It is the policy of the organization that equal opportunities be available to all without regard to race, color, sex, religion, national origin, age, disability, sexual orientation, or veteran status. This policy applies in all phases of an individual’s career, beginning with the initial application process, recruitment and selection, placement, job change, compensation, discipline, and separation.

In order to affirm this policy, the organization subscribes to the following principles: the organization will recruit, hire, train, and promote individuals without regard to race, color, sex, religion, national origin, disability, sexual orientation, or veteran status.

All personnel actions regarding compensation, benefits, job changes, training, educational assistance, etc. will be administered without regard to race, color, sex, religion, national origin, age, disability, sexual orientation, or veteran status. The Director of Employment and Employee Relations will be responsible for ensuring that policies are enforced in a manner consistent with this goal.

The organization has a staff of Human Resource Consultants who are available to consult with any job applicant or employee who has questions or issues concerning the application of this policy.
<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Deadline</td>
<td>April 30, 2012</td>
</tr>
<tr>
<td>Notifications made week of</td>
<td>July 2, 2012</td>
</tr>
<tr>
<td>Core Tuition payment due</td>
<td>August 13, 2012</td>
</tr>
<tr>
<td>Orientation</td>
<td>August 27, 2012</td>
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<td>August 28, 2012</td>
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<td>Thanksgiving Holiday</td>
<td>November 22 &amp; 23, 2012</td>
</tr>
<tr>
<td>Core Courses End</td>
<td>December 14, 2012</td>
</tr>
<tr>
<td>Holiday Break</td>
<td>December 17-January 1, 2013</td>
</tr>
<tr>
<td>Level 1 Tuition payment due</td>
<td>January 2, 2013</td>
</tr>
<tr>
<td>Level 1 Courses Begin</td>
<td>January 2, 2013</td>
</tr>
<tr>
<td>Level 1 Courses End</td>
<td>May 2, 2013</td>
</tr>
<tr>
<td>Graduation</td>
<td>May 3, 2013</td>
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Instructional Delivery

Most portions of this program are taught in a classroom lecture or lecture/lab combination. The Career Exploration course includes field trips to various sites that are of interest to the pharmacy technician student. Experiential courses include time spent in both inpatient and outpatient pharmacy practice sites. No portion of courses or program are offered via distance learning education.

Listing of Officers

<table>
<thead>
<tr>
<th></th>
<th>Dr. Eric Williams,</th>
<th>Cheryl Oliver, MS, AT (ASCP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daniel F. Evans, Jr.</td>
<td>VP Academic Affairs</td>
<td>Manager Health Sciences Education</td>
</tr>
<tr>
<td>President &amp; CEO</td>
<td>Mark Mattes, JD</td>
<td></td>
</tr>
<tr>
<td>Indiana University Health</td>
<td>Director Academic Affairs</td>
<td></td>
</tr>
</tbody>
</table>

Faculty

Melynda Ludwick, BS, RPh
Pharmacy Technician Program Director

Jennifer Fox-Lee, BA, CPhT
Pharmacy Technician Program Clinical Coordinator
About Indiana University Health

Indiana University Health is Indiana’s most comprehensive healthcare system. A unique partnership with Indiana University School of Medicine, one of the nation’s leading medical schools, gives patients access to innovative treatments and therapies. IU Health is comprised of hospitals, physicians and allied services dedicated to providing preeminent care throughout Indiana and beyond.

- Total admissions: 115,250
- Total outpatient visits: 1,882,795
- Total Physicians: 2,889
- Total full-time employees: 21,883 as of Oct ’11 YTD

National Recognition

- Eleven clinical programs ranked among the top 50 national programs in U.S. News & World Report’s 2010-11 edition of America’s Best Hospitals.
- Eight specialty programs at Riley Hospital for Children at IU Health ranked among the top 30 children’s hospitals in the nation
- Six hospitals designated as Magnet® hospital systems by the American Nurses Credentialing Center recognizing excellence in nursing care.

Student Resources

1. **Meals** – Meals are served in and around the hospitals
2. **Lounges** – Students may use the employee and student lounges in Wile Hall. Students as well as employees are NOT permitted to use any visitor or patient lounges. Adherence to this hospital policy is required.
3. **Parking** – Students will be provided temporary hangtags, which allow them to park for free in the employee surface parking lots. Parking garages which connect to the hospital are also available for a fee. Any parking tickets issued for violations must be paid by the student prior to graduation.
4. **Library** – The library and media center are located on the first floor in the Methodist Professional Center. The hours are 8:00a.m. – 4:30p.m., Monday through Friday.
5. **References** – Departmental collection of reference books and professional journals
6. **Career Center** – Computer-assisted instruction available.
7. **Basic Skills** – Instructors available in Resource Centers for tutoring.
8. **Occupational Health** – All injuries no matter how small must be reported to your Program Director immediately to be referred to the appropriate Occupational Health Center.
Summary of Significant Points
• Demand for trained pharmacy technicians is high and is expected to grow 31% between 2008 and 2018.
• Job prospects should be best for pharmacy technicians with formal training, occupational experience, and certification.

Nature of the Work: What Pharmacy Technicians Do
Pharmacy technicians perform a combination of duties to assist a pharmacist in a hospital pharmacy or retail establishment. A pharmacy technician may:
• assist the pharmacist to prepare and dispense medication
• receive written prescriptions from patients and verify that the information is accurate and complete
• retrieve medication from stock and count or pour into appropriate containers
• type labels and affix to bottles, along with auxiliary information labels
• mix pharmaceutical preparations
• perform IV admixtures using aseptic technique
• clean, maintain, and operate automated dispensing equipment
• receive and store incoming supplies
• count stock and enter data in computer to maintain inventory records
• compute charges and enter charge data in computer
• communicate with patients, caregivers, and health care professionals in person and by telephone

Working Conditions
Pharmacy technicians work in well-lighted, clean environments. They often interact with other people, and may have to handle several responsibilities at once. Most full-time pharmacy technicians work a 40-hour week, including evenings and weekends. Because pharmacy technicians generally deal with the public, they must be neat, well groomed, courteous, and pleasant. Pharmacy technicians must be able to put patients at ease. They must respect the confidential nature of medical information. Duties require them to be observant, organized, dedicated, and responsible. They must enjoy precise work—details are sometimes a matter of life or death. They must have a reasonable level of manual dexterity and visual acuity.

Employment
More than 400,000 pharmacy technicians have passed the national certification exam as of 2011 (per the PTCB website, PTCB.org). Approximately a third was employed by hospitals and clinics and the other two-thirds in retail outlets and private pharmacies. Demand for trained pharmacy technicians is expected to grow at a faster than average rate through 2018 (PTCB.org).

Indiana has 4,563 nationally certified pharmacy technicians as of June 30, 2011.
Training and Certification
Most employers prefer to hire pharmacy technicians who have already received formal training, although some employers offer on-the-job training programs.

All pharmacy technicians must apply for and receive a pharmacy “technician in training” certification from the Indiana Board of Pharmacy. A background check and finger printing is required by the board before the training certificate will be issued. This certification is required before you can be admitted to IU Health’s Pharmacy Technician Level I courses.

National certification is available through the Pharmacy Technician Certification Board (PTCB). Certification is the process by which a non-governmental association or agency grants recognition to an individual who meets certain predetermined qualifications specified by that association or agency. The PTCB was established in 1995 to create one consolidated voluntary national certification program for pharmacy technicians. The PTCB is responsible for the development and implementation of policies related to voluntary national certification for pharmacy technicians.

Accreditation
Indiana University Health is accredited for pharmacy technician training by the American Society of Health System Pharmacists. IU Health’s pharmacy technician program is Indiana’s first nationally accredited pharmacy technician training program.

American Society of Health System Pharmacists
7272 Wisconsin Avenue
Bethesda, MD  20814
phone:  (866)279.0681

Indiana University Health is accredited by:
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL  60181
phone: (630)792.5000

and is licensed by:
Indiana State Department of Health
2 North Meridian Street
Indianapolis, IN  46204
phone: (317)233.1325

Job Outlook
The employment of pharmacy technicians is expected to grow much faster than the average for all occupations through the year 2018, as the health services industry expands. This is due to
- technological advances in medicine
- a growing and aging population that generally uses more medications
- a shortage of pharmacists
- a new focus on patient counseling, which requires qualified personnel to assist with dispensing, and recordkeeping
- an increase in the number of group practices, clinics, and other health care facilities that need a high proportion of support personnel

Earnings
The earnings potential for pharmacy technicians varies widely, depending on experience, skill level, and geographic location. IU Health’s rates are highly competitive both locally and nationally. IU Health Pharmacy Technicians earn between $12.53/hr. and $15.20/hr. (These figures do not include any shift, weekend, or holiday differential.)* Pharmacy technicians who become nationally certified receive an incrementally higher wage as a result of this achievement. IU Health’s Pharmacy department has established a career ladder for Pharmacy Technicians offering the opportunity for advancement and pay increases.


* This information is subject to change without notice. It was accurate when this document went to press.

### Admissions Criteria
To qualify for the IU Health Pharmacy Technician program, you must complete the admissions process, be selected, and be formally admitted to the program. The admissions process includes submission of an Application for Admission and other required forms, plus a non-refundable $30 processing fee. The admissions process also includes a personal interview. Applications for admission are program specific and are not transferable between programs.

**Before you Start the Process**

Be sure you:

- have earned your high school diploma or GED certificate
  
  We require official transcripts as part of the application process. If you are a high school senior who is expecting to graduate, your acceptance into the program is contingent upon receipt of your final official high school transcript. If you were home schooled, your transcript must be from an accredited high school, or a GED certificate is required.

- read this booklet completely and understand all the forms you need for application

- are prepared and able to do college-level work
  
  Although you are not required to take college courses before applying to this program, the selection committee pays careful attention to your high school science and math grades (also any health occupations courses that you take). If time permits, we strongly suggest that you take one or more relevant courses before applying to this program, such as Medical Terminology, Anatomy & Physiology, Medical Law & Ethics, and Communication Skills at an accredited college. IU Health offers an Anatomy & Physiology course each January and April. Taking any of the above mentioned courses enhances your knowledge and qualifications.

- can meet the physical requirements of this profession

**Admissions Requirements**

To be considered for entrance into this program, you must do the following:

- Submit official proof of completing a high school diploma or GED certificate

- Complete the application packet and turn it in to the program director, or Health Sciences Education Center by the application deadline

- Include the non-refundable $30 processing fee with your application

- Ensure that your candidate reference forms reach the program director, or Health Sciences Education Center

- Successfully pass a background check

- Be able to physically do what is required of pharmacy technicians

- If you are a person for whom English is a second language and/or your transcripts are not from the United States, you will need to take the TOEFL test. TOEFL testing information (dates, cost, testing center information) can be found on their website at [www.ets.org/toefl](http://www.ets.org/toefl)

- To be eligible to apply for the program, you must be a US citizen or have a permanent residence visa

**Course Exemptions**

After you have been accepted into the program, you may request a course exemption. Requests for course exemptions may not be considered after the due date for core tuition.
All course exemptions are granted at the program director’s discretion.

There are three ways to document your request for course exemption.

1. If your request is based on prior college-level work at an accredited institution, your official transcript must show a “B” or above in the course(s) you are presenting for consideration. Grades must have been earned within the last five (5) years or less.
   
   Note: If necessary, you are responsible for providing pertinent course descriptions or copies of the college catalogue(s) if further documentation is needed to facilitate your request for course exemption.

2. If your request is based on transcripts from accredited schools who issue numeric grades, the course(s) you are presenting for consideration must show a numeric grade of 80% or above. Grades must have been earned within the last five (5) years or less.

3. If you are requesting course exemption based on prior work experience or on course work that you completed more than five years ago, the exemption will be granted at the discretion of the program director.

Notification
Whether you are accepted into the program or not, you will be notified in writing. If you are not accepted into the program, you will need to repeat the application process for consideration in future programs.

Falsification of your application or other admissions documentation or failure to provide complete and accurate information may result in your termination from the program.

Acceptance Letter and Attachments
If you are accepted into this program, you will receive an acceptance packet. Acceptance is contingent upon the return of the documents which are included in your acceptance packet. Such as:

- your signed permission for us to conduct a background check on you
- your signed program technical standards form, which indicates that you are capable of doing all that the program demands of you physically, with or without accommodation
- your signed enrollment agreement
- your non-refundable $100 registration fee

Failure to return any of these items by the due date may result in your seat being given to someone else.
Background Check
If you are selected to be in this program, your acceptance will be based upon your ability to pass a criminal background check. Acceptance packets will come with a release form that gives us permission to conduct the background check. Please be sure to list any and all violations that may appear on the background check. This includes any traffic violations. Failure to sign and return this release or failure to pass the background check may disqualify you from entering the program.

Having a criminal conviction does not automatically disqualify you from entering this program; however, certain convictions will disqualify you. These limitations are imposed for the safety and well-being of IU Health patients, employees, visitors, or volunteers. Your record will be evaluated on an individual basis.

If you are a IU Health employee, please refer to HR policy HR-103 to see how this may affect you.

Enrollment Agreement
Students accepted in the Pharmacy Technician Program will be required to sign an enrollment agreement outlining specifics of the program. Once you have signed the agreement, you will have three business days to cancel for a full refund of all tuition and registration monies paid.

Program Technical Standards
Also included in the acceptance packet is a list of technical standards required for being a student in this program. This includes the ability to:
• read, write, understand, and verbally communicate in fluent English
• stand, walk, or sit for up to 8 hours a day, 5 days a week
• carry, reach, stoop and lift up to thirty (30) pounds
• have good manual dexterity (handling needles and syringes, using forceps to move an object, using a computer keyboard)
• have visual acuity (on your own or with corrective lenses) that enables you to read medication labels and prescriptions
• discern and differentiate color correctly, without color blindness (to recognize differences in pills and colors of solutions. Deteriorated pills or solutions may change slightly in color.)
• have the auditory acuity (on your own or with auditory aids) to understand a normal speaking voice without seeing the speaker’s face
• question a patient, relay information to others, and receive information
• work in a sometimes stressful situation and maintain a calm demeanor in an emergency
• protect patient confidentiality

Make sure you complete this form and return it as soon as possible. Failure to return the statement may prevent us from processing your application.
**Drug Screening**
A drug screen is not required for acceptance into this program. However, drug screens may be expected at clinical sites before you are allowed to start your clinicals there. If this is a requirement of your clinical training, you will be expected to comply with the screening. Be advised that drug screens are also part of pre-employment physicals at many organizations, particularly health care facilities.

**Immunization Clearance**
You are required to have an immunization clearance. The cost of some required vaccinations are your responsibility. You will receive additional information during orientation.

**Personal Health Insurance**
It is recommended or preferred that you have personal health insurance coverage throughout the duration of the program. If you do not have insurance, you will need to sign a waiver of insurance form.

**Change in Student Status**
If a situation arises such as pregnancy, family emergency, illness or injury that will prevent you from attending classes or clinical experiences for an extended period of time, you must notify the program director immediately. You will be counseled individually to plan the best course of action for your circumstances. Be advised that any such delays in your training may prevent you from continuing the program.

**Graduation Policy**
To graduate from the program, you must
- complete all requirements for the program in the prescribed amount of time
- return all instructional materials and other IU Health property in satisfactory condition
- meet all financial obligations to the program and to IU Health
- adhere to all class, program, department, and hospital policies and procedures.

**Employment/Placement Assistance**
This program includes sessions on resume writing, interviewing skills, and using IU Health’s online HR system. *However, completion of this program does not guarantee employment at IU Health or elsewhere.*

**Professional Image**
It is incumbent on each individual who wears an IU Health identification badge to maintain a professional image in terms of both conduct and appearance.
- Jewelry will be kept to a minimum (e.g., no more than 3 earrings in one ear). Non-traditional body jewelry (e.g., tongue, eyebrow, lips, and nose) may not be worn.
- Tattoos are to be covered.
- Hair will be neatly styled and groomed. Shaggy or unsightly hair or non-traditional hair coloring (green, blue, purple, red, etc.) is inappropriate.
- Students are expected to conduct themselves in a courteous and conscientious manner at all times.
Fee Information

Tuition Fees fall into one of two Categories Internal or External

Internal
An employee of IU Health or a subsidiary corporation of IU Health qualifies for the internal tuition rate of $1.35 per contact hour. You can be a full-time, part-time or supplemental employee to qualify for the internal tuition rates.

External
Anyone who is not employed by IU Health or any of its subsidiary corporations must pay the external tuition rate of $2.65 per contact hour.

If you are unsure which category you qualify for, call 317-962-5470 for clarification.

Pharmacy Technician Program Tuition Fees (all fees are subject to change)

<table>
<thead>
<tr>
<th>2 Semesters</th>
<th>Length</th>
<th>Dates</th>
<th>Payment Due</th>
<th>Tuition</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Semester “Core Courses”</td>
<td>315 contact hours</td>
<td>16 wks</td>
<td>August – December</td>
<td>2 weeks Prior To Orientation In August*</td>
</tr>
<tr>
<td>Internal: $425.25</td>
<td>External: $834.75</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2nd Semester “Level I Courses”</td>
<td>550 contact hours</td>
<td>18 wks</td>
<td>January – May</td>
<td>First day of Level I in January*</td>
</tr>
<tr>
<td>Internal: $742.50</td>
<td>External: $1457.50</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Program Tuition Fees</td>
<td>865 contact hours</td>
<td>9 months</td>
<td>*(see academic calendar)</td>
<td>Internal: $1167.75</td>
</tr>
</tbody>
</table>

Books, Scrubs
Book costs are in addition to the tuition fee and range from $600 to $750. A book list and possible vendors will be provided upon acceptance into the program. Scrubs will need to be purchased for the program and this will be discussed in more detail during orientation. All costs are subject to change.

Technician Training License
All students are required to obtain the training license before beginning Level 1 courses. The cost is approximately $75.00.

*This cost includes an additional background check that is required by The State Board of Pharmacy. The IU Health background check is not accepted by the State.

Payments
Upon your acceptance into the program, a non-refundable $100 registration fee is due to hold your position in the program.

Tuition payments are processed each semester.
<table>
<thead>
<tr>
<th>1st Semester</th>
<th>16 wks</th>
<th>August – December</th>
<th>Payment due 2 wks Prior to Orientation in August*</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Core Courses”</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2nd Semester</td>
<td>18 wks</td>
<td>January – May</td>
<td>Payment due first day of Level I in January*</td>
</tr>
<tr>
<td>“Level I Courses”</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* see academic calendar for specific date.

Fees and tuition may be paid by cash, money order, MasterCard, or VISA.

If a third party* is paying your fees and/or tuition, you must submit an official, written fee payment authorization at least two weeks before the first scheduled class session. Otherwise, your seat may be given to another student.

* Third party funding can come from GI benefits, vocational rehabilitation, or any source other than your own money.

**Financial Assistance**

Several forms of financial assistance may be available for this program.

- This program is not eligible for Title IV funding or other funding obtained by completing the FAFSA form.
- External applicants may be eligible for a limited number of REACH Educational Assistance Loans.
- The IU Health Pharmacy Technician program has received approval for those with GI Bill educational benefits. Start this process as soon as possible through the VA office at 1-888-442-4551 or www.gibill.va.gov.
- Based on eligibility you may meet the requirements for other forms of assistance. Visit your nearest WorkOne Center to talk with a case manager about this. This is a multistep process that requires your initiative to follow up on a timely basis, so start the process as soon as possible. To locate the nearest WorkOne Center visit their website at www.workoneindy.com.
- Options may exist in addition to the ones mentioned here. You may be eligible for more than one type of tuition assistance. It is your responsibility to explore all options. Some forms of assistance take longer to determine eligibility than others. Start this process as early as possible.
- To indicate your intent to pursue financial assistance, complete the appropriate form and return it by the application deadline. Be aware that financial assistance may be considered taxable income.

**REACH Educational Assistance Loans**

REACH loans may be available on a limited basis for selected external students’ accepted into the program. Awarded REACH loans require that you sign a commitment to work at IU Health or a
subsidiary for a specified period of time after graduation. If you fail to honor your work commitment, appropriate collection procedures may be initiated. Signing a work commitment does not guarantee employment at graduation.

**Refunds**
If you determine that it’s necessary to voluntarily terminate from the program, you should notify the program director in writing as soon as possible. Your termination will become effective immediately upon the program director’s receipt of written notice. Part of the fees you paid may be refundable, based on when the termination occurs. Fees paid by third parties will be refunded to the third party who paid them.

Similarly, if a third party is paying your tuition, that funding source is held accountable for paying whatever portion of your tuition that is not refundable.

**If you terminate from the program within three business days of signing the enrollment agreement, you will be entitled to a full refund of all tuition and registration fees paid. The only money not returned to you is the non-refundable $30 application fee.**

**If you terminate from the program more than three business days after signing the enrollment agreement, some fees are not refundable.**

**To calculate what is refundable, take the total cost of program fees paid each semester and subtract the $100 program registration fee.**

<table>
<thead>
<tr>
<th>100%</th>
<th>prior to the start of each semester</th>
</tr>
</thead>
<tbody>
<tr>
<td>80%</td>
<td>during the first week of each semester</td>
</tr>
<tr>
<td>60%</td>
<td>during the second week of each semester</td>
</tr>
<tr>
<td>40%</td>
<td>during the third week of each semester</td>
</tr>
<tr>
<td>0%</td>
<td>after the third week of each semester</td>
</tr>
</tbody>
</table>

As you can see above, you may lose a substantial amount of money if you start classes and then decide to terminate. You may still be responsible for paying part or all of the tuition costs, depending on when you terminate.

Although failure to attend class is not considered adequate notification of termination your enrollment may automatically be terminated after three consecutive days of absence without notification. If you fail to give the program director notice of termination, any refunds will be based on the last date you attended class.

**Termination from the Program**
Termination from a program is when the student voluntarily or involuntarily terminates from the program. Voluntary termination is when the student chooses to withdraw from the program. Involuntary termination is when the program faculty makes a decision to dismiss the student from the program.
The following are grounds for involuntary termination:
• Violation of Code of Ethics and Professional Conduct Policy. (see student handbook)
• Failure to maintain the required level of academic achievement.
• Violation of the program’s attendance policy. (see student handbook)

Acts subject to immediate involuntary termination include but are not limited to:
• Falsification of records.
• Violation of Confidentiality Policy. (see student handbook)
• Violations of code of Ethics and Professional Conduct Policy, depending upon the severity of the
infraction. (see student handbook)

If termination from the program becomes necessary, the student must notify the program director as
soon as possible so that arrangements for formal termination can be made. An official termination form
must be completed.

If readmission to the program is requested, the student must reapply to the next class. A decision
regarding readmission will depend on past program performance (prior to termination), the student’s
current situation as well as Health Sciences Education’s ability to accommodate reentry. Readmission is
at the program director’s discretion. If you are readmitted, the program director may require you to
repeat courses or clinical time. Be aware that there is no guarantee of readmission after termination.
Academic Information

Duration
The Pharmacy Technician program’s academic year is nine months in length (865 contact hours), divided into two semesters.

The first semester (Orientation and the Core Curriculum), is 16 weeks long (August – December), with at least one-week break at its end. The second semester (Level I courses) is 18 weeks long. Level I runs January – May. [See pages 17-19 for a list of all required courses for this program.]

Courses and clinical rotations are scheduled during the day Monday through Friday at various locations on and off the IU Health campus. Typical classroom hours are 8am to 4pm. The scheduled course hours fill a typical work day but your training goes far beyond that. You must be committed not only to consistent attendance during courses and clinical rotations, but also to devoting a significant amount of evening and weekend time for studying, doing homework, and completing projects and assignments.

Before you can progress to Level I courses, you must:
- complete and pass all Core courses with a final grade of 80% or better
- have paid in full all Core courses tuition
- submit tuition payment for Level I courses

Satisfactory Performance, Progress, and Attendance
As a student, you are expected to abide by all policies and procedures established for this program. These are explained in the Student Handbook, which you will receive during Orientation. You are expected to perform satisfactorily and progress through the program in the prescribed period of time (two semesters in nine months). Measurements of satisfactory performance are done by issuing progress reports at midterm and at the end of each semester, one week following the completion of classes.

“Satisfactory performance and progress” includes:
- meeting academic standards
  This means maintaining
  ♦ at least an 80% average or better for all courses, and
  ♦ a 90% average or better for performance-based activities
- meeting attendance and behavioral standards and expectations
  This means maintaining
  ♦ consistent attendance without tardiness (see student handbook: Attendance Policy)
  ♦ a willingness to learn
  ♦ a spirit of cooperation as a member of the IU Health team
  ♦ a professional demeanor and polished communication skills that reflect positively on yourself, the program, and the institution that you represent
  ♦ the utmost respect for your fellow students, the patients you encounter, the instructors, preceptors, and other health care professionals with whom you interact
  ♦ patient confidentiality
  ♦ and other behavioral standards detailed in your Student Handbook (i.e. Professional Image, Tobacco free policy, etc)

Grades and Competency Levels
Each course has criteria or procedures for monitoring your progress. These include written and practical examinations, clinical evaluations, proficiency assessments, and other projects and assignments. You
are expected to demonstrate satisfactory progress in order to complete the course in the prescribed amount of time. Failure to demonstrate satisfactory progress may result in probation or your termination from the program. Satisfactory progress is defined as an **80% grade in each course** in which you are enrolled and a **90% average for performance-based activities**.

Unsatisfactory progress may result in remediation, an incomplete grade or a failing grade in a course. The faculty will counsel you if you have academic difficulty. The faculty may also refer you to appropriate source(s) for further guidance, if needed.

A failing grade in **any** courses will result in involuntary termination from the program.

The grading scale is:  

- 100-93% A  
- 92-85% B  
- 84-80% C  
- below 80% F (failing)  

A grade of D is not given in this program.

Progress reports are issued at midterm and at the end of each semester, one week following the completion of classes.

**Interventions and Possible Restrictions**

If you fail to maintain satisfactory performance and progress, a series of interventions and related restrictions may apply. Intervention strategies and restrictions could include, but are not limited to:

1. required counseling and/or tutoring sessions,
2. enrollment in Basic Skills classes, and/or
3. probation for a specific period of time
4. termination from the program

Satisfactory academic progress is restored when you successfully reestablish:

- an 80% average in each course
- a 90% average for performance-based activities
- the level of attendance and professionalism that’s required and expected for a health care professional.

If you are terminated from the program for any reason, you must reapply for admission to the next program offering in order to continue your studies. Before applying for readmission, you must meet with the program director to review recommendations for improvement and strategies to overcome deficiencies. **Be aware that there is no guarantee of readmission after termination from the program.**
## Courses and their Descriptions

<table>
<thead>
<tr>
<th>Course #</th>
<th>Course Title</th>
<th>Contact Hours</th>
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<tbody>
<tr>
<td></td>
<td><strong>CORE</strong></td>
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<tr>
<td>00-00-001</td>
<td>Basic Math Skills for Allied Health Professionals</td>
<td>30</td>
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<tr>
<td>03-00-110</td>
<td>Medical Terminology</td>
<td>45</td>
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<tr>
<td>03-00-120</td>
<td>Anatomy &amp; Physiology</td>
<td>90</td>
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<tr>
<td>03-00-130</td>
<td>Medical Law &amp; Ethics</td>
<td>45</td>
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<tr>
<td>03-00-140</td>
<td>Communication Skills</td>
<td>45</td>
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<tr>
<td>03-40-150</td>
<td>Introduction to Patient Care</td>
<td>60</td>
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<td>315</td>
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<td></td>
<td><strong>LEVEL I</strong></td>
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<tr>
<td>03-40-210</td>
<td>Pharmacology for Pharmacy Technicians</td>
<td>75</td>
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<tr>
<td>03-40-220</td>
<td>Sterile Products Laboratory and Observation</td>
<td>75</td>
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<tr>
<td>03-40-230</td>
<td>Dispensing Lab</td>
<td>50</td>
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<tr>
<td>03-40-240</td>
<td>Pharmaceutical Calculations</td>
<td>40</td>
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<tr>
<td>03-40-250</td>
<td>Career Exploration and Development</td>
<td>54</td>
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<tr>
<td>03-40-310</td>
<td>Clinical Practicum for the Pharmacy Technician</td>
<td>256</td>
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<td></td>
<td></td>
<td>550</td>
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<td></td>
<td><strong>TOTAL CONTACT HOURS</strong></td>
<td><strong>865</strong></td>
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</tbody>
</table>

IU Health is accredited for pharmacy technician training by the American Society of Health-System Pharmacists.

### COURSE DESCRIPTIONS

#### Core Courses

**00-00-001 Basic Math Skills for Allied Health Professionals** (30 contact hours)
This course reviews basic math skills including fractions, decimals, percentages, ratios, and proportions, including setting up equations and solving for an unknown. Metric abbreviations and conversions to other systems are explained. Calculations for drug dosages, percent solutions and IV infusions and drip rates are introduced. (no pre-requisites)

**03-00-110 Medical Terminology** (45 contact hours)
This course studies prefixes, root words, combining forms, and suffixes of medical terms needed to work in the medical field. It helps the student understand how terms are put together, their meanings, and their spelling. All body systems, basic diagnostic and imaging procedures, as well as pharmacological terms and abbreviations are covered. (no pre-requisites)

**03-00-120 Anatomy & Physiology** (90 contact hours)
This course studies the structural systems of the human body and principles of human physiology. It helps the student understand body organization at different levels, the importance of the body’s chemical processes, and the various organ systems involved. Related conditions and diseases of each system are taught. (no pre-requisites)

**03-00-130 Medical Law and Ethics** (45 contact hours)
This course is an introduction to the legal side of medicine, and to ethical principles. It includes a foundation of law in order to help prevent medical malpractice litigation by exposing the student to such legal concepts as: standard of care, scope of practice, employment, criminal and civil acts, contracts, and negligence. (no pre-requisites)

**03-00-140 Communication Skills** (45 contact hours)
This course focuses on the development of good written and oral communication skills. Emphasis is placed on composing effective and precise communication for the medical professional. This course also provides principles and methods for effective oral communication including nonverbal, listening, and telephone communication skills. (no pre-requisites)

**03-40-150 Introduction to Patient Care for Pharmacy Technicians** (60 contact hours)
This course introduces the student to the practice of pharmacy, its history and the pharmacy technician’s role within the pharmacy profession. Students gain understanding of the term “pharmaceutical care” and the differing responsibilities of pharmacists and technicians. Federal and state guidelines concerning workplace safety and laws governing drug storage, distribution and record-keeping are explained. Various practice settings and drug distribution systems are introduced. The importance of quality assurance, ethics and patient confidentiality are emphasized. Inventory control, purchasing and the formulary system are also incorporated in this course. Understanding diverse patient populations and developing effective communication and interpersonal skills are introduced and practiced during the course.

**Level I Courses**

**03-40-210 Pharmacology for Pharmacy Technicians** (75 contact hours)
This course focuses on the therapeutic modalities, chemical properties, adverse effects, and storage and dispensing requirements of drugs used in treating diseases of the various systems of the human body. Discussions include the diseases associated with each system and the drugs involved in treatment. For each drug studied, the brand and generic name, standard pronunciation, dosage forms, and routes of administration are discussed. (pre-requisite all core courses)

**03-40-220 Sterile Products Laboratory and Observation** (75 contact hours)
This course correlates lectures with practical exercises in a laboratory setting, before actual on-site experiential training commences. It includes laboratory experience in mixing products under a laminar flow hood, practicing good sterile technique, and using IV admixture equipment. Principles of sterile technique are emphasized. (pre-requisite all core courses) Students spend time observing in various practice sites throughout level one courses.

**03-40-230 Dispensing Lab** (50 contact hours)
This course correlates lectures with practical exercises in a laboratory setting, before actual on-site experiential training commences. It includes computerized applications of record keeping and hands-on experience with drug distribution systems. The student learns the steps involved in the drug distribution system, from collecting and organizing patient information to labeling the product for the pharmacist to check. Extemporaneous compounding is also included in this course. (pre-requisite all core courses)

**03-40-240 Pharmaceutical Calculations** (40 contact hours)
This course covers mathematics that are specific to pharmaceutical medications, including dose calculations, household and metric pharmacy measurements, temperature conversions, application of metric measurements with ratios and proportions, calculating pediatric versus adult doses, determining and calculating IV infusion rates, and more. (pre-requisite all core courses)

**03-40-250 Career Exploration and Development** (54 contact hours)
This course prepares the student to transition to the workplace. Issues regarding professionalism are discussed. Guidance is given with resume writing, interviewing skills, and the job search process. Field trips and other activities give students exposure to different career options in the pharmacy field. (pre-requisite all core courses)

**03-40-310 Clinical Practicum for the Pharmacy Technician** (256 contact hours)
This course provides experience in actual clinical settings of inpatient, outpatient, and/or home care pharmacies. Under the supervision of a site preceptor and a clinical coordinator, the student trains in all aspects of technician responsibilities. Meetings with the clinical coordinator for a continuing evaluation process for student and staff. (pre-requisite all core courses)

This is a nationally accredited hospital-based certificate program. IU Health does not award college credits for these courses. If you think you will continue your education in the future, retain this document along with your final grades from these courses. Other learning institutions may require this information to determine transferability of course work.
Directions regarding the Application Packet

1) Read all these materials thoroughly to ensure that you qualify for the program.

2) Obtain an application packet.
   - **Call** our departmental secretary to request one be emailed or mailed to you: 317.962.5470
   - **Go online** to download an application packet at [www.iuhealth.org/education](http://www.iuhealth.org/education) then click on the Health Sciences tab
   - **Pick up** your application packet in person at:
     Health Sciences Education Center
     Wile Hall Rm. 631
     1812 N. Capitol Avenue
     Indianapolis, IN  46202

3) **Make copies of all the forms!**
   That way, if you make a mistake, you haven’t ruined your forms.

4) **For the application form:**
   Be sure to complete all pages.

   **For the official transcript request form:**
   Make as many copies as you need. You must submit official transcripts from any learning institution that you have attended, regardless of whether you obtained a degree from the institution or not. This includes high school, college, and other post-secondary training. Call ahead to your school(s) to determine whether you need to submit a fee to obtain an official copy of your transcript. You are responsible for paying any fees associated with obtaining these copies. Copy and complete as many transcript forms as needed, and mail them to the appropriate high school(s) and/or colleges attended. **Note:** Official transcripts are sent directly from the school to the Program Director in a sealed envelope.

   If you have a GED, obtain a copy of your official GED certificate and include it with your other application forms.

   **For the candidate reference forms:**
   Ask two people who know your work well (such as a supervisor or teacher) to complete the two reference forms. Write only your name in the top line of these forms. Do **not** complete anything else on these forms. Ask those who fill out your reference forms to return them directly to IU Health Sciences Education Center. (The address is on the forms.) Allow plenty of time for these to be completed and returned. IU Health reserves the right to contact your references to verify information on the forms.

   **For the short essay:**
   Give a lot of thought to this ---- the selection committee reads this very carefully.

5) To submit your application, please be sure that you have completed everything. Send all forms, along with the non-refundable $30 fee to:
IU Health Methodist Hospital
Wile Hall-Room 627
Attn: Pharmacy Technician Program Director
1812 N. Capitol Ave.
Indianapolis, IN  46202

or

IU Health Methodist Hospital
Wile Hall-Room 631
1812 N. Capitol Ave.
Indianapolis, IN  46202

6) **Who to call with questions:**
For general questions regarding the application process or fees, call 317.962.5470. For specific questions about the program or its curriculum, contact the program director Melynda Ludwick at 317.962.0919, or mludwick@iuhealth.org.
How to get in touch with us:

CALL
• our departmental secretary if you have general questions: 317.962.5470
• For specific questions about this program or its curriculum, call the program director at 317.962.0919

ONLINE
Go online to download application packet at www.iuhealth.org/education then click on the Health Sciences tab.

E-MAIL
Your questions to the program director: mludwick@iuhealth.org

MAIL your completed application with your $30 fee to:
IU Health Methodist Hospital
Wile Hall-Room 627
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Get in, Get out, Get paid.