PHM 186Q
Experiential Pharmacy Practice & Patient Counseling
This course provides 21 patient care hours of Introductory Pharmacy Practice Experience (IPPE)

Course Schedule and Site(s)
Monday – Friday 1:30 – 6:00 p.m.
Locations: See Canvas for In-Class Locations
Unique Numbers: 59560, 59565, 59570

Class Materials and Assignments
All Class Materials and Assignments will be located on Canvas.

Course Director
Dr. K. Ashley Garling, Pharm.D.
Clinical Assistant Professor
Pharmacy Practice Division
Phone: (512) 471-0861
Email: a.garling@austin.utexas.edu

Teaching Assistant

Office Location
Forty Acres Pharmacy - Student Services Building
100 W. Dean Keeton, Austin, TX 78712

Office Hours
Monday-Friday 10:00 am-12:00 pm by Appointment Only.
Dr. Garling is available immediately prior to and following course periods.
If you should need to speak with Course Director at other times please contact via email at a.garling@austin.utexas.edu.
**PHM 186Q Course Description and Structure**

Medication use and dispensing in a practice environment. Counseling skills and techniques for a better understanding of disease states and positive medication outcomes.

**Prerequisites**

Prerequisite: Current intern registration with the Texas State Board of Pharmacy, and credit or registration for Pharmacy PharmD 685D (or Pharmacy 665E) and 284M (or Pharmacy 266P).

**Course Goal**

PHM 186Q’s goal is to provide students with an understanding of patient counseling and to provide the necessary skills to understand and communicate effectively with patients while executing required patient counseling components.

**Course Objectives**

Upon completion of Experiential Pharmacy Practice and Patient Counseling PHM 186Q course, the student will be able to:

1. Understand, utilize, and define terms applied to the interaction and execution of patient counseling sessions. (i.e. professionalism, HIPAA, health literacy, diversity awareness, etc.)
2. Demonstrate patient counseling, communication methods, and abductive reasoning skills necessary for effective patient counseling.
3. Describe the legally required components of patient counseling outlined in OBRA ’90 and Texas State Law.
4. Differentiate and utilize the legally required components of patient counseling and the more effective methods of patient-centric patient counseling (i.e. motivational interviewing, Indian Health Services Model etc.)
5. Demonstrate the administration techniques for the use of inhalers, intranasal, ophthalmic, otic, rectal, and vaginal preparations.
6. Accurate use of drug information resources and the knowledge of the “Top Medications” (brand name, generic name, medication class, related medication, FDA indication, and top 3 adverse effects) to provide appropriate recommendations during patient counseling sessions.

**Introductory Pharmacy Practice Experience (IPPE)**

Experiential Pharmacy Practice and Patient Counseling provides 21 hours of Patient Care IPPE hours, 0 (zero) hours of simulation, and 0 (zero) hours of reflection toward the student’s overall IPPE requirements. The following rules govern any IPPE activity:

- Students may not be paid for participation in any experiential activity (this includes IPPEs and APPEs). To earn experiential hours during employment hours is a violation of accreditation standards, and will result in penalties as determined by the Dean’s Office.
- Falsification of hours constitutes academic dishonesty and will be dealt with accordingly, and could result in failure of the course.
Students should follow the site’s or activity’s instructions for use of cell/smart phones and other electronic devices. Inappropriate use of these devices may result in disciplinary action against the student.

**Use of E-Mail and Canvas for Official Correspondence to Students**

PHM 186Q Course Director and Teaching Assistant will use e-mail and/or Canvas for official course announcements. Students are required to check their email accounts and Canvas accounts officially listed with the University on a regular basis, but no less than every other day during the semester. You are responsible to keep the University informed about changes in your email address. You can find UT Austin’s policies and instructions for updating your email address at [http://www.utexas.edu/its/help/utmail/1564](http://www.utexas.edu/its/help/utmail/1564).

**Course Materials and Literature**

All recommended literature for this course is found on the Canvas web-based course management system in which a password protected site is created for each course. Canvas will be used to distribute course materials, to communicate, submission of assignments, submission of assessments, and to post grades.

You will be responsible for checking the Canvas course site regularly for class work and announcements. As with all computer systems, there are occasional scheduled downtimes as well as unanticipated disruptions. Notification of these disruptions will be posted on the Canvas login page.

Canvas is available at [http://canvas.utexas.edu](http://canvas.utexas.edu) and support is proved by the ITS Help Desk Service Desk at 512-475-9400 or via email at help@utexas.edu. Monday through Friday, 8am to 5pm. (Weekends, closed).

Official course communications will take place in class, through email, and on course Canvas site.

<table>
<thead>
<tr>
<th>Graded Activity</th>
<th>Where to Locate</th>
<th>Where to Submit</th>
<th>When to Submit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Class Review and Activity Completion</td>
<td>Canvas – Weekly Modules “Pre-Class Assignments”</td>
<td>Upload Completed Counseling Evaluation Form for Assignment Week</td>
<td>Prior to your In-Class Session</td>
</tr>
<tr>
<td>In-Class Assessment</td>
<td>Canvas – Weekly Modules In-Class Assignments – Weekly Assessment</td>
<td>Will be submitted during or within 5 days after the In-Class session by Course Director or Teaching Assistant</td>
<td>During In-Class Session by Course Director or Teaching Assistant</td>
</tr>
</tbody>
</table>
Student Responsibilities

PHM 186Q provides 21 hours of required IPPE credit consisting of 4.5 hours of direct patient care once weekly for five weeks. Experiential Pharmacy Practice and Patient Counseling provides opportunities for students to learn about and practice patient counseling through interactions with varied patient populations. Students are expected to review and complete all relevant weekly (Pre and Post-Class) assignments as outlined on Canvas, and actively participate in patient counseling and In-Class learning activities. In-Class sessions require the mandatory use of techniques, legal requirements, and methods described in the Pre and Post-Class assignments.

Due to IPPE requirements this course will be taught with the “flipped classroom” approach. A flipped class requires students to pre-prepare using self-guided learning with the class materials on Canvas.

A flipped class is one that inverts the typical cycle of content acquisition and application so that:

- Students gain necessary knowledge before class using assigned materials on Canvas.
• All Pre-Class Assignments will provide the materials for student’s self-guided learning. Students will complete Pre-Class assignments, including but not limited to, student-taught learning activities, writing assignments, readings, video examples and competency activities.

• In-Class activity will include instructors assisting students to actively and interactively clarify and apply that knowledge during class. In-Class assignments, include but are not limited to, discussion sessions, practice counseling, competency activities, and direct patient counseling.

• In-Class counseling competencies serve to ensure students can demonstrate a thorough knowledge and understanding of the legally required counseling components while demonstrating effective patient counseling methods.

• Post-Class assignments include but are not limited to self-taught learning activities and exercises that serve to reinforce Pre and In-Class topics.

• Electronic quizzes and tests students will assess the students’ knowledge of all class materials, including but not limited to, patient counseling requirements, communication and counseling theory, administration techniques, and the “Top Medications”.

Preferred Correspondence

• All questions, comments, or concerns are to be conducted during In-Class Sessions.
• If more immediate attention is required please contact Course Director or Teaching Assistant via email. All office hour appointments are to be requested via email.
• Do not contact sites – all questions are to be directed to the instructor only.

Dress Code and Personal Hygiene

• Clean white lab jacket with name tag
• Business Casual Attire as outlined: https://my.mccombs.utexas.edu/My/BBA/Career-Services/~/media/B1FD6649A5374B9978B35480EDFF67F.ashx
  o Men: full length slacks, dress shirt or polo shirt (shirts must have collars)
  o Women: pants or skirts with blouses or dresses
  o No shorts, jeans, athletic shoes, caps or hats will be permitted
• Shoes: Closed toe, non-skid shoes per OSHA standards https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=STANDARDS&p_id=9786
• Personal Hygiene is expected at all times for the health, comfort and safety of the patients. Please see the CDC Medical Professional Personal Hygiene Standards https://www.cdc.gov/healthywater/hygiene/index.html
• Students who violate the professional classroom decorum will receive a warning on the first offense. Penalties for subsequent offenses result in receiving a 0 (zero) for your In-class professionalism grade for that week.
• Students who cannot comply with the dress code must petition the instructor for special accommodations for the duration of the course. This petition must be presented to Course Director prior to the first course session.
Class Decorum

- All students must follow the University Code of Conduct and Professionalism: https://pharmacy.utexas.edu/students/programs-of-study/pharm-d-program/pharm-d-student-handbook/codes-of-conduct-and-professionalism/
- Pharmacist-interns are required to abide by the facility’s Health Information Portability and Accountability Act (HIPAA) policies. You may be required to sign a temporary HIPAA form at your site.
- Pharmacist-interns must abide by all laws and regulations pertaining to a pharmacist-intern as defined by the Texas Pharmacy Act and Rules. Violation of these laws and regulations may jeopardize the pharmacist-intern’s privilege to become a registered pharmacist in Texas and may also result in failure of the course and dismissal from the College and/or the University.
- Pharmacist-interns will be removed from a practice site for conduct deemed unprofessional by the preceptor and/or Student Affairs Office, or if the pharmacist-intern’s actions endanger a patient’s health or welfare. Removal from a practice site may result in failure of the course.
- No food, drinks (water with non-spill container is acceptable), or chewing gum per OSHA requirements: https://www.osha.gov/pls/oshaweb/owaquery.query_docs?src_doc_type=INTERPRETATIONS&src_anchor_name=1910.141(g)(2)&src_ex_doc_type=STANDARDS&src_unique_file=1910_0141
- Professional demeanor is expected of all students at all times.
  - Please do not converse with others once class activities have started. This is considered unprofessional conduct in class. Personal conversations are unprofessional, disturbing, and/or distracting for patients, peers, preceptors, and other pharmacy staff.
  - When interacting with patients please ensure to use professional and appropriate language for the situation and patient’s health literacy level. Slang, profanity, and derogatory language is never permitted in class.
  - Please abide by discrimination policies of The University of Texas, state, and federal law when addressing all patients. Judgment, bias, and discrimination of any kind will not be tolerated in this class to faculty, students, patients, or any other attendees.
  - The patient interactions for this class serve educational purposes only, and provide only guidance as pertains to evidence based medication guidelines. Advice, home remedies, and any other non-FDA approved information is prohibited during interactions with patients.
  - Students need to use appropriate references and guidelines throughout the course from respected and widely recognized scientific journals, publications and national guidelines. Wikipedia, known biased references, and resources that are not nationally recognized by the scientific community are not to be used. Failure to properly recognize resources is a violation of the honor code and is considered unprofessional conduct.

Class Technology Policy

- All phones must be silenced and out of view during sessions. Cell phone tones can be a distraction and disrespectful to instructors, patients, and peers.
- Text messaging and e-mailing in class is prohibited unless authorized by your instructor.
- Laptop computers (including iPads, tablets, et al) can ONLY be used for taking class notes or completing class assignments. The use of laptop computers for other purposes is strictly prohibited.
- Any other use of personal electronics without instructor approval will result in referral to the Dean’s Office for unprofessional behavior.
Class Session Attendance Policy

As a required course in a professional curriculum, attendance is required for all In-Class sessions.

- Students are required to attend each class to which they are assigned. A class competency assessment will be administered during each class on Canvas.
- Please be on time for each class and remain for the entire period. Arriving late and/or leaving early is inconsiderate of peers and patients and has consequences as noted below.
- Being over 15 minutes late to a class session will result in 50% reduction in your participation grade.
- Being absent from a class without approval from UT College of Pharmacy Dean’s Office, Physician’s note, and/or emergency will result in a 5% reduction in Final Grade (See In-Class Grading schematic).
- A student may “make up” a missed class upon approval of course instructor.
- Holidays and Campus Closure days – Students will be notified of “make up” day via email by course instructor.
- Notices of absence or tardiness should be submitted no less than 72 hours before the scheduled class.
- Regardless of the reason for the absence, students are required to complete assignments by the beginning of their regularly scheduled In-Class session.
- If the Dean has approved your attendance at a professional state or national meeting which conflicts with your assigned discussion session or lecture, you must notify Course Director a minimum of two weeks before the meeting and reschedule your missed session.
- Absences on test days must be approved by Course Director prior to the scheduled test.
  - The only valid excuses for missing an exam/quiz are a death in the family, significant personal illness, or similar type emergencies. In the unfortunate event that this type of situation should occur, it is your responsibility to contact Course Director as soon as possible.
  - Requests must be in writing. If permission is granted by telephone at the last minute (e.g. due to illness), it is the student's responsibility to confirm the request in writing as soon as possible and to provide Course Director with a written medical excuse for the absence.
  - If permission is given to miss the exam/quiz, a make-up exam/quiz will be scheduled at the convenience of the course director. An unexcused absence will result in a grade of "0" for the exam/quiz.

Transportation

Each student attested to, as part of the annual survey and/or IPPE syllabus, and will be held accountable for the following statement: “I understand that I am responsible for my own personal transportation to and from any practice sites to which I am assigned for the purpose of completing experiential course requirements (CARE program, IPPEs, APPEs). This may include the use of public transportation, or other methods of transportation, if I cannot drive. It may also include a commute of longer distances than anticipated.”

Assessments

Quizzes and the Final Exam will be administered In-Class using a closed book and multiple choice format on Canvas. Topics will include all weekly covered materials including but not limited to theories, methods, readings, video examples, “Top Medications”, and course slide presentations.
Testing Policy

- The exam/quiz will begin promptly during In-Class sessions as deemed by the courses director and be taken on scantron, and grades will be posted to Canvas.
- Students arriving late to the exam/quiz will not be given additional time to complete the exam/quiz regardless of the reason.
- There will be a course instructor present to proctor each exam/quiz.
- No examinations will be returned and exam will not be copied or duplicated in any manner.

- Absences on test days must be approved by Course Director prior to the scheduled test.
  - The only valid excuses for missing an exam/quiz are a death in the family, significant personal illness, or similar type emergencies. In the unfortunate event that this type of situation should occur, it is your responsibility to contact Course Director as soon as possible.
  - Requests must be in writing. If permission is granted by telephone at the last minute (e.g. due to illness), it is the student's responsibility to confirm the request in writing as soon as possible and to provide Course Director with a written medical excuse for the absence.
  - If permission is given to miss the exam/quiz, a make-up exam/quiz will be scheduled at the convenience of the course director.
  - An unexcused absence from a test will result in a grade of "0" for the exam/quiz. Please do not request a "special" exception such as taking a test either early or late.

- Exam/Quiz Day Decorum:
  - The only items allowed at student desks are pencils.
  - Books, bags, coats, and hats must be placed in a location designated by the faculty proctor.
  - No student may possess a cell phone, digital music player, or any other type of personal digital assistant during the exam/quiz.
  - Students caught with any of these devices will be reported to Student Affairs in the College of Pharmacy and/or the Dean of Students and may receive a score of zero on the exam/quiz.

Final Grade Schematic

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage of Total Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Class Review and Activity Completion</td>
<td>20% of Total Grade (4% each week x 5 weeks)</td>
</tr>
<tr>
<td>In-Class Assessment*</td>
<td>15% of Total Grade</td>
</tr>
<tr>
<td></td>
<td>(3% each week x 5 weeks;</td>
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<tr>
<td></td>
<td>each Week grade: 1%: Professionalism,</td>
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<td></td>
<td>1% Preparedness, 1% Participation)</td>
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<tr>
<td></td>
<td>(Minimum Passing Grade = 75%)</td>
</tr>
<tr>
<td>In-Class Counseling Competency</td>
<td>10% of Total Grade</td>
</tr>
</tbody>
</table>
Final Grade Schematic

Mastery of concepts and to achieve a passing grade for Experiential Pharmacy Practice and Patient Counseling PHM 186Q all students will be expected to meet or exceed an overall grade of 75% while also obtaining individual grades that meet or exceed 75% on Quiz 1, Quiz 2, Final Exam, and the overall In-Class Counseling Competency grade.

Final Grade Schematic

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage of Total Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post-Class Activity Completion</td>
<td>5% of Total Grade</td>
</tr>
<tr>
<td></td>
<td>(2.5% x 2 activities)</td>
</tr>
<tr>
<td>Quiz #1*</td>
<td>10% of Total Grade</td>
</tr>
<tr>
<td>(Minimum Passing Grade = 75%)</td>
<td></td>
</tr>
<tr>
<td>Quiz #2*</td>
<td>10% of Total Grade</td>
</tr>
<tr>
<td>(Minimum Passing Grade = 75%)</td>
<td></td>
</tr>
<tr>
<td>Final Exam/quiz</td>
<td>30% of Total Grade</td>
</tr>
<tr>
<td>Total*</td>
<td>100% (Minimum Passing Grade = 75%)</td>
</tr>
</tbody>
</table>

* Mastery of concepts and to achieve a passing grade all students will be expected to meet or exceed an overall grade of 75% while also obtaining individual grades that meet or exceed 75% on Quiz 1, Quiz 2, Final Exam, and the overall In-Class Counseling Competency grade.

University of Texas Honor Code

The core values of The University of Texas at Austin are learning, discovery, freedom, leadership, individual opportunity, and responsibility. Each member of the university is expected to uphold these values through integrity, honesty, trust, fairness, and respect toward peers and community. “As a student of the University of Texas at Austin, I shall abide by the core values of the University and uphold academic integrity.”
College of Pharmacy Honor Code

College of Pharmacy Honor Code: Students are also expected to uphold the University of Texas at Austin College of Pharmacy Honor Code, which may be located for your review at https://pharmacy.utexas.edu/students/programs-of-study/pharm-d-program/pharm-dstudent-handbook/codes-of-conduct-and-professionalism/#honorcode

Scholastic Dishonesty

Students are expected to work independently on examinations, quizzes, and interim assignments. Any student engaging in academic dishonesty will be given an appropriate penalty, including possible failure of the course. Any case of academic dishonesty will be reported to the Dean's Office of the College of Pharmacy and to the University Dean of Students, as per University regulations. Students who violate University rules on scholastic dishonesty are subject to disciplinary penalties, including the possibility of failure in the course and/or dismissal from the University. Since such dishonesty harms the individual, all students, and the integrity of the University, policies on scholastic dishonesty will be strictly enforced. For further information, visit the Student Conduct and Academic Integrity website at: http://deanofstudents.utexas.edu/conduct/

Academic Integrity

Students who violate University rules on academic dishonesty are subject to disciplinary penalties, including the possibility of failure in the course and/or dismissal from the University. Since such dishonesty harms the individual, all students, and the integrity of the University, policies on academic dishonesty will be strictly enforced. For further information please visit the Student Judicial Services Web site: http://deanofstudents.utexas.edu/sjs. Plagiarism constitutes scholastic dishonesty. Therefore, plagiarism on writing assignments will not be tolerated. To learn what constitutes plagiarism, read the following information from the Department of Rhetoric and Writings: https://liberalarts.utexas.edu/rhetoric/firstyearwriting/plagiarismcollusion.php.

Students with Disabilities

The University of Texas at Austin provides, upon request, appropriate academic adjustments for qualified students with disabilities. All University rules concerning accommodations must be followed, including the student arranging for special accommodations at least two weeks prior to the examination. In the absence of such prearrangement, the student will be expected to participate in class activities and/or take the exam/quiz with the rest of the class at the regularly scheduled exam/quiz time. Students with disabilities may request appropriate academic accommodations from the Division of Diversity and Community Engagement, Services for Students with Disabilities, 512-471-6259 (voice), 512-410-6644 (video phone), or http://ddce.utexas.edu/disability/about/.

Accommodations for Religious Holiday

In accordance with University of Texas at Austin policy, you must notify the course coordinator of your pending absence from class at least two weeks (14 days) prior to the date of observance of a religious holy day. If you must miss a class, an examination, a work assignment, or a project in order to observe a religious holy day, you will be given an opportunity to complete the missed work within a reasonable time after the absence.
Behavioral Concerns Advice Line (BCAL)

If you are worried about someone who is acting differently, you may use the Behavior Concerns Advice Line to discuss by phone your concerns about another individual's behavior. This service is provided through a partnership among the Office of the Dean of Students, the Counseling and Mental Health Center (CMHC), the Employee Assistance Program (EAP), and The University of Texas Police Department (UTPD). Call 512-232-5050 or visit http://besafe.utexas.edu/behavior-concerns-advice-line.

Emergency Evacuation Policy

Occupants of buildings on the UT Austin campus or affiliated site are required to evacuate and assemble outside when a fire alarm is activated or an announcement is made. Please be aware of the following policies regarding evacuation: Familiarize yourself with all exit doors of the classroom and the building. Remember that the nearest exit door may not be the one you used when you entered the building. If you require assistance to evacuate, inform Course Director in writing during the first week of class. In the event of an evacuation, follow my instructions or those of other class instructors. Do not re-enter a building unless the Austin Fire Department, the UT Austin Police Department, or the Fire Prevention Services office gives you specific instructions.

Campus Carry

Students should familiarize themselves and follow the Carry policies of each individual practice site understanding that each site may have a different policy. While on campus or in UT Austin buildings students should familiarize themselves with the information provided by the University regarding the implementation of “Campus Carry” legislation. You will find an information sheet specifically for students (as well as sheets for parents, visitors, faculty, and staff) at http://campuscarry.utexas.edu/info-sheets.