative and accept responsibility for their own learning in the clinical setting. Some behaviors that will make it easier for you to do this include the following suggestions:

1. Display an attitude of "wanting to learn" and "wanting to help." Remember, body language conveys a lot.
2. Learn and adhere to the rules of the clinic as though you were an employee: be on time, follow the clinic schedule, and dress appropriately. Do not ask for time off unless it is imperative. If you must ask for time off, consult with your clinical instructor. If an emergency arises or you are sick, you must notify the clinical instructor as soon as possible and arrange to make up any missed time. You are required to complete all assigned hours at the pharmacy before receiving a final grade.
3. Remember that there is always more than one way of doing things correctly. You are taught the correct method of administering basic modalities and pharmacy procedures. If a clinic employee performs a task safely but differently from the way you learned in class, do not challenge the employee in front of the patient; rather, discuss the reasons for the differences in techniques with your supervising preceptor at an appropriate time.
4. Treat all patients with dignity and respect, honoring their rights to confidentiality. Abide by the pharmacy technician's oath and remember the patient's Bill of Rights.

5. Use discretion in what you say to patients and interact with patients in a professional manner.
6. Use your time wisely.

**ATTENDANCE AT CLINICAL SITES:** See under attendance and punctuality program policy and procedure on the next page

### **ATTENDANCE AND PUNCTUALITY**

**PROGRAM POLICY AND PROCEDURE:** Because of the relative brevity and intensity of the pharmacy technology program, students are required to attend all planned learning experiences, including didactic, simulations, experiential, and other arranged learning activities. Students with a 20% or greater absentee rate will be subject to disciplinary action. This policy is also stated in each course syllabus.

While neither the program coordinator nor any instructor gives “excused” absences, we realize that compelling circumstances beyond the student’s control may prohibit attendance. In all cases, the student must notify the program by emailing all instructors if he/she will be late or absent from class or clinical.

**Missed Classroom Time:** In all cases, **the student** is responsible for all information covered during an absence.

In the event that the college closes any or all of its facilities because of inclement weather, students are expected to make up any lost class time. That will entail revising the schedule as needed.

**Missed Clinical Experiences:** Attendance is required in all clinical education sessions. Students are expected to follow the facility’s work schedule regarding hours worked, including holidays and weekends. Facility policy will also determine the student’s schedule in the event of inclement weather. Students who miss clinical days due to illness will need to make those days up in a way that fits the clinical schedule. Students are to notify their site and instructor of an illness-related absence before the start of the day or as soon as telephone contact can be established. An unexcused absence may be grounds for dismissal from the program. All absences must be made up before a final grade in the course will be given.

Faculty/Student Committee on Absenteeism Guidelines.

1. “Late” is defined as being 1 minute late to class or clinic. “Tardy” is defined as being 10 or more minutes late to class or clinic. Three (3) lates equate to one (1) absence. Two (2) tardies equate to one (1) absence. Also, coming back late from a break or leaving class early constitutes a late or tardy based on the above time frames. A student is considered absent if more than 30 minutes of class time or clinical time is missed. Repeat offenders will be required to write papers to demonstrate an understanding of the material that was missed.
2. When the program coordinator determines that a student has accumulated an absence rate of 3 or more, a letter will be sent to the student notifying him/her of the absence rate and a reminder of the possible consequences of continued absence.

3. When a student has accumulated an absence rate of 5 or greater, s/he must appear before a committee hearing to explain the reasons for such absences.
4. After deliberation, the committee recommends one of the following actions to the department head:
  - a. the student's course grade will be lowered
  - b. the student will receive a grade of "F" in the course
  - c. the student will be dismissed from the program
  - d. the student will be granted a leave of absence (see pg. 35 of Department Policies and Procedures Manual, "Leave of Absence")
5. The offending student is notified by the department coordinator, in writing, of the action to be taken within two days following the hearing.

### **Bereavement Policy**

Students may take up to two (2) days off due to the death of an immediate family member. Immediate family shall include spouse, child, parent, grandparent, grandchild, brother, or sister of the student. If the student is in the clinical setting when the death occurs, the student will be excused for only one (1) day. If more time is taken off, that time must be made up before a final grade will be given.

### **ADDITIONAL PROFESSIONAL BEHAVIORS**

**PROGRAM POLICY:** In addition to meeting attendance and punctuality requirements, students are expected to possess other professional behaviors. They include:

- a. donning proper lab clothing before class begins, refraining from talking after lecture or lab begins, and remaining until dismissal by the instructor.
- b. practicing techniques/activities until the instructor moves to the next topic or dismisses the class.
- c. practicing techniques/activities on more than one classmate.
- d. requesting an appointment with the instructor to review written/practical examinations and/or assignments.
- e. reviewing exams/assignments/instructions and preparing questions before meeting with the instructor.
- f. completing assignments in a timely manner.
- g. engaging in constructive problem-solving sessions and utilizing constructive feedback to develop a plan of action for remediation of one's own performance while maintaining a professional demeanor.
- h. providing feedback to classmates about examination and treatment techniques in labs.

**PROGRAM PROCEDURE:** A student who does not meet the professional behaviors listed above will receive one warning. If there is a second violation, she/he will be required to complete a self-assessment form that asks the student to formulate and carry out a plan to meet the generic abilities. A third violation will entail mandatory counseling from an outside source approved by Southwest or going before a committee to determine a remediation plan. That plan may include delaying or canceling the student's upcoming clinical affiliation(s).

### **OTHER FORMS OF MISCONDUCT, INCLUDING BUT NOT LIMITED TO:**

1. Failure to keep cell phones turned off and out of sight during examinations
2. Refusal to adhere to dress codes specific to lecture, lab, field trips, and clinical education
3. Any type of real or implied verbal threats or threatening behavior
4. Inappropriate behavior during practice sessions in the program's didactic or simulations
5. Raising one's voice
6. Using curse words
7. Showing anger in other ways
8. If security has to be called for any reason. For example, if a student does not leave class or a clinical facility when asked. Another example is if a student does not leave a clinical instructor or faculty member's office when asked
9. Not leaving a meeting when dismissed
10. Not following instructions, such as failing to communicate by email if instructed to do so
11. Arguing
12. Not making an appointment with faculty in a timely manner if instructed
13. Eavesdropping on private conversations between academic faculty and/or between clinical faculty
14. Following faculty or clinical instructors, which is a form of harassment
15. Saying or doing things to undermine class morale
16. Saying or doing things to undermine a teacher's authority or a clinical instructor's authority, such as discussing private issues with classmates or with other staff
17. Any HIPAA violation
18. Additionally, see other definitions and examples of unacceptable forms of behavior under the headings "**Classroom Misconduct**" and "**General Campus Misconduct**" in the Southwest Student Planner.

Depending on the seriousness and/or frequency of the misconduct, penalties will range from:

- a. A verbal and/or written warning
- b. A written assignment asking for self-assessment, which includes having the student design a plan to eliminate the inappropriate behavior(s)
- c. Lowering the student's letter grade in the course in which the inappropriate behavior occurs by one letter grade or receiving a failing grade
- d. Delaying the student's next Clinical Education course until the problem is alleviated.
- e. Requiring the student to take a leave of absence until appropriate and obligatory steps have been taken to alleviate the inappropriate behavior(s). (It should be noted that depending on when the leave of absence takes place or for how long will determine whether the student remains eligible to complete the pharmacy program.)
- f. Immediate dismissal from the program

**For Any Course with a Lecture, Laboratory Skills, or Examination Component:**

Inappropriate behavior/failure to act in a professional manner in all lecture or laboratory practical examinations will either result in a warning or immediate dismissal from the program, depending on the seriousness of the violation. If a student is not dismissed from the program and a warning is given after the first violation, a second violation will result in automatic program dismissal. Inappropriate behavior/failure to act in a professional manner during practice sessions during and after regular class time in the lab is subject to this policy.

**GRADING AND EXAMINATIONS**



**PROGRAM POLICY:** The final grade for each academic course shall be determined by the course instructor, who will use his/her discretion in assigning percentages to various achievement indicators.

**PROGRAM PROCEDURE:** In each academic course, students' final grades are determined by their performance on such activities as assignments, written and oral examinations, practical examinations, and class participation. Once a final number grade is determined, it is converted to a letter grade according to the following scale:

A	=	90 – 100
B	=	80 – 89
C	=	70 – 79
D	=	60 – 69
F	=	<69

- Students who fail to complete all requirements for a course will receive either a failing grade (F) or an incomplete (I) at the discretion of the instructor. Students who receive "I" grades may continue in the program but must make arrangements with the instructor for prompt completion of course requirements. Grades of "I" not officially changed to a final grade during the following semester revert to grades of "F."
- Students must attain a minimum grade of C in each course in order to continue in the program.
- Examinations: All students are expected to take written and practical examinations at the designated time. Once a student has been given a test, the score must stand. Students who hand in an incomplete test and leave the classroom may not return to the classroom to complete it. It is the student's responsibility to make sure they have completed the entire test.
- If a student misses any examination, he/she will be allowed to request that the instructor schedule the exam for him/her to take before the next scheduled class meeting time; however, the student's grade for that exam will be automatically reduced by 10%. Any exception to this policy will require a signed doctor's excuse or an obituary/funeral notice proving the loss of an immediate family member (parent, spouse, child, sibling, or grandparent). Also, any student who misses classes before an exam that is scheduled for the same day will have their grade automatically reduced by 10%. The pharmacy program coordinator must approve any exception to this policy.

**Student Disability Services:** For information on services for students with disabilities, refer to that section in the College Catalog. <https://www.southwest.tn.edu/center-for-access/>

**OPEN LABS:** Open labs will occur outside of normal classroom hours when a tutor is present. This is in addition to the time instructors are available by appointment during office hours. The purposes of an open lab include: additional practice of necessary skills, review of previous lecture-related material, and help students prepare for upcoming laboratory simulations and written exams.

### **PREPARING FOR THE NATIONAL PHARMACY TECHNICIAN CERTIFICATION EXAM**

All students will take a series of practice exams in the pharmacy technology program to prepare for the Pharmacy Technician Certification Exam (PTCE). Candidates are required to pass the Pharmacy Technician Certification Exam (PTCE) to earn the CPhT credential. The PTCE is a computer-based exam administered at Pearson VUE test centers nationwide. The exam is multiple-choice and contains 90 questions: 80 scored questions and 10 unscored questions. Each question lists four possible answers, only one of which is the correct or best answer. Unscored questions are not identified and are randomly distributed throughout the exam. A candidate's exam score is based on the responses to the 80 scored questions. Be prepared to commit 2 hours for the exam (5-minute tutorial, 1 hour and 50-minute exam, and 5-minute post-exam survey).

## THE DEAN'S LIST

At the end of each term, a Dean's list is compiled recognizing those students who have distinguished themselves by an outstanding record of academic achievement for the semester. To qualify for the Dean's List, a student must have completed at least 12 credit hours of college-level courses during the term and earned a GPA of 3.0 or higher with no grade of "F" or "I". The Dean's List accomplishment will be noted on the student's permanent academic record.

## PROFESSIONAL CONDUCT

**PROGRAM POLICY:** Students are expected to comply with academic rules of conduct and with the special student responsibilities endorsed by the college. In addition, as future health professionals, students are expected to exhibit ethical and professional behavior.

**PROGRAM PROCEDURE:** Ethical and professional behavior is discussed throughout the curriculum, and clinicians and faculty strive to serve as role models for appropriate behavior. Evaluation of a student's clinical performance includes an evaluation of his/her professional behavior, which is routinely discussed with the student. In addition, faculty evaluate students' professional conduct on an ongoing basis during each academic period. If corrective action is necessary, the student is promptly notified. A student's satisfactory progress in this area is required for him/her to progress through the program and graduate.

Part of one's **professional conduct** includes keeping up with important updates via email: Each student is expected to check his/her Southwest email account daily and confirm receipt when an email is read and received.

## CLASSROOM BEHAVIOR AND ACADEMIC MISCONDUCT (College Catalog)

"Any student engaged in disruptive conduct or conduct violating the general rules or regulations of the college may be ordered to temporarily leave the classroom. Extended or permanent exclusion from the classroom can be achieved only through appropriate procedures of the college.

"Plagiarism, cheating, and other forms of academic dishonesty are prohibited. A student guilty of academic misconduct, either directly or indirectly through participation or assistance, is immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions that may be imposed through regular college procedures as a result of academic misconduct, the instructor has the authority in such cases to assign an "F" grade or a zero for the exercise or examination or to assign an "F" grade for the course. College sanctions for academic misconduct may include suspension or dismissal from the college. If a grade of "F" is assigned to a course as a result of academic misconduct, a student may not withdraw from or drop that course."

## ZERO TOLERANCE POLICY

In connection with the taking or contemplating of taking any examination or in connection with the preparation of any materials which might affect a student's grade in any course, the following acts are prohibited:

1. Knowingly discovering or attempting to discover the contents of any examination before the contents are revealed by the instructor;

2. Obtaining, using, attempting to use, supplying or attempting to supply to any person any unauthorized material or device which would aid one in illegally taking an examination;
3. The representation as a student's own work or product which is not the product of the student's sole effort, where such work or project affects or might affect the student's grade, credit, or status in the college;
4. Any act of plagiarism which includes, but is not limited to, the wrongful appropriation in whole or in part of another's written work or another's idea and passing it off as one's own without giving due credit to the originator (To constitute plagiarism, it is not necessary to exactly duplicate another's work, it is sufficient if unfair use of such work is made by lifting a substantial portion thereof.); or
5. Failing to abide by the instructions of the proctor concerning test-taking procedures; examples include but are not limited to talking, laughing, failure to take a seat assignment, other disruptive activity, or failing to adhere to starting and stopping times.

In addition to other possible disciplinary sanctions that may be imposed through regular procedures as a result of academic misconduct, the instructor has the authority to assign an "F" grade or a zero for the exercise or examination or to assign an "F" in the course.

### **PROMOTION, RETENTION, AND READMISSION**

**Promotion:** Consistent with the standards of good academic practice and in compliance with Tennessee Board of Regents policy, Southwest Tennessee Community College reviews students' academic standing and progress at the close of each semester. In order to be eligible for continued enrollment in good standing to progress toward degree completion and to graduate, a student must maintain at least a "C" grade in each course.

**Retention Policy:** Students must maintain a minimum grade of C in all courses. Failure to do so will result in dismissal from the program. (Southwest College Catalog, Pharmacy Technology)

**Readmission Policy:** A student who has incurred academic dismissal from the program may apply for readmission the following year in accordance with the following program policies and procedures:

1. Submit an essay demonstrating that the conditions that led to the academic dismissal no longer exist and that (s)he is prepared to succeed and capable of making satisfactory progress in the program.
2. Comply with the procedures for regular admission described in the Southwest College Catalog. The same selection criteria for evaluating and ranking re-applicants will be used for new applicants, with no special favor. (The exception is for an approved medical leave of absence; see next page.)

Any student receiving a second academic dismissal may not be considered for readmission into the program for two full academic terms.

### **LEAVE OF ABSENCE**

**RELATED COLLEGE, DIVISION, OR PROGRAM POLICY:** Attendance policy (including withdrawals). See Student Planner, Orientation Handbook, and course syllabi.

**PROGRAM POLICY** (as stated in all course outlines): Students are responsible for withdrawing from classes they stop attending. The college's academic calendar states the last day to withdraw during a current semester for all program courses.

Taking an extended **LEAVE OF ABSENCE** for non-academic reasons, in which a student leaves the program for a while and plans to return in the future, is addressed.

**PROGRAM PROCEDURE:** A student who anticipates taking a leave should discuss it with the program coordinator as far in advance of the leave as possible. The coordinator will determine if it will be possible to make up the missed time and remain in the program or if it will be advisable for the student to withdraw from the program. The coordinator will decide whether to grant a leave of absence. If an official leave of absence is granted, it is under the condition that the student must return and be eligible to graduate with the students immediately succeeding the graduating class from which the student withdrew.

A compelling non-academic basis for granting leave, as defined in this policy, may include such things as illness, surgery, death in the family, and jury duty. Vacations and other personal activities (weddings, anniversaries, and the like) are not generally considered appropriate reasons for granting a leave. Students are encouraged to plan their activities around the breaks designated in the program schedule.

**READMISSION POLICY for a Non-Academic Reason:** For a physician-approved Medical Leave of Absence, students desiring readmission must submit a letter signed by the physician stating that the student has been cleared medically to meet all of the mental and physical requirements of the program, including all of the technical standards. They must also make a written application to the Core Faculty Committee 30 days prior to registration for that term (Southwest College Catalog, Pharmacy Technology section).

For a Non-Medical Leave of Absence, students desiring readmission must submit a letter signed by the physician stating that the student has been cleared medically to meet all of the mental and physical requirements of the program, including all of the technical standards. They must also make a written application to the Core Faculty Committee 30 days prior to registration for that term (Southwest College Catalog, Pharmacy Technology section).

Upon readmission, the Core Faculty will review the student's transcript to identify substantially revised courses to be retaken for a grade. Courses completed with a grade of C or better may need to be audited when they are re-offered due to the length of time away from the program.

Records must be up to date upon readmission. A criminal background, drug screen, TB test, and immunizations will be repeated.

## **CLASS ATTENDANCE**

Students are expected to attend all classes as scheduled. See "Attendance and Punctuality". In addition, this information is included in the course syllabi. Students are responsible for reading the course syllabi.

A student who enrolls in a course and stops attending without officially withdrawing will be assigned an "F" for that course at the end of the term. Attendance is monitored by each faculty member and is reported to both the Records and Financial Aid offices. Faculty must report "no-shows" (students who never attend class) and the last date of attendance for any student who has been determined to have stopped attending class (Southwest College Catalog).

## GRADUATION

### Procedure (College Catalog)

To be eligible for participation in the graduation ceremony, each student must meet the following requirements:

1. Have filed an Application for Graduation with the Admissions and Records Office.
2. Have completed all courses needed for the academic program or be currently enrolled in the final courses needed to complete the academic program
3. Have a minimum 2.0 cumulative higher education GPA.
4. Have completed the College's graduate survey.

Participation in the ceremony does not guarantee the awarding of the degree or diploma. If the student fails one of the last courses needed to meet the requirements, the degree will not be posted, nor will a diploma be issued.

### Applying for Graduation (College Catalog)

A student planning to graduate should follow these steps:

1. Submit the Intent to Graduate Application.  
For the degree to be posted at the end of  
Summer \*Apply by February 15  
Fall \*Apply by June 15  
Spring \*Apply by October 15  
\*Dates are approximate and can be confirmed in the updated College Catalog.
2. Meet with his/her academic advisor.
3. Complete the Application for Graduation online.
4. Check for a 2.0 or higher education GPA.
5. Schedule missing course requirements to be completed during the perceived final semester.
6. Schedule and complete any required graduate surveys.
7. Complete the graduate survey in the Career Services Center if receiving an A.A.S. degree or certificate.

### Withholding of Degree or Certificate (College Catalog)

For graduation, a student's financial and academic records must be cleared of all encumbrances. This includes payment of outstanding debts to the college, earning the appropriate number of credit hours, completing specific courses required for the degree/certificate, and maintaining at least a cumulative 2.0 college-level GPA. If, for any justifiable reason, students who have filed Applications for Graduation are found to be missing any of these requirements, the diploma will not be issued, nor will the degree be posted to the student's transcript.

### Graduation with Academic Honors

"Graduation with academic honors is reserved for students who have completed associate degree requirements. Students who have attained a 3.25 GPA wear gold tassels during the graduation ceremony. Students who have been inducted into an honor society may choose to wear special stoles engraved with the society's Greek symbols." (College Catalog)

Three levels of distinction are recognized:

Cum Laude: GPA of 3.25 – 3.49  
 Magna Cum Laude: GPA of 3.50 – 3.79  
 Summa Cum Laude: GPA of 3.80 – 4.00

## ACADEMIC APPEALS

**Grade Appeals** RELATED COLLEGE, DIVISION, OR PROGRAM POLICY: Grade Appeals (see College Catalog, Student Planner, and Academic Appeals STCC Policy No. 2:03:01:01/11)

Any student may initiate an appeal of any course grade or related academic action or decision that affects the student’s academic standing at the College. A student must submit the initial written appeal in accordance with the procedures and guidelines within six (6) months after the conclusion of the semester in which the grade was earned. The procedure for appealing an academic action, decision, or course grade includes the following steps:

1. The student must make an appointment and meet with the instructor to discuss the action, bringing any supportive documentation such as course outlines, originals or copies of papers, lab reports, themes, and examination grades. Submit the Grade Appeal Form to the instructor.
2. If the student still believes that further appeal is warranted, the student may contact the Chair of the Department involved.
3. If the response from step two is unsatisfactory, the student may forward the record of written appeal to the Division Dean.
4. Should further resolution be requested beyond the Dean’s involvement and response, the student must notify the division dean who will forward the request to the Grade Appeals Committee of the Faculty Senate via the Faculty Senate President. The recommendations by the Faculty Senate and the Grade Appeals Committee will be given to the Provost/Executive Vice President. After consideration of the student’s request and the faculty member’s response, the recommendations of the Division Dean, and the Grade Appeals Committee, the Provost will make the final determination and notify the student.

## LIBRARY AND LEARNING FACILITIES

**InfoNet Libraries are available for students, faculty, and staff use.**

Bert Bornblum Library (Macon Cove)  
 Phone: 901-333-4706

Gill Center Library  
 Phone: 901-333-5979

Maxine A. Smith Center Library  
 Phone: 901-333-6037

Parrish Library (Union Avenue)  
 Phone: 901-333-5135

Whitehaven Center Library  
 Phone: 901-333-6442

The InfoNet Library provides the following services:

- Print collections in excess of 80,000 items based on curriculum needs
- Electronic resources, consisting of databases and online books which are

- accessible remotely
- Subscriptions to 545 periodical and journal titles; online access is available for selected titles.
  - Ask the Librarian ([http://www.southwest.tn.edu/library/ask\\_librarian.htm](http://www.southwest.tn.edu/library/ask_librarian.htm)) allows you to ask questions via email.
  - Media resources, including videocassettes, DVDs, and sound recordings
  - Online catalog (CyberCAT) with capabilities of renewing and requesting materials 24 hours a day
  - Computer access, copier, and TV/VCR/DVD combos for viewing instructional materials
  - Library instruction sessions are provided upon request to orient users on library services, and staff provides individualized and point-of-use instruction daily.
  - Online Orientation is provided for distance learners. Interlibrary loan services are available to secure items not owned by the InfoNet Library.
  - Borrowing agreements are maintained with other local colleges and universities.

See the College Catalog and look under “Library” for additional details.

Department Resources: The pharmacy program has a collection of pharmacy references, drug guides, and textbooks that can be used during class by students.

### SECTION III – STUDENT AFFAIRS

#### DISCIPLINE AND STUDENT DUE PROCESS

Under “Student Disciplinary Rules,” Southwest Policy No. 3:02:00:01/8: “Disciplinary action may be taken on the basis of any conduct, on or off campus, which poses a substantial threat to persons or property within the college community.” It follows: “Generally, through appropriate due process procedures, college disciplinary measure shall be imposed for conduct which adversely affects the college’s pursuit of its educational objectives, which violates or shows a disregard for the rights of other members of the academic community, or which endangers property or persons on college or college - controlled property.”

There are eight defined sanctions that may be imposed on Southwest students for misconduct, including: Restitution, Warning, Reprimand, Restriction, Probation, Suspension, Expulsion, Interim or Summary Suspension.

#### **Classroom Misconduct** (Policy No. 3:02:00:01.7)

“The instructor has the primary responsibility for control over classroom behavior and the maintenance of academic integrity and can order the temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or conduct violative of the general rules and regulations of the College. Extended or permanent exclusion can be effected only through appropriate procedures of the College.” Again, appropriate due process procedures are observed.

#### **Disciplinary Procedures** (Policy No. 3:02:00:01/8)

“The administration of discipline is a function of the Director of Student Development and/or the appropriate adjudicating body. After notifying the student what College regulation(s) may have been allegedly violated, the Director of Student Development may solicit an admission or denial of violation. When a student admits to a violation, the Director shall discuss those disciplinary sanctions that might apply (restitution, warning, expulsion, etc. If a student pleads non-violation to an offense, he or she may choose to have the Director of Student Development adjudicate the case or request a formal hearing before the Student Disciplinary Committee.” Procedures for the Student Disciplinary Committee are further discussed under the policy.

Appeals Procedures: “In the interest of due process, only the recipient of disciplinary action has the right of an appeal. The body of the original jurisdiction is responsible for informing the disciplined student of the right to appeal and to whom the appeal should be presented. General dissatisfaction with the outcome of the decision shall not be accorded as a basis for granting an appeal. The President of the College retains final authority on all campus matters, including disciplinary decisions. Therefore, any disciplinary action is subject to final review by the President of the College.”

The Tennessee Uniform Administrative Procedures Act is discussed as an alternative to these procedures in some examples of student conduct that warrant serious disciplinary sanctions.

Alleged sexual assault is the final category under the policy, and due process is discussed.

(Appeal procedures to assure due process by law will adhere to those established in the College’s policy on Due Process.)

### **MEDICAL RECORD/PHYSICAL EXAMINATION**

Each student is required to submit proof of the following immunizations or proof of immunity (titer): MMR, Polio, DTP, Varicella, Hepatitis B, Tetanus (updated every 10 years), and flu (seasonal). Each student is required to submit to a drug screen. As noted earlier, students must hold CPR certification before beginning their first clinical affiliations. In addition, students must receive training in occupational exposure to bloodborne pathogens prior to clinical education. This training is provided by the pharmacy technology program through the World Health Organization website.

COVID-19 vaccine and testing may be required prior to clinical experience courses as defined by the assigned facility’s individual policy. Additional drug screens and background checks may also be required prior to clinical education courses as defined by the assigned facility’s individual policy.

### **CRIMINAL BACKGROUND CHECKS AND DRUG SCREENS**

Criminal background checks and drug screens are required at the student’s expense. Prior to clinical affiliations, all students must be screened by Truescreen - Ph: 888-276-8518 or [itsupport@truescreen.com](mailto:itsupport@truescreen.com). Based on the results, an affiliated clinical site may determine to not allow the student’s presence at a facility. (Note: criminal background checks and drug screens must be done annually. If, for any reason, a student remains in the program and the background check and drug screen is greater than one year old, another one must be obtained from Truescreen.)



At or near the end of the program, all applicants for initial licensure in Tennessee must obtain a separate, additional criminal background check in which Identogo scans their fingerprints. Negative findings on a criminal background check may preclude licensure, certification, and/or employment.

### **HEALTH AND ACCIDENT INSURANCE**

Special sickness and accident insurance policies for students are available. Policies are issued by a private agency authorized and approved by the Tennessee Board of Regents. Insurance transactions are made between the student and the insurance company. Details of this coverage may be obtained by contacting the Student Activities Office on the Macon campus (Ext. 4178) or on the Union campus (Ext. 5380). Students are strongly encouraged to have health and accident insurance while enrolled in the program.

### **ILLNESS AND INJURY**

A student who becomes ill or injured in a clinical setting will follow any existing policies and procedures of that clinical site. In the absence of any such policy, the ill or injured student may be seen by a physician in the facility's health service or emergency room or, if able, go to his/her own physician. The student is responsible for all costs involved in his/her treatment.

A student who becomes ill or is injured during class should, if possible and practical, go to his/her own physician for treatment. If emergency treatment is required, faculty will call 9-1-1 for assistance in transporting the student to a hospital emergency room. They will then notify Security at Extension 5555. The student is responsible for all costs involved in his/her treatment.

### **CONFIDENTIALITY OF STUDENT RECORDS**

Adapted from Confidentiality of Student Records (Southwest College Catalog):

“It is College policy to comply with the Family Educational Rights and Privacy Act (FERPA), also known as the “Buckley Amendment,” and all provisions and amendments thereto. And in so doing, the College will protect the confidentiality of students’ and former students’ records.”

“FERPA covers all records that are directly related to a student and maintained by the College. ‘Student’ includes current and former students but does not include applicants for admissions who have never attended the College. FERPA does not cover

1. personal records of college personnel which are in the sole possession of the maker thereof and which are not revealed to any other individual with the exception of a temporary substitute;
2. records of the Police Services, which are maintained apart from other student records, are used solely for the purpose of law enforcement and are not disclosed to anyone other than law enforcement officials of the same jurisdiction, and when other educational records are not disclosed to Police Services;
3. employment records made and maintained in the normal course of business, related exclusively to an individual, in that individual's capacity as an employee, which are not available for use for any other purpose;
4. records related to medical or psychiatric treatment of a student age 18 or older if only used in connection with treatment and disclosed only to persons providing treatment; and

5. records that only contain information about an individual after he or she is no longer a student at the College.

(NOTE: For more complete information, refer to the section of the College Catalog referenced above.)

## COUNSELING AND SOCIAL SERVICES

Southwest is committed to the development of the whole person, with a specific focus on the intellectual, social, emotional, psychological, and spiritual dimensions. Southwest endeavors to provide an intentional atmosphere of caring while offering a myriad of opportunities and resources for students to experience wholeness within the context of a community of learners.

Southwest Counseling Services is currently staffed by a full-time, on-campus Mental Health Counselor with access to contract counseling services provided by a licensed clinical social worker and a fully-staffed higher education Psychological Services Center. Additional staffing will include practicum students (psychology, counseling, and/or social work) supervised by our full-time Mental Health Counselor to assist students with their counseling needs.

Social Services links students to community resources while providing advocacy to improve student functioning socially and academically.

In addition to on-campus services, limited off-campus counseling services are available through community service providers by referral of the mental health counselor, director of Student Development, the executive director of Retention & Student Success, and the vice president for Student Affairs. For more information, contact Kimberly Weddington, Mental Health Counselor, at 901-333-5121 or [kweddington@southwest.tn.edu](mailto:kweddington@southwest.tn.edu) or Chauntay Harris at 901-333-5272 or [cnharris1@southwest.tn.edu](mailto:cnharris1@southwest.tn.edu). You may also contact the Director of Student Development, Phoenix Worthy, at 901-333-4179 and [pworthy@southwest.tn.edu](mailto:pworthy@southwest.tn.edu).

Students are encouraged to use the counseling services provided at Southwest and maintain close contact with faculty who act as advisors to their training and credentials. Many academic problems can be resolved at the departmental level; however, while faculty may often lend a sympathetic ear, they are not qualified to provide in-depth personal counseling. Faculty are available to talk with you about any problems that may impact your academic and/or clinical performance as a student.

## TESTING SERVICES

The Testing Center “provides equitable services that promote academic success, personal growth and career development. All tests are administered on predetermined test dates and are scheduled by appointment.” To contact the Testing Center at the Union Campus, please phone (901) 333-4170.

## OTHER SUPPORT SERVICES (explanations in Southwest Catalog)

Academic Support Center on Union:	<a href="http://www.southwest.tn.edu/asc">www.southwest.tn.edu/asc</a>	Ph: 333-5054
Career Services on Union:	<a href="http://www.southwest.tn.edu/career-services">www.southwest.tn.edu/career-services</a>	Ph: 333-5379
Child Care on Union:	<a href="http://www.southwest.tn.edu/childcare">www.southwest.tn.edu/childcare</a>	Ph: 333-5233
Student Disability Services on Union:	<a href="http://www.southwest.tn.edu/sds">www.southwest.tn.edu/sds</a>	Ph: 333-5116
Testing on Union:	<a href="http://www.southwest.tn.edu/testing">www.southwest.tn.edu/testing</a>	Ph: 333-5127

### **TRAFFIC AND PARKING REGULATIONS (Policy No. 3:02:02:00/11)**

“Students... eligible to operate vehicles on campus or designated center sites of Southwest Tennessee Community College must register their vehicles at the Campus Police Office... Student parking permits will be issued to students each year for a campus access fee of \$10.00 per term... Students... having a bona fide disability (permanent or temporary) must register their vehicle with the Campus Police Office.

“Students may park in any appropriately designated STCC parking area. Specific areas have been reserved for students... with disabilities who have Handicapped or Disabled permits. These individuals may utilize these areas and any other non-reserved areas on campus.

“Student appeals may be made by submitting an appeal form to the Office of Student Development. The form can be obtained from the Campus Police Office and must be submitted within seventy-two (72) hours after the issuance of the citation.

“The failure to pay a college-issued citation will be entered on the student’s record. The student will be denied registration for further courses at Southwest Tennessee Community College and a transcript covering courses already completed until all parking fines are paid.”

### **IDENTIFICATION CARDS (See Student Planner)**

Southwest Identification (ID) cards are available in the Student Activities Office. In order to obtain a card, you must present your paid class receipt, a financial aid award letter, a hold agreement, a deferred payment agreement, or a financial aid check stub with your name on it. You are required to wear your ID on campus at all times. In addition, the ID allows library usage, entrance to campus events, and discounts at some local restaurants and businesses. If your card is lost, stolen, or damaged, it may be replaced for \$5, payable at the Cashier’s Office.

### **ACCESS TO PROGRAM FACILITIES**

Students enrolled in the program may utilize the pharmacy technology classroom, laboratory, equipment, learning materials, and departmental library materials for study purposes by arrangement with program faculty. Such arrangement with regard to equipment authorizes students to use only equipment that has been covered in class and with a pharmacy instructor available either in the classroom or in the nearby faculty offices.

In order to gain access to program facilities or learning materials, the student should inform a faculty member of his/her intentions and request permission. Facilities and materials are usually available during the day between 8:00 a.m. and 4:00 p.m. whenever classes are not in session. Students who use the classroom and/or laboratory are expected to keep them neat and orderly, turn off overhead lights, and close and lock doors when leaving. Learning materials are to be returned to the instructor or left in locked rooms. They may not be removed from the department without faculty permission.

### **SOCIAL NETWORKING GUIDELINES**

Faculty recommend that students exercise caution in using social networking sites such as Facebook, Twitter, Instagram, Snap Chat, LinkedIn, etc. Items that represent unprofessional behavior posted by students on such networking sites are not in the college's or the program's best interest and may result in disciplinary action up to and including termination. All Southwest's Pharmacy Technology Program students are responsible for adhering to all program policies. Students must avoid identifying their connection to the college and program if their online activities are inconsistent with these values or could negatively impact the college's reputation. If using social networking sites, students should use a personal email address as their primary means of identification. Their college email address should never be used for personal views. Students who use these websites must be aware of the critical importance of privatizing them so that only trustworthy "friends" can access the websites/applications. In posting information on personal social networking sites, students may not present themselves as official representatives or spokespersons for the college or the pharmacy technology program. Patient privacy must be maintained, and confidential or proprietary information about the clinical affiliation sites of the college or pharmacy must not be shared online. Patient information is protected under the Health Insurance Portability and Accountability Act (HIPAA). Students have an ethical and legal obligation to safeguard protected health information, and posting or emailing patient photographs is a violation of the HIPAA statute.

Students will limit their use of social media if it begins to interfere with their commitments. Students will not access social media while they are in class or at the clinic unless they are part of approved in-class assignments. Students will be held responsible if they are discovered doing something illegal on social networking sites. Students must be aware that Southwest staff may occasionally monitor social networking sites, and egregious unprofessional postings could lead to disciplinary action. Students need to look out for their fellow students - if their posts alarm you, tell someone (faculty, dean, class president, police). Students will not use a college logo or Southwest seal without permission.

## **SECTION IV – OTHER IMPORTANT POLICIES**

### **CLOSING DUE TO WEATHER**

“In the event that Southwest must close or alter its operating schedule because of severe weather or other emergencies, an announcement will be broadcast on local television and radio stations. It will also be placed on electronic marquees, public websites, and telephone on-hold messages. If the College does not close during inclement weather, you should use your discretion and judgment to decide whether to attend class. The students are responsible for keeping up with reading and other assignments when a scheduled class does not meet, whatever the reason.

“Southwest Tennessee College, in partnership with Rave Wireless, offers an emergency e-mail and text-messaging service to students, faculty, and staff called the Southwest Emergency Messaging System. These options will only be used in the event of an on-campus emergency, an unscheduled College closing, or a delay of or cancellation of classes due to, for example, severe inclement weather. Students, faculty, and staff can sign up for the service voluntarily. Southwest encourages students to sign up for this service because of the speed with which e-mail and text messaging will enable them to receive

emergency information from College authorities. There is no charge for signing up; however, standard text messaging rates apply. For more information, visit [www.southwest.tn.edu/ems](http://www.southwest.tn.edu/ems) .”

**PROGRAM PROCEDURE:** In the event that the College closes any or all of its facilities because of inclement weather, students will be expected to make up any lost class time. That will entail revising the class schedule as needed.

### **SMOKING**

Southwest is a smoke-free College on all of its campuses.

Faculty and others with authority in the division are responsible for informing students of this general policy, which will be enforced at all times.

### **THE USE OF LAPTOP COMPUTERS, TABLETS, OR SMARTPHONES IN THE CLASSROOM AND LAB:**

Technology is encouraged (with two exceptions) for learning purposes only. As noted on page 15, cell phones must be silenced and out of view during examinations. Second, privacy must be respected. No photographing or filming of faculty or other students in the classroom or lab is allowed without the expressed permission of the faculty. In addition, any students who may be involved must also give permission. That permission may need to be in writing, as determined by the faculty member(s) present.

## **ANTI-HARASSMENT (Excerpts from Policy No. 5:00:00:00/15 and Student Planner)**

“Southwest condemns any acts in its academic or work environments that create the potential for illegal harassment, both in terms of individual faculty member, staff or student morale and in violation of applicable federal, state, and local laws. Southwest will not tolerate harassment of any faculty member, staff, or student because of sex, sexual orientation, gender, race, color, religion, national origin, age, or disability.

“It is impossible to provide a precise definition of “harassment” in the legal sense. Whether or not inappropriate behavior constitutes illegal harassment depends upon many factors. Thus, the descriptions below are intended to provide a general outline of inappropriate behavior in the workplace. This policy prohibits all inappropriate language and conduct – regardless of whether that behavior would legally constitute “harassment”.

### **Sexual Harassment**

“Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature may constitute sexual harassment when

Submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment or of the individual’s status in a program, course, or activity.

Submission to or rejection of such conduct by an individual is used as the basis for employment decisions, a criterion for evaluation, or a basis for academic or other decisions affecting such individual.

Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating a working environment that is intimidating, hostile, or offensive to the individual.

“Sexually inappropriate behavior can take many other forms including, but not limited to, repeated propositions or requests for dates, leering or ogling, innuendos, flirting, or unwanted physical contact.

### **Other Harassment**

“Examples of behavior which is not sexually provocative but is inappropriate, and depending upon the circumstances unlawful harassment, include the following:

Gender-based comments or other demeaning conduct directed at a faculty member, staff, or student because of his or her gender.

Jokes or insults relating to religious beliefs, nationality, age, or disability.

Racial epithets or derogatory comments based on race, color, or national origin.

## **Prohibited Conduct**

“All faculty members, staff, or students must avoid any action or conduct that might be viewed as harassing behavior. Approval of participation in, or acquiescence in, such conduct will be considered a violation of this policy.

## **Consensual Amorous Relationship Policy**

“Employees should be sensitive to the fact that they have a professional responsibility for students in such matters as counseling, evaluating, supervising, advising, and providing services to students as a part of the school program.

“Consensual relations are defined as amorous, romantic, or sexual relationships into which both parties have voluntarily entered. They become of concern to the college when one person in a relationship is in a position of authority over another. Consensual relationships of these types are prohibited. Most critically, they contain inherent potential for abuse of power and authority.

## **Complaints**

“All complaints will be promptly investigated in accordance with the procedures outlined in Tennessee Board of Regents Guideline P-080 in as confidential a manner as possible while still conducting a thorough investigation.

## **Retaliation Prohibited**

“Additionally, retaliation against anyone reporting or thought to have reported sexual harassment behaviors or who is a witness or otherwise is involved in a sexual harassment proceeding is prohibited. Examples of retaliation include, but are not limited to, unfair grading, evaluation, or assignments; unfair changes to conditions of employment; information being withheld or made difficult to obtain; ridicule (public or private); oral or written threats or bribes. Complaints of retaliation must be reported to Human Resources.

“Definition: Sexual harassment is illegal discrimination that creates an unpleasant, hostile, disrespectful, unfair work environment. All claims of harassment will be taken seriously in order to maintain a workplace that complies with the law and is free of offensive behavior of a sexual nature. Sexual Harassment is prohibited under Title VII of the Civil Rights Act of 1964 for employees and Title IX of the Educational Amendments of 1972 for students.

“Sexual harassment is behavior based on gender, sexuality, or sexual identity of persons that prevents or impairs their full realization of educational or occupational opportunities or benefits.

## **PROCESS FOR DISCRIMINATION AND HARASSMENT** (further information in Student Planner)

“Anyone who believes he or she has been the subject of has been notified about, or has observed, sexual harassment as defined by this policy, should report the alleged conduct immediately to Human Resources.

“Complaints of discrimination against a College employee (including faculty and staff) or student are handled by the College’s EEO/Affirmative Action Office.

“This procedure does not cover academic matters, including grades, requirements for acceptance, and/or retention in any academic major or program (professional, pre-professional, or otherwise). To appeal the assignment of a course grade the student believes to be based on discrimination, the student should file a Grade Appeal form, which is available through the offices of deans and department heads. The College encourages the resolution of all grievances at the lowest level in the most equitable way possible.”

#### **DRUG-FREE CAMPUS** (Excerpted from Policy No. 5:00:00:00/10)

“It is the policy of Southwest Tennessee Community College that the unlawful manufacture, distribution, possession, use, or abuse of alcohol and illicit drugs on the Southwest Tennessee Community College campus, any off-campus site, and at any college functions at off-campus locations is strictly prohibited. All employees and students are subject to applicable federal, state, and local laws related to this matter. Additionally, any violation of this policy will result in disciplinary actions as set forth in Southwest Tennessee Community College Student Disciplinary Rules, Employment Policies, and Procedures.

#### **Health Risks Associated with the Use of Illicit Drugs and the Abuse of Alcohol**

“Many health risks associated with the use of illicit drugs and the abuse of alcohol including organic damage; impairment of brain activity; digestion, and blood circulation; impairment of physiological processes and mental functioning; and physical and psychological dependence. Such use during pregnancy may cause spontaneous abortion, various birth defects, or fetal alcohol syndrome. Additionally, the illicit use of drugs increases the risk of contracting hepatitis, AIDS, and other infections. If used excessively, the use of alcohol or drugs singularly or in certain combinations may cause death.

#### **Available Drug and Alcohol Counseling, Treatment, Rehabilitation Programs, and Employee Assistance Programs**

“Southwest Tennessee Community College’s Counseling Office has qualified counselors available to students and employees to discuss drug and/or alcohol-related problems. Information concerning specific programs and activities may be obtained by referring to the Alcohol and Drug Abuse Prevention program in the Counseling Office. Referrals may be made to the agencies listed...” at the end of the policy.”

#### **Drug-Free Environment** (additional statement from the **Student Planner**)

“The College is committed to providing students and employees with drug and alcohol education, and counseling and referral for treatment rehabilitation. The College requires all students to comply with Tennessee Board of Regents policy and with state and local laws relating to alcoholic beverages and drugs. The possession, distribution, and use of alcoholic beverages and drugs by students and employees on College-owned or controlled premises is prohibited. Students, faculty, and staff are subject to arrest and prosecution by civil authorities for violations on campus.”

#### **Program Policies:**

On their medical statements, students are required to complete and sign a “Student Verification and Release of Information,” which states: “I, \_\_\_\_\_ verify that I have the physical and emotional capabilities to perform the duties of a physical therapist assistant; that, insofar as I know, I am free of communicable diseases; and that I am free from drug and/or alcohol addiction.” It is also noted in the medical statement: “If a student’s behavior becomes unacceptable and/or unsafe to perform the duties of a physical therapist assistant, that student will be required to have an additional drug and alcohol screen (separate from the drug screen required prior to the first clinical internship) at his or her expense.”



From the program’s clinical affiliation agreements with participating facilities:

“Discipline – While enrolled in clinical experience at the Facility, students will be subject to applicable policies of the Institution and the Affiliate. Each party will be responsible for monitoring adherence to all applicable policies, including that of the other. Enforcement of a given policy is the responsibility of the party that has adopted the policy.”

## **IN CASE OF EMERGENCY**

### **CPR CERTIFICATION**

All students must show current proof that they have successfully completed training to perform CPR by the end of the first semester (card certification: Red Cross or American Heart Association). CPR certification must then remain current through the end of the program. (That includes if a student’s courses in the program are extended beyond the normal end date.)

### **FIRE**

The closest fire extinguisher is located in the hallway between (AH 106) and the front door (AH 101). The next closest fire extinguisher to the laboratory is located down the hall toward the main corridor next to room AH 119.

Remember the acronym	<b>R</b>	(rescue)
	<b>A</b>	(alert)
	<b>C</b>	(continue)
	<b>E</b>	(extinguish)

To use a fire extinguisher, learn how to **PASS (Pull, Aim, Squeeze, and Sweep)**.

**PULL** the pin. Some units require the release of a lock hatch, pressing a puncture lever, or other motion.

**AIM** the extinguisher nozzle (hose) at the base of the fire.

**SQUEEZE** the trigger.

**SWEEP** from side to side at the base of the fire until it goes out. Shut off the extinguisher. Watch to see if the fire starts again (reflashes), and be ready to reactivate the extinguisher if necessary.

Excerpted from “**Fire Safety Procedures**” on the <http://www.tn.edu/police/firesafety.htm> website:

If you are trapped by fire –

- Stay calm: firefighters are on their way.
- Move as far from the fire as you can, closing doors between.
- Hang or wave an object from a window or outside the door to attract the attention of rescuers.
- If smoke comes under the door or around vents, stuff openings with towels, drapes, or anything handy and soak with water if possible.
- If possible, crack open the window at the top to let heat/smoke out and at the bottom to let fresh air in. Stay close to the floor – crawl if necessary.

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### **FIRE, MEDICAL, OR OTHER DISASTER EMERGENCY AID: DIAL 911**

(do not dial a 9 first, as in 9-911)

**911** is the emergency phone number for Shelby County. Notify the Campus Police Department as soon as possible.

### **SAFETY AND SECURITY: DIAL 5555 OR PICK UP A RED PHONE AND HOLD**

From the student planner and program policy: “Southwest is committed to ensuring the safety of students, faculty, staff, and visitors through effective policies, procedures, educational programming, and community involvement.”

The College maintains a 24-hour dispatch operation staffed by Police Services personnel. Officers on duty at night, after class hours, and on weekends are equipped with a radio/telephone, which can be reached by calling... (901) 333-5555 on the Union Avenue Campus. Surveillance cameras are located strategically across each campus. These cameras transmit 24 hours a day, seven days a week, to monitors and videotape devices located in the Police Services Office. Video-assisted escort service is available by calling (901) 333-5555 on the Union Avenue Campus. This service offers an extra layer of security by providing a video overview of the parking lots and corridors throughout our campuses. Southwest is one of a select few institutions that provide this innovative service.”

For security reasons, notify the Campus Police Department immediately. Phone (901) 333-5555 or just 5555 if on campus.

**“Red Emergency Phones:** Emergency red phones are located in all buildings and **automatically ring** Police Services when the receiver is picked up. These phones are attached to the wall with emergency phone signs near them.”

The closest red phone to the classroom is down our hallway at the junction with the main corridor. If you pick up a red phone, campus police will be contacted directly without dialing a number.

**“Blue Light Emergency Phones:** Emergency blue light phones are strategically located throughout the parking areas of the Macon Cove and Union Avenue Campuses. These phones are wired directly to the communications centers and will be video-monitored 24/7. The basic operation of the phone is not complicated, and it is extremely user-friendly. To use the phones, depress the “talk” button on the blue phone box to connect directly to the Southwest police services/ public safety dispatcher. Speak clearly and give the following information: your name, your location, and the nature of your emergency.” Stay on the line with the dispatcher until the police services/public safety officer arrives, and be ready to give the dispatcher any further required information. Phone maps are viewed at <http://www.southwest.tn.edu/police/emergencyPhones.htm>.

All community college members are encouraged to report unsafe or dangerous situations. Southwest is always looking to ensure that the College is a safe, secure, and healthy environment in which to study and work.

In compliance with the provisions of the Student Right-to-Know and Campus Security Act of 1990, the full policy for crime awareness and campus safety and campus crime statistics are available in the Police/Public Safety Office and at [www.southwest.tn.edu/student/police](http://www.southwest.tn.edu/student/police).

### **EVACUATION**

Evacuation routes from the laboratory and classroom are noted on the maps that you see posted in both locations. Note that the closest evacuation is to your left when you enter the hall from the lecture room or lab. Go through both sets of double doors to exit the building. Evacuate persons nearest to the danger area first. The assembly area is in the parking lot outside the Allied Health Building.

### **INFECTIOUS DISEASE POLICY**

See the full [TBR Infectious Disease Policy \(7.03.00.00\)](https://policies.tbr.edu/policies/infectious-disease) at:

<https://policies.tbr.edu/policies/infectious-disease>

### **RATIONALE**

Reduce risk of exposure to infectious diseases for employees and students

### **POLICY**

Students and employees who are infected with or suspected of having COVID-19, measles, rubella, mumps, chickenpox, pediculosis, scabies, tuberculosis (TB), and other Centers for Disease Control and Prevention-identified diseases will be denied physical access to Southwest Tennessee Community College campuses and centers until released by a physician or the local public health department. Southwest Tennessee Community College will follow and adhere to local laws, restrictions, and mandates to promote good health and limit the spread of illness and disease. Southwest will also follow Center for Diseases Control guidelines and recommendations.

For example, if the Shelby County Government passes an ordinance requiring all individuals to wear a mask in public, Southwest policies and procedures will comply with this mandate.

### **SELF-REPORTING COVID-19**

Students and employees are requested to self-report if they have tested positive for COVID-19. The self-reporting form is an online, short questionnaire that can be filled out on a PC or mobile device, even a cell phone. Access the form on the College's [COVID-19 homepage](https://www.southwest.tn.edu/COVID-19/homepage) or click this

link: <http://www.southwest.tn.edu/self-reporting.htm>. Please note that Southwest will take all appropriate steps to protect an individual's privacy in accordance with applicable law but cannot assure complete confidentiality of the form when the health and safety of students, employees, and visitors depend upon the appropriate sharing of information to parties such as public health officials. Typically, information gathered will remain confidential as directed by the Shelby County Health Department. The College will notify the Shelby County Health Department but will NOT divulge the identity of the person(s) in question to the greater campus or Memphis communities. The College will also assess the credibility of every self-report to determine whether to provide an update to the campus community. For specific regulations on HIPAA Privacy and sharing patient information, click <https://www.hhs.gov/sites/default/files/february-2020-hipaa-and-novel-coronavirus.pdf>.

<b>Quick Facts: Pharmacy Technicians</b>	
<a href="#"><u>2023 Median Pay</u></a>	\$40,300 per year \$19.37 per hour
<a href="#"><u>Typical Entry-Level Education</u></a>	High school diploma or equivalent
<a href="#"><u>Work Experience in a Related Occupation</u></a>	None
<a href="#"><u>On-the-job Training</u></a>	Moderate-term on-the-job training
<a href="#"><u>Number of Jobs, 2022</u></a>	459,600
<a href="#"><u>Job Outlook, 2022-32</u></a>	6% (Faster than average)
<a href="#"><u>Employment Change, 2022-32</u></a>	25,900 data provided by the US Bureau of Labor/Stats