Davidson Davie Community College

Pharmacy Technology Technical Standards

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- Email: **accessibility@davidsondavie.edu**
- Phone: (336) 249-8186 ext. 6342
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The Pharmacy Technology Technical Standards in the DDCC program are outlined below. These Performance Standards include but are not limited to the following:

I. **Cognitive**
   A. Ability to measure, calculate reason, analyze, integrate and synthesize information.
      1. Example: Apply information, evaluate the meaning of data and engage in critical thinking in the classroom and clinical setting.
      2. Example: Apply broad class concepts to unique client situations.
      3. Example: Concentrate correctly performing Pharmacy Technician procedures within their scope of practice and document appropriately in the often distracting and noisy, clinical setting.
      4. Example: Focus on a task until the task is complete and maintain that same level of focus throughout the day.
      5. Example: Make correct judgments on seeking consultation or supervision in a timely manner.
      6. Example: Respond appropriately to constructive feedback.

II. **Communication**
   A. Appropriate interpersonal interaction with other students, faculty, staff, patients, family and other professionals.
      1. Example: Establish and maintain a professional relationship with colleagues.
      2. Example: Demonstrate appropriate impulse control and professional level of maturity.
      3. Example: Responding to patients with appropriate empathy, acknowledging their pain, creating a connection and showing gratitude.
   B. Effective communication with others, verbal, written, electronic and instant messaging.
      1. Example: Convey information in a clear, professional and timely manner.
      2. Example: Listen and respond to others in an accepting and respectful manner.
      3. Example: Business appropriate instant messaging verbiage.

III. **Motor Skills**
   A. Sufficient motor function to execute movements required to maintain the working Pharmacy.

1. Example: Maintain inventory of cases of intravenous fluids, requiring some lifting.
2. Example: Deliver medication, covering a large area with walking involved.

B. Sufficient physical endurance to participate fully in the clinical and academic settings at an appropriate level.
1. Example: Participate completely in classroom activities.
2. Example: Participate fully in required activities in clinical setting including extended periods of standing, lifting equipment and walking briskly as is reflective of the general practice of the pharmacy technician.

IV. **Professional Conduct**

A. Function effectively and adapt to circumstances including highly stressful or rapidly changing situations.
1. Example: Examine and change his or her behavior when it interferes with professional relationships or the academic or health care environments.
2. Example: Maintain mature, sensitive and effective relationships with patients, colleagues, faculty, staff and other professionals.
3. Example: Demonstrate emotional stability to participate fully in the clinical and academic setting at an appropriate level.

B. Incorporate professional standards of practice into all activities.
1. Example: Engage in patient care delivery in all settings and be able to deliver care to all patient populations including but not limited to children, adolescents, adults, developmentally disabled persons, medically compromised patients and vulnerable adults.
2. Example: Work effectively with a team in an academic or ambulatory care setting.
3. Example: Use correct and appropriate grammar in written, typeset and oral communication, always being culturally sensitive and professional.

C. Demonstrate integrity and accountability in clinical and academic setting.
1. Example: Complete all assignments in a timely manner while adhering to the DDCC code of ethics.
2. Example: Respond appropriately to constructive feedback.
3. Example: Take all tests and final examinations as scheduled.
4. Example: Demonstrating self-awareness by understanding how your actions and words affects others at work.
5. Example: Practicing self-accountability by admitting mistakes, telling those affected and helping to problem-solve.

D. Present self in a professional manner in clinical and academic settings.
1. Example: Attend clinical following uniform policy, including appropriate hygiene with no detectable scents or odors.
2. Example: Wear appropriate clothing that is not distracting or offensive when in the learning environment.

E. Utilize computers correctly, effectively and professionally to acquire information and to communicate with others.
1. Example: Use Learning Management System to collect course information.
2. Example: Utilize clinical computers to deliver safe patient care.

3. Example: Utilize the internet to collect current information from appropriated sources to provide appropriate patient care.
4. Example: Communicate via e-mail in a professional and ethical manner.

V.   Sensory
A. Hearing sufficient to perform tasks for the pharmacy technician.
   1. Example: Hear an alarm, hear a cry for help, or hear orders stated as STAT.
B. Vision sufficient for handling pharmaceuticals in a careful manner.
   1. Example: Label reading, pulling of medications, refilling automated systems stations.
   2. Example: Read the scale on a syringe in preparation of sterile products.
   3. Example: See a change in color of pharmacy product being prepared. Next, determine if this is accurate to product, or if some error has occurred.
C. Sense of touch sufficient to perform product manipulations and comprehend heat or pain due to self-stick.
   1. 1. Example: A pharmaceutical product compounded that might chemically heat up,   implying improper handling of it.
   2. Example: Removal of items from refrigeration to discover items NOT cold