

STEIN ACADEMY

PHARMACY TECHNICIAN PROGRAM

EXTERNSHIP INFORMATION PACKAGE

Student Contact Information: Please make Stein Academy aware immediately of any change of address or telephone number. Your continuing status in the program can be dependent upon our ability to reach you for important matters as they arise.

Absences: Remember you will need to notify us of your absence from class or your externship by calling us at (410) 602-0666. If leaving a message, you must, include your full name, Externship location and a phone number where you can be reached including area code. Our representatives check messages between 9am & 5pm on weekdays. If calling to report an absence, do not expect a return call.

Course Completion: Upon completion of the Pharmacy Technician Program and after you receive your certificate; you can contact the State Board of Pharmacy to obtain your application for registration as a Pharmacy Technician. You can check out the website (listed below) for the process, instructions and application.

Maryland Board of Pharmacy
4201 Patterson Avenue
Baltimore, Maryland 21215
(410) 764-4794

Please note that to apply for registration as a pharmacy technician you will undergo fingerprint and background screening through the Department of Justice. If you have ever been convicted of or pled no contest to a violation of any law of a foreign country, the United States or any state laws or local ordinances, including all misdemeanor and felony convictions, regardless of the age of the conviction, contact the Maryland Board of Pharmacy to determine your eligibility for this program at (410) 764-4794. **DO NOT UNDERGO FINGERPRINT SCREENING UNTIL YOU HAVE COMPLETED YOUR EXTERNSHIP.**

Dress code: Appropriate dress standards have been established in order to present and maintain, at all times, a professional appearance to patients, employees and visitors. The standards allow for comfortable performance of duties, promotion of safety and prevention of the spread of infectious organisms. Students are expected to conform to this dress code in the classroom and at the externship site. Instructors may dismiss students they deem inappropriately dressed at any time from the classroom. Students will be required to comply with the externship site's dress code. If none is stipulated then the following will apply.

Classroom: Comfortable casual attire is acceptable. Nothing of a distractive or disruptive nature will be allowed. Identification badge is to be worn at all times in the classroom. At the discretion of the instructor, students may be required to abide by the following dress code for the externship site and in the classroom setting as well.

Externship Site:

- ID Badge:** Identification badge is to be worn at all times above the waist, with name visible.
- Hair:** Should have a clean and neat appearance; hair that is shoulder length or longer will be pulled back when on the externship site. Facial hair must be clean, neat and well groomed.
- Headwear:** Religious head covers may be worn; baseball-type caps are inappropriate.
- Jewelry:** Should be appropriate to professional wear and not present a safety hazard when working with patients or equipment.
- Tops/Shirts:** White, solid-colored or print tops with sleeves. Colors must be non-fluorescent. Pullover blouses and collared polo style shirts, or scrub tops may be worn. NO turtle necks, denim attire, tank tops, halter tops, sweatshirts, low cut necklines, transparent garments, tops exposing bare midriff, back or chest. Absolutely NO sweatshirts or T-shirts with cartoons, graffiti, advertising or offensive pictures.
- Skirts/Dresses:** White, solid-colored or print uniform skirts, dresses or jumpers worn are to be clean, neat and allow for the performance of the job without restrictions. Mini dresses/skirts or long skirts that might interfere with safety are not acceptable.
- Slacks/Pants:** White, solid-colored or print uniform pants or scrub pants may be worn. NO sweat pants, jogging pants, overalls, torn or patched pants, tight clothing (bike shorts, leotards, shorts or leggings).
- Hose:** White or neutral shades must be worn.
- Footwear:** Clean, preferably white, closed-toed shoes will be worn. Clean, neat, white athletic shoes are acceptable.
- Grooming:** Fragrances: Do not wear any perfume or cologne as they can cause allergic reactions for some. Fingernails should be clean and appropriate in length.

Change of Address: The student is responsible for making Stein Academy aware of all changes of address, phone numbers and contact information.

YOUR EXTERNSHIP

What it is

An externship is a chance to continue your learning in a hands-on environment. It is an important step toward becoming a Pharmacy Technician and will allow you to put into practice all that you have learned in the classroom. **BUT YOU ARE STILL CONSIDERED A STEIN ACADEMY STUDENT.** You will be working under the guidance of a preceptor to gain actual hands-on experience in a pharmacy. Your preceptor may be a pharmacy technician or a pharmacist. Your preceptor will provide you with an orientation to the policies and workflow of the company. This is your chance to move from the role of a student into the role of a professional.

Externship Guidelines

- Externship Questionnaire: The externship questionnaire is due in the Stein Academy office no later than 14 days to (before) the completion of the classroom portion of the program. The externship questionnaire indicates the student's commitment to the externship and the student's scheduling needs.
- Eligibility: An eligible student for externship is one who has
 - turned in a completed Externship Package within the timeframe required
 - met all financial obligations
 - complied with all policies and procedures including attendance and conduct guidelines

NOTE: Do not contact Stein Academy regarding the status of your externship. You will be called when the Externship Coordinator is ready to begin placement in your area.

- Externship Dates: Students must successfully complete a 160 hour externship in addition to their classroom work. All externships will be arranged or approved by Stein Academy. Eligible students must commit to a full time externship (a minimum of 8 hours a day or five days a week or 40 hours a week). Students may be required to travel 30 miles in one direction to an externship site. An eligible student is one who has met all pre-externship requirements, has complied with all policies and procedures and met all financial obligations.
- Process: Before a student is placed in a site, the externship coordinator will call the student to confirm availability. Students who do not turn in the required documentation in a timely fashion may be delayed in externship placement.
- Please note the following when going to your externship:
 - You should treat your externship like a job - be dependable and punctual, respectful and helpful, remembering that we are guests in the facility.
 - You should dress appropriately (See the dress code)
 - Take with you the Externship Package and have your preceptor log hours and have skills signed off each day you are there. Do not leave your booklet at the site but keep it with you at all times.

- You must give advance notice to Stein Academy AND your externship department manager for any absence or late arrival.
 - If you experience any difficulty at your externship, you must contact the externship coordinator immediately.
 - Externship and Clinical host sites have the right to dismiss students for any reason without recourse. Stein Academy will request an evaluation from the host site and determine if the student is eligible to continue in the program.
 - If you are assigned an externship and you do not follow through with the arrangements, you will be responsible for locating your next externship.
 - If you are asked to discontinue your externship and are deemed eligible to continue by the school, you will be responsible for locating your own next externship. The externship site you find must first be approved by the school.
- Externship Completion: The externship outcome is depended on completing the 160 hours required and the school receiving a certified statement to that effect from your externship preceptor. We require the preceptor to complete your evaluation, sign all necessary documents and submit to us on or soon after your last day of externship, and we encourage you to remind him/her to do so.

- **Externship Placement Information**

Externships are held at a variety of locations. If you are not available during regular business hours, it may take longer to find placement for you and you may be required to travel outside your area. Externship students must commit to a full time (a minimum of 8 hours a day or five days a week or 40 hours a week) schedule. It is a good idea to start planning now for how you will fit your externship into your schedule. It can help to save up some vacation time, arrange for childcare, and secure transportation ahead of time.

Stein Academy will arrange an externship site for you unless you have a site in mind. For students who have met their pre-externship requirements and are available during regular business hours, placement can begin as early as a week following the last day of the classroom portion of the program. We cannot guarantee that you will be placed at a particular site. We match the needs of the site with each student's availability, attendance records and location. Once we have made arrangements for your externship you are expected to complete the hours at the assigned site without schedule changes.

Found a Site or Want to Extern with Your Employer?

If you have a request for a particular site or if you plan to do your externship with your employer, you must receive prior approval from Stein Academy. To get approval, call or fax Stein Academy with the name of the facility, the address, the full name of your preceptor, the telephone number, the fax number, your projected start date and your schedule. Please Note: Any hours you complete prior to obtaining approval from Stein Academy will not be covered under our professional liability or malpractice insurance and will not count toward the required externship hours.

Externship Interview

Some of the sites prefer to interview students prior to the externship. This gives them a chance to see if you will be a good fit for their particular facility. We recommend that you go to the interview appropriately dressed following the Stein Academy dress code, and wear your Stein Academy ID or name tag. Hair should be tied back. Take your Externship Package and a small note pad with a pen. This shows them that you are serious about learning the role of the pharmacy technician. During the interview confirm your start date, work hours and the name of your preceptor. Be prepared to ask a few questions about the type of practice they have and what their expectations are. Show enthusiasm for learning. Be prepared to answer questions about skills, dosage calculations or drug names. After your interview, call Stein Academy to confirm your start date and schedule.

How to be Successful in your Externship

Treat the externship like a job. Show up on time and in uniform. Review the dress code. Take your Externship Package with you as well as a pen and small pad or paper. Anytime you either observe or perform a skill, have that skill signed off on the skills checklist in your booklet. Have your hours signed off regularly. When you are nearing completion of the required 160 hours, remind your preceptor to complete the Preceptor's Evaluation Form in the package.

Remember that students are often judged more strictly than employees. Even if you see employees wasting time or dressed casually, do not follow their lead. Instead, ask if there is anything you can do to help. It is OK to help with cleaning or filing if the pharmacy is slow.

Many of our students are hired either by their externship site or by word of mouth from a preceptor who felt the student did an exceptional job. This is your chance to make a good impression on your fellow professionals. Ask for a letter of recommendation upon completion.

Sometimes students are asked to discontinue an externship. The most common reasons are: not being on time, not showing up on scheduled days, lack of initiative, or failure to follow procedures after repeated instructions. Students are also dismissed for poor attitude, for developing inappropriate relationships with coworkers or supervisors, for being rude, for committing an offense e.g. stealing, lying or for being unprofessional. *Remember you are a professional—your behavior should reflect this!* If a site manager calls us about a student, we often ask the student to leave the site immediately. If you are having a problem at your externship site, you must notify Stein Academy immediately. In any such event, the school will require a written explanation from you detailing what happened. The explanation must be submitted as soon as possible or within seven days of the event or you will be subject to a disciplinary action including dismissal from the program.

Please remember that you are a guest in the facility. Make a good impression so that they will be happy to take Stein Academy students in the future. Just think, one day soon, perhaps you will be working in a pharmacy and arranging for a Stein Academy student to do an externship with you!

Confidentiality: You are required to maintain confidentiality of patient information in accordance with state and federal law. No student will have access to or have the right to review any medical record, except where necessary in the regular course of the clinical program. The discussion, transmission or narration in any form by students of any patient information obtained in the regular course of the externship program is forbidden except as permitted by law. Do not open or read a profile you are not directly responsible for or authorized. Do not discuss patients with anyone but the appropriate staff.

COURSE COMPLETION

After you complete your externship...

- Be sure all required information is in your *Externship Completion Package*. We will work with your preceptor to ensure that he/she has completed the following.
 - Skills checklists initialed
 - Preceptor's Evaluation of student Form
 - Hours worked log totaling 160 hours
- Stein Academy will contact you within two weeks or as soon as your Certificate of Completion is ready.

Externship Placement Questionnaire

** This information will be used to match you with an externship site.
Due at least 14 days before the completion of the classroom portion of the program

Please print clearly.

Your Name: _____

Your Phone #: () _____ Alternative Phone #: () _____

E-mail Address _____ Alternative E-mail _____

Program: _____

Are you bilingual? Yes No If yes, which languages: _____

Are you pregnant? Yes No If yes, due date _____

**Days you are available for your externship:
8 hours per day for a total of 160 hours.**

(Circle all that apply) Mon Tues Wed Thur Fri Sat Sun

Select the hours that you are available for your externship for a total of 160 hours.

7 am- 3pm; 7:30am - 3:30pm; 8:00am - 4:00pm; 8:30am to 4:30pm, 9am - 5pm;
9:30am - 5:30pm; 10am - 6pm; 10:30am - 6:30pm; 11am- 7pm; 11:30am - 7:30pm;
12noon-8pm; 12:30pm - 8:30pm; 1pm-9pm; 2pm-10pm; 3pm-11pm; 3pm-11:30pm;
3:30pm - 11:30pm

- Students must successfully complete a 160-hour externship in addition to their classroom work. ***All externships will be arranged or approved by Stein Academy.*** Eligible students must commit to a full time externship (a minimum of 8 hours a day or five days a week or 40 hours a week). Students may be required to travel 30 miles in one direction to an externship site. An eligible student is one who has met all pre-externship requirements, has complied with all policies and procedures and met all financial obligations. All externship must be completed within 4 weeks of the start date of the externship. An attendance rate of 90% is required for externship. Any make-up hours/days due to unforeseen events/emergencies must be completed no later than 7 days from the scheduled end date of the externship. Failure to comply with this requirement will result in dismissal from the program.

If you have located your own externship site or are interested in serving it with your employer, see the section in the catalog entitled "*Found a Site or Want to Extern With Your Employer?*" Note your intention below under "Comments". In your request remember to include the name of the company or pharmacy, address, phone and fax number and contact person.

Student signature: _____ Date: _____

Mail or fax to Stein Academy. Remember to retain a copy of this questionnaire for your records.

600 Reisterstown Rd. Suite 416

Baltimore, Maryland, 21208

Fax: 410-602 - 2333

COMMENTS:

**STEIN ACADEMY
PHARMACY TECHNICIAN PROGRAM
HIPAA AWARENESS STATEMENT**

Dear Pharmacy Technician Student:

Notification of privacy practices in accordance with the Health Insurance Portability and Accountability Act (HIPAA) was distributed and discussed during the classroom portion of this program. It is your responsibility as a Stein Academy Pharmacy Technician student to be able to define the HIPAA regulations. You should be able to describe how the regulation affects you in your position as a pharmacy technician.

Please review the HIPAA notification thoroughly and keep it with your other Pharmacy Technician references that you carry with you at your job or externship site.

HIPAA Statement

I _____ have read and understand the HIPAA regulations.
(Please Print your name)

Signature _____

Date _____