

# Spring 2019 Pharmacy Technician Education

Thursday • May 9, 2019

Makoy Center • 5462 N. Center Street • Hilliard, Ohio 43026

The Spring 2019 *Pharmacy Technician Education* program includes one (1) hour of **pharmacy law**, one (1) hour of **patient safety**, plus five (5) hours of various topics selected to meet specific needs of pharmacy technicians. A total of seven (7) contact hours of ACPE-accredited continuing education for pharmacy technicians can be earned.

## Program Schedule

- 8:00 a.m. Registration & Breakfast
- 8:30 a.m. *Health Insurance*
- 9:30 a.m. *Medication Error Reporting*
- 10:30 a.m. Break
- 10:40 a.m. *Injectable Diabetes Meds*
- 11:40 a.m. *Pharmacy Law Update*
- 12:40 p.m. Lunch
- 1:25 p.m. *HIV Patient Care*
- 2:25 p.m. *Conflict Management*
- 3:25 p.m. Break
- 3:35 p.m. *Osteoporosis*
- 4:45 p.m. Adjournment

To receive continuing education credit, you must attend the entire session, actively participate, complete the CPE form indicating sessions attended, and provide your NABP e-Profile ID number and birthdate on the form. Sign, date, and return the form to the OPF staff, or to the OPF office **within 30 days of the program**. Your CPE credit will be uploaded to the CPE Monitor where CPE statements of credit can be printed. Learning objectives for the continuing pharmacy education programs can be found on the OPA website at [www.ohiopharmacists.org](http://www.ohiopharmacists.org). Disclosure of faculty and commercial support relationships will be made known at the activity.

This program is intended for pharmacy technicians in all practice settings. *Disclosure:* The OPF trustees and other individuals responsible for planning OPF continuing pharmacy education activities have no relevant financial relationships to disclose.

The Ohio Pharmacists Foundation Inc. is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.



## Program Descriptions

*Each session is approved for 0.1 CEU of credit for pharmacy technicians.*

### **Everything Nobody Taught You About Health Insurance**

*Beth Collier, LSW, CPhT, Director of Resource Development, Charitable Healthcare Network Senior Certified Pharmacy Technician, Walgreens*

You can't talk about healthcare in America without talking about health insurance, but how much do we really know about it? From defining insurance terminology to exploring how the Affordable Care Act changed the American healthcare system, this session will delve into how health insurance works. Health insurance literacy leads to better, more informed healthcare decisions. Participants will become more health insurance literate so they can better help their patients when issues or questions arise.  
ACPE #0129-0000-19-063-Lo4-T *Knowledge-based activity*

### **See Something, Say Something: Medication Error Reporting**

*Kristine A. Mason, PharmD, MS, R.Ph.; PGY2 Community-Based Pharmacy Leadership & Administration Resident, The Ohio State University and The Kroger Co.*

Healthcare workers in all roles observe errors and unsafe behaviors. Reporting medication errors is an important part of the process of learning from mistakes and making changes to practice. This session will describe the importance of error reporting, behaviors that contribute to errors, and the role of the pharmacy technician in error reporting. Attendees will practice ways to recognize and report medication errors.  
ACPE #0129-0000-19-064-Lo5-T *Application-based activity*

### **Injectable Diabetes Medications**

*Brooke Taylor, PharmD, PGY1/MS Community-Based Pharmacy Administration and Leadership Resident*

As the number of Americans diagnosed with diabetes increases, patients are more commonly being prescribed injectable medications. These medications can be expensive and complicated to use. As frontline staff, it is important that pharmacy technicians are able to recognize commonly used injectable diabetes medications and directions, help to solve patient barriers, as well as be able to perform basic pharmacy calculations.  
ACPE #0129-0000-19-065-Lo1-T *Application-based activity*

### **Recent Law and Rule Changes Affecting Pharmacy Technicians**

*Ryan Bolus, R.Ph., Compliance Specialist, State of Ohio Board of Pharmacy*

Our speaker will provide information on the recent law and rules changes affecting pharmacy technicians, including an update on approved pharmacy technician training programs, as well as the maintenance of registered and/or certified technician status.  
ACPE #0129-0000-19-066-Lo3-T *Knowledge-based activity*

### **Navigating HIV, What You Should Know**

*Jacquelyn Kissel, PharmD, R.Ph., AAHIVP, Clinical Pharmacist; Justin Bramel, PharmD, R.Ph., AAHIVP, Clinical and Specialty Pharmacy Programs Manager, Equitas Health Pharmacy*

Our speakers will discuss the HIV life cycle, the role of typical HIV medication regimens, financial assistance available to patients, and cultural competency surrounding their care. They will also discuss the pharmacy technician's role in providing quality care to patients living with HIV.  
ACPE #0129-0000-19-067-Lo2-T *Knowledge-based activity*

### **Conflict Resolution and Soft Skills for Technicians: The Points They Don't Always Teach You in Training**

*Mackenzie Harrell, R.Ph., PharmD, The Kroger Co.*

This interactive session will help technicians work through various conflict scenarios encountered in the workplace. From dealing with difficult customers, co-workers and bosses, technicians will be given the tools to work through difficult situations. In addition, we will explore soft skills such as clear communication, time management, accepting criticism and customer service.  
ACPE #0129-0000-19-068-Lo4-T *Application-based activity*

### **Osteoporosis: Bad to the Bone**

*Morgan Borders, PharmD, R.Ph., and Ashley Zupancic, PharmD, R.Ph., Ambulatory Care Pharmacy Residents, ONU HealthWise*

Osteoporosis is a disorder in which the bones become weak and fragile which increases the risk for fractures. Our speakers will provide an overview of risk factors for developing osteoporosis, how it is commonly diagnosed, as well as common prevention strategies and treatment options.  
ACPE #0129-0000-19-069-Lo1-T *Knowledge-based activity*

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## Registration Form

Name \_\_\_\_\_ Nickname for Badge \_\_\_\_\_

NABP e-Profile ID \_\_\_\_\_ Birthdate (*MMDD format*) \_\_\_\_\_

[ *obtain at [www.nabp.pharmacy](http://www.nabp.pharmacy)* ]

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Place of Employment \_\_\_\_\_

Telephone ( \_\_\_\_\_ ) \_\_\_\_\_

\*Email \_\_\_\_\_

\*All technician program information is distributed via email. Please keep us informed of your current email address.

If physically impaired or have dietary allergies, please specify \_\_\_\_\_

**Registration Fee:** \$75

**Register Online** at [www.ohiopharmacists.org](http://www.ohiopharmacists.org)

Or **check payable to:** *Ohio Pharmacists Foundation*

**Mail to:** Ohio Pharmacists Foundation  
**Must be received** 2674 Federated Blvd.  
**by May 3** Columbus, OH 43235

Or **Fax** with credit card information:  
614.389.4582

Or **Call** with credit card information: 614.389.3236

Driving directions and a list of area hotels  
will be provided upon request.

Request for refunds, less \$15 administrative fee,  
will be honored if received by 4/29/2019.

For more information, call OPF at 614.389.3236.

### Credit Card Information:

MasterCard  VISA  AMX

Account No. \_\_\_\_\_

Exp \_\_\_\_\_ Security Code \_\_\_\_\_

Name on Card \_\_\_\_\_

Billing Address \_\_\_\_\_

(*if different from registration form*)

City \_\_\_\_\_

State/Zip \_\_\_\_\_