Cleveland Clinic
Pharmacy

School of Pharmacy Technology Student Handbook and Program Syllabus

ASHP Accredited

Revised 2017

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Cleveland Clinic
Pharmacy

Mission:

The mission of the Cleveland Clinic School of Pharmacy Technology is to educate, train, and prepare students for careers in pharmacy technology at the Cleveland Clinic.

Vision:

The vision of the Cleveland Clinic School of Pharmacy Technology, in collaboration with the Department of Pharmacy, is to provide didactic and experiential training to develop students into contributing members of the Cleveland Clinic Enterprise; to develop a pharmacy technology program with local, state, and national recognition; and to contribute to the development and growth of allied health professions.

Values:

Teamwork: The School of Pharmacy Technology, in collaboration with the Department of Pharmacy, Cleveland Clinic Institutes, and leaders in allied health education will provide education and oversight to students in support of Cleveland Clinic's mission.

Integrity: The School of Pharmacy Technology is committed to academic integrity, professional conduct, and the responsibility to support the values of Cleveland Clinic & the Department of Pharmacy.

Quality: The School of Pharmacy Technology will provide superior training and education that ensures the provision of safe and optimal drug therapy outcomes in patients, as supported by the mission of the Department of Pharmacy.

Commitment: The School of Pharmacy Technology, the Department of Pharmacy, and the Cleveland Clinic are committed to the education, development, and placement of pharmacy technicians within the Cleveland Clinic Enterprise.

Goals:

- Recruit candidates that will positively represent the program and excel academically
- Prepare students for employment with the Cleveland Clinic Health-System
- Develop a consistent employment source to meet hiring needs within the health-system
- Achieve, local, state, and national program recognition
- Provide a superior level of clinical training to technician students
- Prepare students to pass the PTCB exam

Terminal Objectives:

- Upon completing the course, students will demonstrate competency in the following areas:
- Demonstrate ethical conduct in all job-related activities.
- Present an image appropriate for the profession of pharmacy in appearance and behavior.
- Communicate clearly when speaking and in writing.
- Demonstrate a respectful attitude when interacting with diverse patient populations.
- Apply self-management skills, including time management, stress management, and adapting to change.
- Apply interpersonal skills, including negotiation skills, conflict resolution, and teamwork.
- Apply critical thinking skills, creativity, and innovation to solve problems.
- Demonstrate understanding of healthcare occupations and the health care delivery system.
- Demonstrate understanding of wellness promotion and disease prevention concepts, such as use of health screenings; health practices and environmental factors that impact health; and adverse effects of alcohol, tobacco, and legal and illegal drugs.
- Demonstrate commitment to excellence in the pharmacy profession and to continuing education and training.
- Demonstrate knowledge and skills in areas of science relevant to the pharmacy technician's role, including anatomy/physiology and pharmacology.
- Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of contemporary settings.
- Demonstrate understanding of the pharmacy technician's role in the medication-use process.
- Demonstrate understanding of major trends, issues, goals, and initiatives taking place in the pharmacy profession.
- Demonstrate understanding of nontraditional roles of pharmacy technicians.
- Identify and describe emerging therapies.
- Assist pharmacists in collecting, organizing, and recording demographic and clinical information for direct patient care and medication-use review.
- Receive and screen prescriptions/medication orders for completeness, accuracy, and authenticity.
- Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.
- Prepare non-patient-specific medications for distribution (e.g., batch, stock medications).
- Distribute medications in a manner that follows specified procedures.
- Practice effective infection control procedures, including preventing transmission of blood borne and airborne diseases.
- Assist pharmacists in preparing, storing, and distributing medication products requiring special handling and documentation (e.g., controlled substances, immunizations, chemotherapy, investigational drugs, drugs with mandated Risk Evaluation and Mitigation Strategies [REMS]).
- Assist pharmacists in the monitoring of medication therapy.
- Prepare patient-specific medications for distribution.
- Maintain pharmacy facilities and equipment, including automated dispensing equipment.
- Use material safety data sheets (MSDS) to identify, handle, and safely dispose of hazardous materials.
- Prepare medications requiring compounding of sterile products.
- Prepare medications requiring compounding of nonsterile products.
- Prepare medications requiring compounding of chemotherapy/hazardous products.
- Initiate, verify, and assist in the adjudication of billing for pharmacy services and goods, and collect payment for these services.
- Apply accepted procedures in purchasing pharmaceuticals, devices, and supplies.

- Apply accepted procedures in inventory control of medications, equipment, and devices.
- Explain pharmacy reimbursement plans for covering pharmacy services.
- Apply patient- and medication-safety practices in all aspects of the pharmacy technician's roles.
- Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals (e.g., tech-checktech).
- Explain pharmacists' roles when they are responding to emergency situations and how pharmacy technicians can assist pharmacists by being certified as Basic Life Support (BLS) Healthcare Providers.
- Demonstrate skills required for effective emergency preparedness.
- Assist pharmacists in medication reconciliation.
- Assist pharmacists in medication therapy management.
- Describe the use of current technology in the healthcare environment to ensure the safety and accuracy of medication dispensing.
- Compare and contrast the roles of pharmacists and pharmacy technicians in ensuring pharmacy department compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
- Maintain confidentiality of patient information.
- Apply quality assurance practices to pharmaceuticals, durable and nondurable medical equipment, devices, and supplies.
- Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or identification of another problem.
- Demonstrate understanding of the preparation and process for sterile and non-sterile compounding.

Program Overview:
The Cleveland Clinic School of Pharmacy Technology operates in collaboration with the Cleveland Clinic Department of Pharmacy. The Department of Pharmacy operates multi-site hospital, ambulatory, and specialty pharmacy services for the Cleveland Clinic. Cleveland Clinic is a multi-site, academic health-system with advanced clinical services and a world-wide presence. Students of the Cleveland Clinic School of Pharmacy Technology gain experience in various pharmacy practice sites, while receiving didactic training from pharmacy specialists at Cleveland Clinic.

Professional Requirements/National Certification Requirements:
In order to be certified as a pharmacy technician, the Pharmacy Technician Certification Board (PTCB) requires:

- High school diploma or equivalent educational diploma (e.g., a GED or foreign diploma)
- Passing score on the Pharmacy Technician Certification Exam (PTCE)
- Full disclosure of all criminal and State Board of Pharmacy registration or licensure actions
- Compliance with all applicable PTCB certification policies
- Ohio Revised Code 4729.42 requires that all pharmacy technician students must be at least 18 years old. They must also have a high school diploma or equivalent in order to be certified and seek employment. A background check is also required by the state. The background check must indicate that the person has not plead guilty to or been found guilty of a felony in Ohio, in any other state, or in the United States.
- Effective April 6, 2018, the State of Ohio Board of Pharmacy will be required to register pharmacy technicians.

Accreditation:
Cleveland Clinic feels that an important part of expanding the pharmacy practice model is expanding the role pharmacy technicians serve. This is accomplished by training, educating, and providing experience to technician students at a consistently high standard. As such, the Cleveland Clinic maintains full accreditation through the American Society of Health-System Pharmacists and the Accreditation Council for Pharmacy Education. The Cleveland Clinic's accreditation is valid through 2018, at which point a re-accreditation process will be completed.

Program Advisory Committee:
An advisory committee comprising a broad-based group of pharmacists, faculty, pharmacy technicians, and others as deemed appropriate is established and meets at least twice a year. The advisory committee has specific authority for affirming the curriculum makes possible the attainment of all educational goals and objectives, criteria for experiential training sites, criteria for admission, criteria for successful completion of the program, and the training program's strategic plan. The advisory committee will also review all policies, the strategic plan and curriculum related to the program annually.

Tara Hannum, Program Director (Cleveland Clinic School of Pharmacy Technology)
Abbi Smith, Inpatient Pharmacy Manager & Program Supervisor (Cleveland Clinic Children's Hospital and the Cleveland Clinic School of Pharmacy Technology)
Sam Calabrese, Associate Chief Pharmacy Officer, Academic Affairs (Cleveland Clinic Pharmacy)
Roy Anderson, Director (Cleveland Clinic Allied Health Education Partnerships)
Brian Hoffmaster, APPE/IPPE Students (Cleveland Clinic Pharmacy)
Kory Ross, Outpatient Pharmacy Technician (Independence Family Health Center, Cleveland Clinic)
Holly Hoffmaster, Pharmacist (Cleveland Clinic Inpatient Pharmacy)
Matthew Soder, Assistant Director, (Cleveland Clinic Ambulatory Pharmacy)
David Simko, Manager (Euclid Avenue Pharmacy, Cleveland Clinic)
Stephanie Peric, Human Resources (Cleveland Clinic)
Devan Doss-Dupre, Analytics (Cleveland Clinic)
Megan Deal, Project Manager III, Regulatory (Cleveland Clinic)
Sarah Krebs, Pharmacists (Euclid Ave. Pharmacy, Cleveland Clinic)

Advisory Committee Meeting Schedule:

January 27, 2017	March 31, 2017
May 19, 2017	July 14, 2017
September 8, 2017	December 8, 2017

Admission Criteria:
Cleveland Clinic's School of Pharmacy Technology accepts two classes annually, in January and August. Interested candidates must submit applications at least 60 days prior to the scheduled program start date. All applicants will be notified of acceptance decisions by mail. Selected students must complete Cleveland Clinic on-boarding requirements, including health and background screenings.

Qualification to Enroll
The following criteria are used to determine eligibility into the program:
1. Completion of program application
2. Copy of high school diploma or G.E.D. equivalent
3. Students must be at least 18 years of age upon application
4. Completion of a phone and on-site interview
5. Passing scores in math and reading evaluations via TABE testing (or college transcripts showing a minimum 2.5 GPA in English and Math)
6. Successful background and reference check

Applicants to the program must meet at least one or more of the following qualifications:

- Completion of at least two semesters of college-level coursework (transcripts required), OR
- At least five years of professional work experience (resume and references required), OR
- Completion of standardized ACT or SAT testing (scores must be submitted with application)

Record Keeping:
Education records are defined as records, files, documents, and other materials that contain information directly related to a student and are maintained by the School of Pharmacy Technology or by a person acting for the School of Pharmacy Technology. Education records take many forms, including paper and electronic. Education records include:
- Grades
- Class lists

- Student course schedules
- Disciplinary records
- Student financial records

Records will be stored in a secure area within the School of Pharmacy Technology for a period of seven years. Following the seven year period, records will be moved to a secured facility for storage (space permitting). Records on-site will be systematically destroyed.

Grade Reports and Transcripts:
Grade reports will be generated and available to students after each exam. Requests for official program transcripts should be directed to the Program Director. Grades are available on the LMS site.

Health Requirements:
Students must be capable of completing the tasks required in order to work as a pharmacy technician. Typical physical demands include ability to perform the job while standing, reaching, stretching, stooping, and sitting for prolonged times; manual dexterity sufficient to perform computer, dispensing functions of the job; ability to lift up to 20 lbs. while walking, stooping, bending and reaching.
Students are required to submit documentation demonstrating:

- A negative two-step Mantoux test (TB test) within one year before the clinical rotation start date, with annual updates while in the clinical portion of their training.
- Appropriate immunizations for:
  - Measles (Rubeola)
  - German measles (Rubella)
  - Chickenpox (Varicella)
  - DT Diphtheria/Tetanus booster within the last 10 years.
- Proof of Hepatitis B immunization/immunity, or signed waiver assuming the risk of exposure.
- Annual Influenza Vaccination (November through March)
- Compliance with any future tests required by Cleveland Clinic.

Criminal Background Check:
Ohio Revised Code 4729.42 requires a background check must be completed for anyone working as a pharmacy technician and students. The background check must indicate that the person has not plead guilty to or been found guilty of a felony in Ohio, in any other state, or in the United States. A criminal records check must be completed by the Ohio Bureau of Criminal Identification and Investigation (BCI&I) or the Federal Bureau of Investigation (FBI). To have both of these criminal records checks completed, you must submit fingerprints and fees directly to BCI&I either by using a fingerprint card supplied by BCI&I or by using a "Web Check" electronic fingerprinting company (only available in the State of Ohio) that will submit your fingerprints electronically to BCI&I.

Medical Malpractice and General Liability Insurance:
Contact the Enterprise Risk and Insurance Department for information.

Student Health Services and Medical Waivers:
Student Health Services are at the students' expense. Emergency services are offered at all hospital locations. The Program Director will maintain a copy of the medical liability waiver for all students in the program. Students should note that this waiver acknowledges and waives liability for injury and illness while in the practice settings.

Grading:
The following scale is used to determine letter grades:

Grade Scale (State of Ohio Requires a 75 % to pass for pharmacy technician education).

Total Number of Points	Percentage Scale	Letter Grade
1564- 1700	**92%- 100%**	**A**
1394- 1563	**82%- 91%**	**B**
1275-1445	**75% -81%**	**C**
Below 1274	**74% Failing (Does not meet graduation requirements)**	**F**

Completion and Graduation Requirements:
The following conditions must be met for program completion and graduation:

- Student maintains a "C" or better in didactic programming
- Student maintains a "MS" or better in externships
- Student has met all attendance requirements throughout the program
- Student is not in active corrective action, or has met the recommendations set forth in corrective action documentation
- Student has paid tuition in full by the graduation date
- Student has completed an advancement plan (evening/online program)
- Student has received a recommendation to advance from the Program Director and preceptors at both externship sites.

Tuition:
Full program tuition is $1500. Federal financial assistance is ***not*** available. Tuition payments will be made through Ungerboeck. Students will be given details on how to set up an account with Ungerboeck. Reminders will be set up through Ungerboeck and notifications will be sent to the students email based on the payment schedule.

First 5 Weeks	Second 5 Weeks	Third 5 Weeks	Amt. due per week
$500.00	$500.00	$500.00	$100.00

Students should notify the Program Director immediately of any late or missed payments. Late or missed payments can result in dismissal from the program.

Refund Policy:
Tuition refunds will occur according to the following schedule:

Before classes begin	100% refund
Week 1through week 5	75% refund
Week 6 through week 10	50% refund
Week 11 through week 15	25% refund
During or after week 15	0% refund

The percentage refunded is based on the amount paid at the time of the request for a refund and dismissal from the program.

Withdrawal Policy and Procedure:
The occasion may arise that a student will need to withdrawal from the program. In order to officially withdrawal from the School of Pharmacy Technology program, students are required to submit a letter stating their intent to withdrawal. Students withdrawing receive a "W" that will be reflected on transcripts. Failure to submit a letter of withdrawal will result in the recording of the grade of "F" for the program. Students who have received a "W" can ask to be readmitted to a later program session. Re-admittance is at the discretion of the Program Director. Full tuition costs will apply for the new program session in which the student was re-admitted.

General & Clinical Resources:
The program training room is located in Hb102 and available to students Monday through Friday from 7am – 6pm on these days. Students will have access to laptops when in the classroom; laptops must remain closed during lectures. These devices may not ever leave the classroom, and students will be held responsible for their assigned computer. Students must ensure that the laptop computers are charged each day, and have available battery supply necessary to perform learning objectives. Laptop computers can be requested for use outside of normal class hours provided they do not leave the training room. Use of department resources (copy machine, fax machine, office supplies, etc.) is permissible when appropriate and required. Students may use clinical resources (Lexi-comp, etc.) from any department computer. Students requiring tutoring should direct requests to the Program Director.

Program Evaluation:
At the end of the program, students are required to complete an evaluation about their experience in the School of Pharmacy Technology program. Program evaluations are used to determine the overall effectiveness in meeting program goals and objectives, the level of quality program activities are being implemented and identify strengths and weaknesses in program implementation and program effectiveness. Program evaluation analysis can lead to developing recommendations for changes resulting in program improvement.

Instructor/Preceptor Evaluation:
Students will be required to complete course and instructor/preceptor evaluations. These evaluations are a means to produce useful feedback which the instructor/preceptor and school can use to improve the quality of instruction. The Program Director will instruct students as to when and how to complete these evaluations.

Special Needs/ Accommodations:
If the student has any special needs related to their participation in the program, including identified visual impairment, hearing impairment, communication disorder, and/or specific learning disability that may influence their performance in the program, they are required to meet with the Program Director to arrange for reasonable provisions to ensure an equitable opportunity to meet all requirements of the program.

Security and Campus Safety:
The Department of Protective Services is responsible for the safety and protection of patients, visitors, staff, employees, and property throughout the Cleveland Clinic Health System. The department is also responsible for special investigations, access control, dignitary protection, international travel safety, employee surety (background checks), to provide transportation services on the main and Shaker campuses, for system-wide Fleet Management, for main campus parking services and inventory management, and for system-wide emergency preparedness and management.

Emergency Contacts:

Police Emergency
(216) 444-2222

Police Non-Emergency
(216) 444-2250

Protective Services Admin.
(216)444-8250

To report a lost credit card or ID badge, please call:
(216)444-8250
Lost Credit Card/ID Badge Memorandum

For 24/7 victim or witness assistance, please call our **Police Communications Center** at:
(216)444-2250

Supervision of Students:
All students report directly to the Program Director, Tara Hannum. Any corrective action, administrative decisions, and instruction are the sole responsibility of the Program Director. Please see the duties of each staff member for additional information. Students are expected to take clinical direction from the site preceptors, and pharmacists in every location to maintain pharmacy operations and patient care. Any misconduct, issues, or feedback will be provided to the Program Director.

Financial Aid:
Financial Aid is not available. Please see Tuition section for more payment options.

Academic Counseling:
Students will be given a regular schedule to meet with the Program Director in group settings to discuss academic progress, issues, and concerns. Meeting time is available outside of the regular schedule, upon request.

Attendance:
Program attendance is of the utmost importance to the learning process and a student's program grade. Attendance is heavily weighted in grading, and is closely monitored. Poor attendance limits a student's ability to meet learning objectives, negatively influences grades, affects the learning environment, and negatively influences the student's employment prospects.

- **Students may only miss up to 4 days during the 10-week didactic portion of the program.**
- **Students may only miss up to 2 days during the 8-week externship rotations.**
- Late arrivals count as an absence equal to ½ day.
- Students cannot "bank" absences: For example, if the student only missed 1 day during the didactic program, s/he may not miss 5 days during externship.
- Illness, injury, or personal emergencies will not excuse students from accumulating absences. These "allowed" absences should be reserved for such reasons, and when used within reason will not adversely affect a student's grades.
- The death of an immediate family member provides 3 days of bereavement leave with an opportunity to make-up assignments. Immediate family members are defined as: spouse, brother, sister, child, stepchild, mother, father, grandmother, grandfather, mother-in-law, father-in-law, grandchild, or same-gender domestic partner. Documentation is required to request bereavement leave.
- Students who miss an assignment, exam, quiz, clinical rotation, or other graded work **will not** be permitted to make-up the work. Therefore, the student will forfeit credit for these assignments.
- Students who exceed the allowed absences during the didactic portion of the program will enter corrective action. If students can maintain a passing grade with the loss of attendance and missed assignment points, s/he will be permitted to move into externship.
- Students who exceed 2 absences during the 8-weeks of externship will enter corrective action. The student's externship evaluations will be considered to determine whether a passing score will be provided for the externship. Students who fail the externship for attendance-only related reasons will be permitted one additional attempt to complete externship.
- Students will be excused the day of their PTCE during the externship in order to take their PTCB exam. Students must notify the Program Director and Site Preceptor the date and time of the exam in order to be excused.

Rotation Site Attendance:
- Students found not attending their weekly rotation sites, without prior approval from the director, will be considered in violation of the schools attendance policy. This will result in the student being sent home with a day's absence counted against them, will forfeiting any points they would have received and will be placed immediately into corrective action.

Timekeeping:
- Students are required to use the Timekeeping Station to punch in/out each day of classes and externships.
- Students who miss a punch in or punch out will be counted as a tardy or leave early, resulting in a ½ day absence
- During the first 10-week didactic component of the program, students must use the Timekeeping Station located in the classroom, Hb-102, for all in & out punches.

Call-Offs:
During the 10-week didactic program, students must notify the Program Director of an absence by one of the following methods:
- Email at hannumt@ccf.org
- Text message or phone: 740-509-0483

During the 8-week externships, students must first notify the site preceptor or manager at the number provided *and* notify the Program Director by one of the methods above.

Failure to notify the Program Director of an absence will result in corrective action.

Dismissal Policy:
The inability of a student to perform the essential functions of the program with or without a reasonable accommodation may result in an involuntary termination. A student may also be dismissed for any reason, e.g., misconduct, tardiness, absenteeism, unsatisfactory performance or inability to perform. In some cases progressive discipline may be used, prior to dismissal, to correct a performance problem. However, certain types of misconduct are so severe that one incident of misconduct will result in immediate dismissal without prior use of progressive discipline. Dismissal from the program will be reflected on the student's record and the student will be asked not to return. All materials provided by the program must be left in the training room. Campus security will be notified of the student's dismissal.

Leave of Absences:
Absence from the program is detrimental to student success. If a student cannot attend classes according to the attendance policy, the student will be asked to leave the program. (*See Attendance Policy)*

Program Oversight:

Program Director & Training Coordinator:
Tara M. Hannum
hannumt@ccf.org
Phone: (216) 445-9977
Cell: (740) 509-0483

Program Supervisor for SOPT & Inpatient Pharmacy Manager, Children's Hospital:
Abbi Smith
asmith2@ccf.org

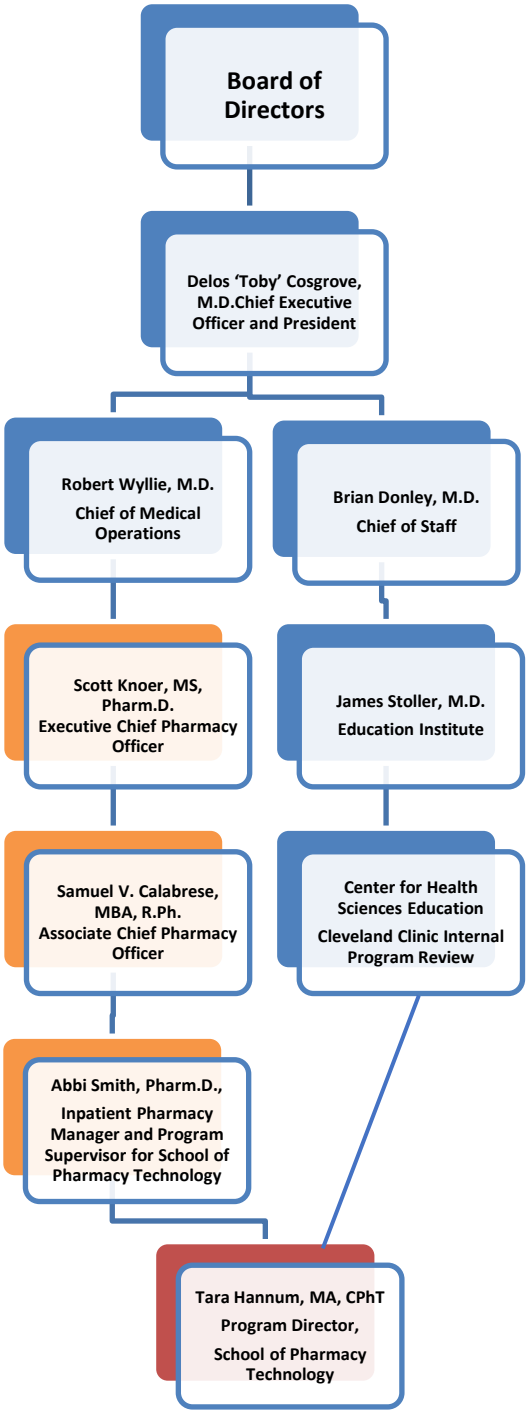
Associate Chief Pharmacy Officer:
Sam Calabrese
calabrs@ccf.org

Program Director & Training Coordinator
The Training Coordinator/Program Director (hereafter referred to as "Program Director") oversees the Cleveland Clinic School of Pharmacy Technology in its entirety. Students report directly to the Program Director. The Program Director maintains responsibilities commensurate with those of other allied health, technical, and vocational training programs offered by the Cleveland Clinic. The Program Director has the appropriate authority to direct all aspects of training. The Program Director is active in both local and national pharmacy organizations to maintain standards of technician training. The Program Director maintains considerable latitude in delegating preceptor responsibilities for the technician training program to others on staff. The Program Director, or designee, is ultimately accountable for the overall quality of the program and the trainee's simulation and didactic training.

Program Supervisor for School of Pharmacy Technology
The Program Supervisor for the School of Pharmacy Technology works with the Program Director to ensure the integrity of the program. The Program Supervisor also is an instructor for the School of Pharmacy Technology. The Program Director reports directly to the Program Supervisor.

Associate Chief Pharmacy Officer
The Associate Chief Pharmacy Officer, reporting to the Chief Pharmacy Officer, is responsible for all academic, education, and training programs within the Cleveland Clinic Department of Pharmacy. The Program Director and the Supervisor report to the Associate Chief Pharmacy Officer.

School's Governing Body



Instruction:
The Cleveland Clinic School of Pharmacy Technology supports student education by delivering instruction from pharmacists who specialize in each subject within clinical areas. This structure allows students to receive the most advanced, applicable information possible. (Instructors are subject to change).

Cleveland Clinic Main Inpatient Pharmacy
Strongsville Family Health Center Pharmacy
Lutheran Hospital Pharmacy
Cleveland Clinic Marymount Hospital Inpatient Pharmacy
Hillcrest Hospital Pharmacy
Richard E. Jacobs Family Health Center Pharmacy
Crile Pharmacy
Euclid Ave. Pharmacy
Fairview Health Center Pharmacy
Independence Ambulatory Pharmacy
Cleveland Clinic Lutheran Hospital Inpatient Pharmacy
Cleveland Clinic Medina Hospital Inpatient Pharmacy
Surgery Pharmacy
Cleveland Clinic Medina Ambulatory Pharmacy
Cleveland Clinic Euclid Hospital Inpatient Pharmacy
Taussig Cancer Institute
Willoughby Hills Family Health Center
Twinsburg Ambulatory Pharmacy
Cleveland Clinic Hillcrest Hospital Inpatient Pharmacy
Cleveland Clinic Fairview Hospital Inpatient Pharmacy
Marymount Family Pharmacy
Beachwood Family Health Center Pharmacy
Stephanie Tubbs Jones
Cleveland Clinic South Pointe Inpatient Pharmacy

Pharmacy Practice Sites:

Library Resources:
Students have access to the Alumni Library and library resources located in the Lerner Building at NA30, on the 3rd floor. Services and links to services can be found on their website.
http://portals.clevelandclinic.org/library/Home/tabid/5219/Default.aspx

Student Examinations:

- Students will receive one weekly comprehensive exam during the didactic portion of the program. This is a graded assignment. Make-up examinations are not allowed. Students who fail to complete the examination on test day will forfeit points for the exam.

Student Evaluations:
Student evaluations are necessary to determine a student's progress in the program. Several evaluation types will be provided to monitor progress:

- Comprehensive skill checklists will serve as a mechanism for monitoring progress throughout the experiential rotations. Students are responsible for maintaining this list during the first 10 weeks of the

program, and turn it in to the program director prior to beginning externship. Lost, stolen, damaged, or otherwise irretrievable lists will not receive credit. Worth **200 points**.

- Students are required to complete a weekly self- assessment and turn it in. **Worth 10 points a week for 10 weeks.**
- Every 2 weeks during the didactic portion of the program, the Program Director will provide a written progress report of each student in the program.
- Weekly evaluations are required during the externship. Students are responsible for ensuring the preceptor has completed and reviewed the evaluation with the student and returned to the program director. Evaluations are due no later than each Monday following the completion of the externship week. Failure to complete these evaluations may result in corrective action.
- Students are required at the end of the 8 week externship, to complete an evaluation of the site preceptor. This evaluation is necessary to monitor the student's experience on-site. This evaluation is due Monday following the completion of the externship. Failure to turn in evaluations during the externship may result in corrective action.

Homework:
Students are expected to have reading assignments completed prior to the start of the course/segment. Homework assignments are at the discretion of the Program Director and are used to support information pertinent to the practice as a pharmacy technician.

Clinical Rotations/Training:

Simulated Rotations
Simulated Rotations imitate the real world processes and systems described during the didactic portion of the program. Simulation allows students to develop skills and practice processes described in class, so when they are asked to perform these tasks during their externship experience they will understand their role in the system and how to handle the task at hand. Simulated Rotations provide workplace experiences in an ambulatory or hospital setting. Rotations focus on compliance with the institutions policies and procedures, use of drug dispensing systems, compounding, package and labeling of medications, processing data on electronic systems, preparing sterile products, use of proper procedures in working with controlled substances, inventory maintenance, use of technology including automated dispensing machines and recordkeeping. Comprehensive skill checklists will serve as a mechanism for monitoring progress throughout the experiential rotations. Students are responsible for maintaining this list during the first 10 weeks of the program, and turn it in to the program director prior to beginning externship. Lost, stolen, damaged, or otherwise irretrievable lists will not receive credit. Worth **200 points**.

Competency Testing:
All students admitted into the Cleveland Clinic School of Pharmacy Technology are required to take the TABE test, or show satisfactory competency through a college degree program. Satisfactory competency is required of all students in math, reading, and language.

Operational Policy:
Instructors, program staff, and department staff and leadership will be non-discriminatory with regard to disability, race, color, creed, gender, sexual preference, veteran status, national origin and other protected classes.

Program leadership will be active advocates for students in the program. When appropriate, the staff will support student decisions in administrative, educational, and clinical matters. To provide support and advocacy, students must inform the Program Director immediately of any incidents, problems, or errors.

Problem Resolution:
Students learning in an adult environment should build the skills to handle small conflicts individually, and are encouraged to do so as part of the learning process. However, problems should be brought to the attention of the Program Director immediately to document and facilitate resolution. Students wanting to appeal policies or decisions should refer to the *Grievance Policy*.

Student Appeal Process for Cleveland Clinic Internal Health Science Programs:

Purpose
The Appeal Mechanism provides a thorough, timely and objective assessment and resolution of student concerns and assures that students are treated in a fair, reasonable and nondiscriminatory manner. An appeal can be any concern or complaint asserted by a student regarding interpretation, application or breach of any policy, practice or procedure.

Eligibility
This procedure is available to any student enrolled in a Cleveland Clinic enterprise internal health science education program, who does not have any affiliation with a college/university.

Procedure
The Cleveland Clinic desires to resolve student grievances, complaints and concerns in an, expeditious, fair, cordial and professional manner. A student may resolve a grievance by initiating the following steps:

Informal Process
The student is advised to discuss the grievance informally with the person who is the source of the grievance. If the parties resolve the grievance, it is deemed closed. If the grievance is not resolved at this level, the student may request an informal review by the program director. It is expected that most problems or complaints of concern to students will be discussed and resolved in a timely fashion informally between the student and the program director. If the response from the program director is unacceptable to the student, or if the program director is the basis of the complaint, the student may initiate the formal grievance procedure. **The Director, Health Science Educational Partnerships, Center for Health Sciences Education,** will be notified immediately by the program director of an impending formal grievance.

Formal Grievance Procedure
The formal grievance procedure begins when a dated written complaint is submitted to the program director. The written complaint may be submitted via email. An appeal must be initiated within 5 business days of the date on which cause of the appeal is known. A copy of the appeal must be sent to the **Center for Health Sciences Education**.

Steps

1. The **first step** of appeal should involve discussion with the **department director/chairperson** or the **program's medical director** if the program director is also department director. Every effort should be made to resolve the issue at this step of the process. The **director/chairperson** or **program's medical director** has 5 business days to respond to the student in writing following the initial appeal request by the student as to the decision rendered.

2. If the decision rendered at the first step is deemed unacceptable by the student, the **second step** of appeal should involve the system-wide **Education Director/Manager** for the discipline. If no **Education Director/Manager** has been appointed, the **Director, Health Sciences Educational Partnerships**, Center for Health Sciences Education, should be notified**.** The **Education Director/Manager** or **Director, Health Sciences Educational Partnerships**, has 5 business days to respond to the student in writing following notification of appeal as to the decision rendered.

3. If the decision rendered at the second step is deemed unacceptable by the student, the **third step** of the appeal involves the **Health Professions' Education Council's Student Appeals Committee**. The committee chairperson and one committee member will review each appeal. The decision and recommendations at this step are final. The **Health Professions' Education Council** has 10 business days to respond to the student in writing following notification of appeal as to the decision rendered.

4. An appeal should be filed with the **Center for Health Sciences Education Office.** The education office will assign someone to assist the student throughout the appeal process.

5. The student shall have the opportunity to appear in person before the reviewing party at each step of the appeal process.

6. Appeals at each step must be made in writing by the student within 10 business days after receipt of the reviewing party's response. Email is acceptable. The **Center for Health Sciences Education** must be copied on all communications at each step of the appeals procedure.

7. The **Human Resources** and **Legal Departments** are available, in a consultative capacity, to the Program Director, Program's Medical Director, system-wide Education Coordinator, Director, Health Sciences Educational Partnerships or to the Chairman, Education Institute as it relates to the student's appeal**.**

Student Conduct:
Students accepted into the Cleveland Clinic School of Pharmacy Technology represent not only the school, but also the Cleveland Clinic and the Department of Pharmacy. Students are expected to represent themselves in a professional manner at all times. Students are to maintain a professional approach that encourages teamwork, the free exchange of ideas, and collaborative problem solving. Any interference with this work and learning environment is classified as *disruptive behavior* and violates policy. Failure to adhere to program, department, or organization policies may lead to corrective action or in some cases, dismissal from the program.

Disruptive behavior includes, but is not limited to, the following:

- Using profane or disrespectful language
- Engaging in negative talk about the program, classmates, or employees
- Degrading or demeaning comments and/or behavior
- Name-calling
- Sexual comments or innuendo
- Inappropriate or unwanted touching
- Racial, ethnic, or sexual jokes
- Outbursts of anger
- Comments that undermine a caregiver or student's confidence
- Intimidating behavior intended to suppress opinions from other classmates or employees
- Reluctance or refusal to answer phone calls, emails, pages, or requests
- Unfair or inappropriate evaluation of caregiver's or classmates
- Failing to report inappropriate conduct to the program director

Disciplinary Action:
Students who fail to follow policies, meet attendance requirements, or fail to use appropriate judgment in the practice setting are subject to corrective action. When appropriate, feedback will be provided to engage the student in a performance improvement plan. The program director will use a standard documented corrective action form to outline the steps following any deviation from program policy. Serious infractions can result in immediate dismissal from the program (see dismissal policy).

Discrimination and Harassment Grievance Policy and Procedure:
The Cleveland Clinic School of Pharmacy Technology affirms a commitment to freedom from discrimination for all members of the program.

Cleveland Clinic does not discriminate in admission, employment, or administration of its programs or activities, on the basis of age, gender, race, national origin, religion, creed, color, marital status, physical or mental disability, pregnancy, sexual orientation, gender identity or expression, genetic information, ethnicity, ancestry, veteran status, or any other characteristic protected by the federal, state or local law. In addition, Cleveland Clinic administers all programs and services without regard to disability, and provides reasonable accommodations for otherwise qualified disabled individuals.

If you are a student who believes you have been subject to (1) sexual harassment by Cleveland Clinic program faculty, staff or employee; or (2) any other form of gender discrimination under Title IX, you may report such

misconduct or file a formal compliant with the Title IX Coordinator in the Education Institute, Administration Office, Main Campus, NA22. Complaints must be submitted in writing."

If you are a student who believes you have been or are a victim of sexual harassment, including sexual assault, sexual violence or other sexual misconduct, by another student, you may report such conduct or file a complaint under Title IX with the Title IX Coordinator in the Education Institute, Administration Office, Main Campus, NA22. Complaints must be submitted in writing.

Universal Precautions:
Students must take standard precaution to reduce risk of blood-borne pathogens and infectious disease. Personal protective equipment is provided in all areas with risk. Students should consider all bodily substances potentially infectious and not enter any room, or handle items without personal protective equipment. Gloves, masks, protective eyewear, and gowns must be worn when appropriate. Additionally, students must wash hands before and after any direct patient contact.

Patient Care:
We are committed to providing our patients and their families with respect and dignity as we meet their health care needs. It is important for all health care providers, regardless of what department they work in, to understand our patient's rights. They have rights to:
1. Access to Care
2. Respect and Dignity
3. Privacy and Confidentiality
4. Personal Safety
5. Identity
6. Information
7. Access to Medical Records
8. Open Communications
9. Consent
10. Consultation
11. Refusal of Treatment
12. Assessment & Management of Pain
13. Seclusion and Restraint
14. Transfer and Continuity of Care
15. Hospital Charges
16. Hospital Rules and Regulations
17. Right to Complain

Patient Confidentiality:
During the course of the program, students will gain access to protected health information (PHI). Students must follow HIPAA regulations at all times. Class discussions, case study reports, and other communications are prohibited from including PHI. All students must complete HIPAA training through the COMET online system prior to starting the program and receiving an ID badge. Information obtained through the course of the program may not be shared with any other party unless to facilitate patient care. Failure to follow the patient confidentiality policies can result in immediate dismissal from the program.

HIPAA
The Health Insurance Portability and Accountability Act (HIPAA). The Privacy Rule provides federal protections for personal health information held by covered entities and gives patients an array of rights with respect to that information. At the same time, the Privacy Rule is balanced so that it permits the disclosure of personal health information needed for patient care and other important purposes.

As part of the healthcare team, there are times when employees/students have access to information that is extremely personal, sensitive, and covered under the. The act protects the privacy of all patient information. All employees and students have an obligation to refrain from accessing, revealing, divulging, or otherwise releasing confidential information or materials to unauthorized individuals.

All students will receive HIPAA training as part of their Cleveland Clinic orientation.
1. Students must not access, request, photocopy, fax, discuss, or otherwise use confidential information or materials for any purpose other than to conduct authorized departmental work functions in designated areas or for limited educational purposes outlined below.
2. Students are not permitted to access their own medical record unless following the procedure mandated by Cleveland Clinic.
3. Patient pertinent forms and other educational forms may not leave the Cleveland Clinic campus with any patient identifying information on them. The procedure for handling this with students from different programs will be discussed.
4. Students must not use the computer passwords of others nor may they share their own passwords with others.
5. Students must log-off their computer screens when finished with a task. If a student must perform a task and another individual is logged on the terminal, the student must log off the terminal and log on using his/her own password before performing a task.
6. Students are not permitted to access the internet from Cleveland Clinic computers.

Non- Smoking Policy:
Cleveland Clinic campuses are smoke-free to promote a healthy environment for patients, employees, and visitors. Students are prohibited from smoking anywhere on Cleveland Clinic property. This includes smoking in one's vehicle when it is parked on Cleveland Clinic property. Smoking on Cleveland Clinic property will lead to immediate dismissal from the program (see dismissal policy).

As part of the health screening, students are tested for the presence of tobacco. Although a positive tobacco test does not preclude one from acceptance into the program, students cannot gain employment at the Cleveland Clinic until a follow up test shows a negative result.

Drug and Substance Abuse Policy:
Drug and substance abuse will not be tolerated and is considered a major infraction of policy. Students suspected by the Program Director, preceptor, or department manager of being under the influence of illegal substances, mood altering prescription therapies, or alcohol will be sent for testing immediately. Positive results or refusal to receive testing will result in immediate dismissal from the program (see dismissal policy).

Personal Appearance:
- Employees/ students with direct patient care may not wear artificial nails (e.g. acrylic nails, wraps, gels).
- Tattoos must be covered during working hours.
- Body piercing jewelry may not be visible except for ear lobes. No more than two pair of simple earrings may be worn per ear.
- Cleveland Clinic will make reasonable accommodations for dress or grooming directly related to a person's religion, ethnicity, or disability unless such accommodation poses a risk to the safety or health of the individual or others.
- The ID badge must be worn above the waist with the photo ID facing outward.
- The hospital recognizes that exposure to strong scents or fragrances in the environment can be offensive to others. Therefore, the use of only minimally scented perfumes, colognes, and other fragrance products is encouraged.

Dress Code:
Students will be issued uniforms at no additional charge. The uniforms will consist of a logo polo shirt, and scrub bottoms. Students are required to wear this uniform at ***all*** times during the program, unless specifically directed otherwise by the Program Director.
- Students should keep uniforms laundered and tidy at all times.
- Students must wear closed toe athletic or orthopedic type footwear. Open-toe or dress shoes are not permitted.
- Socks or hosiery must be worn at all times.
- Students may not wear clothing *over* their uniforms, including hooded sweatshirts, cardigan sweaters, or coats. Plain long-sleeved shirts may be worn under the polo shirt to provide additional layering, when needed.

- Students may not wear more than 1-2 pairs of tasteful earrings in each ear. Facial piercings are not permitted.
- Tattoos should remain covered while in practice sites.
- Students must keep facial hair well groomed.
- Students must maintain natural hair colors.
- Artificial fingernails and distracting fingernail coloring is not permitted.
- Cleveland Clinic ID badges must be worn above the waist at all times.
- Students who fail to follow the dress code policy may be sent home at the Program Director or preceptor's discretion.

Identification Badges:
Identification badges are issued to provide caregivers with a means of identification, to promote safety and security on Cleveland Clinic property, to be used for access controls, parking, timekeeping and to assist in emergency identification as necessary. The ID badge is to be worn at **all** times while on property owned or leased by Cleveland Clinic. The badge should be attached where it is visible above the waist, facing forward, in an upright, readable position with the caregiver's photograph clearly visible at all times. Caregivers must immediately notify the Identification Badge Department of lost or stolen identification badges and must obtain a replacement within 24 hours. There is a fee for a replacement ID badge but there is no cost for damaged badge replacements or for name, department or title changes that have been approved by the Human Resources Department.
All our caregivers share responsibility for following the ID Badge Policy as it represents an integral component of the safety and security plan for Cleveland Clinic.

Social Media Policy:
Students are prohibited from posting any confidential or sensitive patient information or information related to the Cleveland Clinic on any social media website (Google+, Facebook, Myspace, Twitter, etc). Students are responsible for all content they post on social media sites. If students post any information related to Cleveland Clinic, they must disclose their role and attach the statement: *"This post is personal to me and does not necessarily reflect the opinions or positions of the Cleveland Clinic."* Failure to follow social media guidelines can result in dismissal from the program.

Cell Phones and Text Messaging:
The use of these devices is restricted during clinical time. Each hospital will identify non-patient care areas approved for use during non-clinical/break time.

Student Parking:
Students will receive a free, on-site parking assignment at the same time the ID badge is retrieved. Students must park in assigned locations, and follow posted parking rules.

Weather Emergency Policy:
Students are required and expected to maintain attendance in the program during all seasons. Cleveland Clinic School of Pharmacy Technology will follow the Cleveland Clinic's weather emergency policy. Weather emergencies are generally announced within 1-3 shifts after the emergency is declared. If a weather emergency is declared by Cleveland Clinic, absences will be announced and make-up work will be scheduled. Otherwise, absences during inclement weather will follow the normal attendance policy.

Electronic Devices:
Pharmacy practice can be supplemented through the use of electronic devices (smart phones, PDA's, etc) with clinical applications. As such, students are permitted to use personal electronic devices for clinical purposes only when in clinical sites. However, students must restrict the use of such devices in the presence of hospital patients. The use of electronic devices is not permitted during clinical hours to make personal phone calls, send text or instant messages, or access Internet services for personal communication purposes.

Plagiarism and Academic Conduct:
Students who use resources to complete project work must properly cite sources using APA or MLA format. Failure to properly cite work is considered plagiarism and can result in immediate dismissal from the program.

Students will use electronic tools to complete assignments and examinations. Students may not use outside resources to complete these graded assignments. Academic misconduct during examinations or other graded work will result in a failed score (zero points). Academic misconduct includes, but is not limited to, sharing answers, using unapproved resources during testing; making copies of tests or assignments, having others complete assignments on another student's behalf. Academic misconduct can result in immediate dismissal from the program. Upon completion of the program, former students are not permitted to share answers to assignments or tests with current students.

Employment Guidelines for Students:
Students graduating from the Cleveland Clinic School of Pharmacy Technology may be considered for employment within the Cleveland Clinic Health System. Students should carefully monitor their own behavior within practice sites, as all feedback throughout the program relating to one's professional conduct can be considered when evaluating employability.
Attendance records and academic evaluations will be considered. All requests for letters of recommendation should be directed to the Program Director.

Students seeking employment within the Cleveland Clinic Health-System may apply for open positions during the last 5 weeks of the externship. The department may choose to interview student applicants during this time, but all offers are contingent upon successful passage of the certification board exams. Hiring decisions are those of the hiring manager within each site.

Board Certification:
To gain employment as a pharmacy technician at Cleveland Clinic, students must pass the Pharmacy Technician Certification Board Exam. Once the requirements for program completion have been met and tuition is paid in full, the Program Director will arrange and pay for the first attempt at the exam. Once the fees have been paid in full, students will receive an Authorization to Test from PTCB via email. The student is responsible for scheduling the day and time of the test. Once the testing is complete, the student must notify the Program Director of the results.

Graduation Ceremony:
A graduation ceremony will be planned and arranged at the school's expense. This is a formal event and students and their guests must dress appropriately. Men should plan to wear suits and women should dress in a suit, business dress, or business skirt. Each student is permitted to invite up to 4 adult guests to the event. Final counts are due at least two weeks before the graduation ceremony.

Distance Learning Policy:
The School of Pharmacy Technology requires students to attend each course component in person. The program does **not** have a distance learning component at this time.

Equal Employment Opportunity Policy Statement

Cleveland Clinic is an equal opportunity and affirmative action employer and seeks to ensure that employment decisions are based only on valid job requirements and that all caregivers and applicants are provided with equal opportunity in all employment practices including recruitment, selection, promotion, compensation and salary administration, benefits, transfers, training and education, working conditions and application of policies without regard to race, color, religion, gender, sexual orientation, gender identity, pregnancy, marital status, age, nationality, ethnicity, ancestry, disability, military status, genetic information, protected veteran status, or any other factor or characteristic protected by law.

Cleveland Clinic will also provide reasonable accommodation to known physical or mental limitations of an otherwise qualified caregiver or applicant, unless the accommodation would impose undue hardship on the operation of our business.

Caregivers and applicants may not be subjected to harassment, intimidation, threats, coercion or discrimination because they have engaged in or may engage in any of the following activities: (A) filing a complaint; (B) assisting with or participating in an investigation, compliance evaluation, hearing or other activity related to the administration and enforcement of this policy, Executive Order 11246 (the "Executive Order"), the Vietnam Era Veterans Readjustment Assistance Act of 1974 ("VEVRAA"), Section 504 of the Rehabilitation Act of 1973 (the "Rehabilitation Act"), or the Affirmative Action provisions of any other Federal, state, or local law; (C) opposing any act or practice made unlawful by the Executive Order, VEVRAA, the Rehabilitation Act, or any other Federal, state or local law requiring equal opportunity for females, minorities, protected veterans or individuals with disabilities; or (D) engaging in any other right protected by the Executive Order, VEVRAA or the Rehabilitation Act.

Discrimination or harassment based on any protected category will not be tolerated and is cause for disciplinary action up to and including termination of employment. To maintain our culture of integrity, we also encourage the reporting of concerns without the fear of retaliation. Any caregiver who believes he or she has been subjected to discrimination or retaliation may report it to his or her manager, to any member of Cleveland Clinic's management or to his or her Human Resources representative. Any applicant who believes he or she has been subjected to discrimination or retaliation may report it to Talent Acquisition, Human Resources, the Office of Physician Recruiting, the Office of Professional Staff Affairs, the Division of Education representative (as appropriate for the position), or the hiring manager. These reports will be investigated and appropriate corrective action taken.

In addition to the above reporting system, Cleveland Clinic periodically audits our equal opportunity and affirmative action activities to: (A) measure the effectiveness of our affirmative action program; (B) indicate any need for additional good faith programming; (C) determine the degree to which our objectives have been attained; (D) measure our compliance with the affirmative action program's specific obligations; and (E) determine whether females, minorities, individuals with disabilities and protected veterans have had the opportunity to participate in all educational, training, recreational and social activities we sponsor.

As the Chief Executive Officer and President of the Cleveland Clinic, I fully support Cleveland Clinic's commitment to equal employment opportunity and our affirmative action program. Le Joyce Naylor, Executive Director of Diversity and Inclusion, is leading Cleveland Clinic's affirmative action efforts and has been assigned responsibility for implementation of the affirmative action program and for ensuring that the equal employment opportunity policies are understood and followed.

Caregivers and applicants who wish to review the Affirmative Action Plans should contact James Barron, Program Manager, Employee Relations, at 216-448-1222 or barronj2@ccf.org, to schedule an appointment.

Delos M. Cosgrove, M.D.,	07/31/2015
Chief Executive Officer and President	Date

STUDENT INFORMATION FOR PROGRAM FILE

Student Information

Name:_____

Address:_____

_____

Home Phone:_____

Cell Phone:_____

Emergency Contact

Name:_____

Relationship:_____

Phone: (home, work or mobile?)_____

Students assume the risk of exposure to patients who may carry a contagious or infectious disease. In the event any Student is exposed to blood from a patient who is a carrier of a contagious or infectious disease or a patient who is, in the judgment of the Clinical Site, at risk of being a carrier of a contagious or infectious disease, the Clinical Site will, with the consent of the Student, either refer the Student to an Emergency Room or administer immediate precautionary treatment consistent with current medical practice. Initial screening tests or prophylactic medical treatment shall be paid for by the Student's own medical coverage. The Cleveland Clinic has no responsibility for any further diagnosis, medication or treatment.

Health Insurance

The Cleveland Clinic REQUIRES all students be covered by a health insurance policy. The students' school and the Cleveland Clinic are not responsible for medical expenses related to disease or injury incurred during the Training Program. The Student is responsible for any medical expenses incurred during training at the Clinical Sites. Students may be asked to provide proof of coverage prior to beginning of their clinical rotations. If a student's health insurance lapses while attending clinicals at CC, he/she may not be permitted to attend clinicals until proof of coverage is provided. It is the student's responsibility to provide current information to the Director of Clinical Education, Education Coordinator or Clinical Instructor.

Medical Expense Waiver

Students entering an allied health profession need to be aware, by virtue of the clinical nature of the training, that they might be exposed to infectious disease processes, injury, and their inherent risks. Students enrolled in training programs, which involve clinical/practicum experiences are expected to have their own personal health insurance. Your educational institution and the Cleveland Clinic are not responsible for medical expenses related to disease or injury incurred during training programs.

I, the undersigned, understand the above and agree to be responsible for any medical expenses incurred during training at a Cleveland Clinic hospital/facility.

Signature Date_____

Acknowledgement / Signature Page_____

STUDENT OR ON-SITE FACULTY WAIVER

Clinical training in a health care setting assumes certain risks, including the possibility of exposure to an infectious disease, injury from equipment or medical materials, and illness or injury to oneself, employees, patients or visitors. I understand that The Cleveland Clinic Foundation, d/b/a Cleveland Clinic and its member hospitals and their affiliates (the "Clinical Site(s)") do not provide any accident, malpractice, health, medical, or workers' compensation insurance coverage for any illness or injury I may acquire or cause at a Clinical Site. I acknowledge and as consideration for the opportunity to participate in clinical training at Clinical Sites, I hereby waive, for myself or any heirs and/or assigns, any and all claims which I might have against the Clinical Site, or its agents or representatives, in any way resulting from personal injuries, illness, or property damage sustained by me and arising out of my participation in the Training Program at the Clinical Site, except for claims arising out of the gross negligence or reckless or willful misconduct of the Clinical Sites or their employees.

In the event I am exposed to blood or other bodily fluids from a patient who is a carrier of a contagious or infectious disease or a patient who is, in the judgment of the Clinical Site, at risk of carrying a contagious or infectious disease, Clinical Site shall, with my consent, either administer immediate precautionary treatment consistent with current medical practice or refer me to an Emergency Room. I shall pay for the initial screening tests or prophylactic medical treatments. Clinical Site shall have no responsibility for any further diagnosis, medication or treatment and I acknowledge and assume the risk of working with patients at risk of carrying a contagious or infectious disease, except for the risk of gross negligence or willful or reckless misconduct on the part of Clinical Site, its trustees, officers, agents, and employees.

CONFIDENTIALITY AND NON-DISCLOSURE STATEMENT

It is understood that during the course of my participation in the Training Program at Clinical Site, I may obtain confidential information about or from Clinical Site ("Confidential Information"). Confidential Information includes, but is not limited to, financial or proprietary data about Clinical Site, information about Clinical Sites' business and employees, patient information, methods of operating, development plans, programs, documentation, techniques, trade secrets, systems, know-how, policy statements, access to proprietary software applications and databases, and other confidential data. The information may be in the form of verbal, visual, written, or computerized data. I will not disclose Confidential Information (including, but not limited to, PHI) to anyone, including my family and friends, under any circumstances. I agree to maintain in strict confidence all Confidential Information and will not, unless otherwise required by law, disclose such Confidential Information to any third party without Clinical Site's prior written consent. I will not make copies of Confidential Information. Prior to discussion of or writing about any Clinical Site patient in an academic context relative to my program of study, all individually identifiable information will be removed or the PHI will be de-identified in compliance with the requirements of the Federal Health Insurance Portability and Accountability Act of 1996 (HIPAA).

I agree to maintain patient confidentiality in both written and verbal communication with other students, instructors, any other individuals, in clinical rounds or class discussion, as well as in any published materials. I understand that patient confidentiality is of such great importance that PHI is NEVER to be shared with anyone even if it is years after I participate in the Training Program.

Under the Federal Health Insurance Portability and Accountability Act of 1996 (HIPAA), Protected Health Information ("PHI") is defined as individually identifiable health information, which is health information created, received or used by Clinical Site relating to (a) the past, present or future physical or mental health or condition of a patient, or (b) payment for the provision of healthcare to a patient. PHI contains identifiers that identify a patient or for which there is a reasonable basis to believe the information can be used to identify a patient. Examples of individual identifiers include, but are not limited to, patient name, complete addresses, social security number, date of birth, medical record number and dates of treatment. PHI may include any or all of these individual identifiers coupled with a patient's health information, examples of which are a social security number and diagnosis, date of birth and past medical history, or dates of treatment and symptoms present at the time of treatment. PHI may be accessed only by those individuals who, within the scope of their employment or training responsibilities have a legitimate need for such information for purposes of patient care, research, education or administrative uses. I agree that any breach of the Agreement may cause Clinical Site substantial and irreparable damages and, therefore, in the event of any such breach, CCF shall have the right to seek specific performance and other injunctive and equitable relief without the need to post bond.

The acquisition, release, discussion or other use of Confidential Information for purposes other than to conduct normal authorized business activities during my training at Clinical Site is strictly prohibited. Violation of confidentiality is a very sensitive matter and will be considered grounds for removal from the Training Program, any related employment offer and/or consideration for future employment opportunities.

I understand and agree to my obligations as stated in this signed waiver and statement and that this document shall remain in effective for the duration of my student clinical rotations (or faculty duties) at the Clinical Sites, and that the waiver and obligations of confidentiality and non-disclosure shall remain in effect indefinitely.

Signed: _____ Date:_____

_____School:_____
[Printed Name of Student]

I have had a Cleveland Clinic name badge in the past (please circle one) YES NO

Cleveland Clinic School of Pharmacy Technology
Student Handbook
Acknowledgement Statement

Program Mission, Vision, and Values Statements
Program Goals
Program Overview
Contact Information
Program Staff and Duties
Instruction Staff
Program Oversight Committee
Pharmacy Practice Sites
Accreditation
Academic Counseling
Operational Policies
Student Examinations
Student Evaluations
Student Conduct
Disciplinary Action
Grievance Policy and Procedure
Discrimination and Harassment Grievance
Universal Precautions
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Electronic Devices
Social Media Policy
General Resources
Attendance
Call-Offs
Grading
Grade Reports and Transcripts
Completion and Graduation Requirements
Tuition
Terminal Objectives
Dismissal Policy
Voluntary Withdrawal Policy
Dress Code
Student Parking
Graduation Ceremony
Board Certification
Competency Testing
Plagiarism and Academic Conduct
Employment Guidelines for Students
Problem Resolution
Supervision of Students
Weather Emergency Policy

I have read, reviewed, and understand the above mentioned policies and descriptions listed above, and referenced in the Student Handbook. I understand that failure to comply with the policies of the Cleveland Clinic School of Pharmacy Technology, Department of Pharmacy, or Cleveland Clinic can result in corrective action, including immediate dismissal from the program.

_____ _____
Student Signature **Date**

_____
Student Name (Printed)

Weekly Assignments and Due Dates

Week 1	Due Date	Points
Weekly Comprehensive Exam 1	Thursday, 8/17	100
Discussion Post 1	Friday, 8/18	30
Weekly Self-Assessment 1	Friday, 8/18	10
Simulated Skills Checklist	Ongoing	
Week 1 Instructor Evaluations	Friday, 8/18	

Week 2	Due Date	Points
Weekly Comprehensive Exam 2	Thursday, 8/24	100
Discussion Post 2	Friday, 8/25	30
Weekly Self-Assessment 2	Friday, 8/25	10
Simulated Skills Checklist	Ongoing	
Week 2 Instructor Evaluations	Friday, 8/25	

Week 3	Due Date	Points
Weekly Comprehensive Exam 3	Thursday, 8/31	100
Discussion Post 3	Friday, 9/1	30
Weekly Self-Assessment 3	Friday, 9/1	10
Simulated Skills Checklist	Ongoing	
Week 3 Instructor Evaluations	Friday, 9/1	

Week 4	Due Date	Points
Weekly Comprehensive Exam 1	Thursday, 9/7	100
Discussion Post 1	Friday, 9/8	30
Weekly Self-Assessment 1	Friday, 9/8	10
Simulated Skills Checklist	Ongoing	
Week 4 Instructor Evaluations	Friday, 9/8	

Week 5	Due Date	Points
Weekly Comprehensive Exam 5	Thursday, 9/14	100
Discussion Post 5	Friday, 9/15	30
Weekly Self-Assessment 5	Friday, 9/15	10

Simulated Skills Checklist	Ongoing	
Week 5 Instructor Evaluations	Friday, 9/15	

Week 6	**Due Date**	**Points**
Weekly Comprehensive Exam 6	Thursday, 9/21	100
Discussion Post 6	Friday, 9/22	30
Weekly Self-Assessment 6	Friday, 9/22	10
Simulated Skills Checklist	Ongoing	
Week 6 Instructor Evaluations	Friday, 9/22	

Week 7	**Due Date**	**Points**
Weekly Comprehensive Exam 7	Thursday, 9/28	100
Discussion Post 7	Friday, 9/29	30
Weekly Self-Assessment 7	Friday, 9/29	10
Simulated Skills Checklist	Ongoing	
Week 7 Instructor Evaluations	Friday, 9/29	

Week 8	**Due Date**	**Points**
Weekly Comprehensive Exam 8	Thursday, 10/5	100
Discussion Post 8	Friday, 10/6	30
Weekly Self-Assessment 8	Friday, 10/6	10
Simulated Skills Checklist	Ongoing	
Week 8 Instructor Evaluations	Friday, 10/6	

Week 9	**Due Date**	**Points**
Weekly Comprehensive Exam 9	Thursday, 10/19	100
Discussion Post 9	Friday, 10/20	30
Weekly Self-Assessment 9	Friday, 10/20	10
Simulated Skills Checklist	Ongoing	
Week 9 Instructor Evaluations	Friday, 10/20	

Week 10	Due Date	Points

Comprehensive Math Exam* **	**Wednesday, 10/18**	**100*** **
Weekly Comprehensive Exam 10	Thursday, 10/19	100
Simulated Skills Checklist	**Thursday, 10/19**	**200**
Discussion Post 10	Friday, 10/20	30
Weekly Self-Assessment 10	Friday, 10/20	10
Week 10 Instructor Evaluations	Friday, 10/20	

*****Math Comprehensive Exam is a standalone grade. Students must score above a 75% to graduate.**

Grade Scale (State of Ohio Requires a 75 % to pass for pharmacy technician education).

Total Number of Points	Percentage Scale	Letter Grade
1564- 1700	**92%- 100%**	**A**
1394- 1563	**82%- 91%**	**B**
1275-1445	**75% -81%**	**C**
Below 1274	**74% Failing (Does not meet graduation requirements)**	**F**

Cleveland Clinic

Transcript Request Form

In accordance with the Federal Family Educational Rights & Privacy Act (FERPA) of 1974 and subsequent amendments, your academic records cannot be released without your consent. All outstanding financial, academic or administrative obligations to the Cleveland Clinic (CCF) must be absolved before a transcript can be processed for release.

Student's Full Name: _____

Current Address: _____

City: _____ State: _____ Zip: _____

CCF ID Number: _____

Date of Birth: _____

Phone Number: _____

Email Address: _____

CCF Program: _____

Dates of Attendance: To: _____ From: _____

Transcript Options:

Number of Copies:	☐ **Official Transcript** – Place Transcript in a Sealed Envelope (Sealed Transcripts are official as long as seal is unbroken)	☐ **Issued to Student** (Stamped 'Unofficial – Issued to Student' Stamp)

Delivery Options:

☐ Hold for Pick-Up
☐ Mail Transcript

Mail Transcript to:

Name: _____

Institution/Company: _____

Department/College/School: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Special Instructions:

Signature: _____ **Date:** _____
(required) **(required)**

Office Use ONLY!	**Date Picked Up or Sent: (circle one)**	
	Sent by:	

Student Request for a Letter of Recommendation or Verbal Reference

If the student would like a letter of recommendation or a verbal reference from their Cleveland Clinic clinical instructor, fieldwork educator or preceptor, the student must provide the following information and sign one of the two statements* below. **No student information will be released without completing this form.**

Student's Full Name: _____

Permanent Address: _____

City: _____ **State:** _____ **Zip:** _____

Email Address: _____

Permanent Phone Number: _____

The letter for recommendation or verbal reference is for:

☐ **Employment** ☐ **Graduate/Professional School** ☐ **Other: (Please Specify)** _____

The information on the back of this page will be used for writing the letter of recommendation for the student or providing a verbal reference when asked.

I am requesting _____

(identify CCF clinical instructor, preceptor or fieldwork educator) to provide a written letter of recommendation and/or verbal reference to:

☐ **Name:** _____

Institution/Company/College: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

OR

☐ I authorize CCF to release my information to any future requestors. I will notify CCF of such requestors via email

Please note: There is a 3 year time limit for these requests

Letter of Recommendation Due Date: _____

***The student must sign and date ONE of the following statements:**

1) I wish to have access to the information on this form and/or written letter of recommendation, and I understand that under the Family Education Rights to Privacy Act of 1974, 20 U.S.C. 1232 g (a) (1), I have the right to read this recommendation.

Applicant's Signature: _____ **Date:** _____

- If signed above, please provide a self-addressed stamped envelope.

2) I hereby waive any and all access rights granted me by the above laws to this recommendation/reference.

Applicant's Signature: _____ **Date:** _____

Office Use ONLY!	**Date Sent:**	

Student's Name_____ Date_____

Academic Institution: _____

Clinical Rotation: _____
(Type of Rotation)

	Needs Improvement	Meets Most	Fully Meets	Exceptional Performance	Not Observed
Clinical Skills	☐	☐	☐	☐	☐
Time Management	☐	☐	☐	☐	☐
Communication Skills	☐	☐	☐	☐	☐
Interpersonal Skills	☐	☐	☐	☐	☐
Behavioral Skills	☐	☐	☐	☐	☐
Appearance	☐	☐	☐	☐	☐
Motivation	☐	☐	☐	☐	☐
Professional Attributes	☐	☐	☐	☐	☐
Teamwork	☐	☐	☐	☐	☐
Quality of Work	☐	☐	☐	☐	☐
Service	☐	☐	☐	☐	☐
Integrity	☐	☐	☐	☐	☐
Compassion	☐	☐	☐	☐	☐
Attendance	☐	☐	☐	☐	☐
Punctuality	☐	☐	☐	☐	☐

In my opinion, this student has the potential to be a Cleveland Clinic employee.

☐ Yes ☐ No ☐ Student is too new to rate ☐ Undecided

Print Name: _____
(Clinical Instructor/Fieldwork Educator/Preceptor)

Signature: _____ Date: _____
(Clinical Instructor/Fieldwork Educator/Preceptor)

CCF Location: _____
(CCF Hospital, Family Health Center, etc.)