



# PHARMACY SERVICES MANAGEMENT

**Associate in Applied Science (AAS)**  
**Program Code: 10-536-1**  
**Total Credits: 60**

Graduates of Mid-State's Pharmacy Services Management program are prepared to advance their roles as pharmacy technicians or transition into other roles related to the pharmacy. Their skills and knowledge include third-party payment processing, staff scheduling processes, customer service, and enhancing store sales. In this program, you'll be introduced to business operations and apply what you've learned through a capstone course. This provides hands-on experience with increasing store sales, creating efficient operations, improving management practices, or enhancing service to patients in a real-life situation. Core program courses are offered via video conference hosted by Lakeshore Technical College (LTC) and are supported by select classes available with Mid-State.

**Estimated tuition and fees:** [mstc.edu/programcosts](http://mstc.edu/programcosts)

## ACADEMIC ADVISOR

To schedule an appointment with an academic advisor, call 715.422.5300. Academic advisors will travel to other campuses as necessary to accommodate student needs. For more information about advising, visit [mstc.edu/advising](http://mstc.edu/advising).

### CHECKLIST:

This section will be completed when meeting with your academic advisor.

- FAFSA ([www.fafsa.gov](http://www.fafsa.gov))
- Financial Aid Form(s)  
Form(s): \_\_\_\_\_
- Follow-Up Appointment:  
Where: \_\_\_\_\_  
When: \_\_\_\_\_  
With: \_\_\_\_\_
- Official Transcripts  
Mid-State Technical College  
Student Services Assistant  
1001 Centerpoint Drive  
Stevens Point, WI 54481
- Other: \_\_\_\_\_  
\_\_\_\_\_

**mstc.edu**  
**888.575.6782**  
**TTY: 711**



**ADAMS CAMPUS**  
 401 North Main  
 Adams, WI 53910

**MARSHFIELD CAMPUS**  
 2600 West 5th Street  
 Marshfield, WI 54449

**STEVENS POINT CAMPUS**  
 1001 Centerpoint Drive  
 Stevens Point, WI 54481

**WISCONSIN RAPIDS CAMPUS**  
 500 32nd Street North  
 Wisconsin Rapids, WI 54494

# CAREER PATHWAY

## BEGIN AT ANY POINT IN THE PATHWAY

College Credit • Dual Credit  
Military Experience • Work Experience

Learn about Credit for Prior Learning at [mstc.edu/cpl](http://mstc.edu/cpl).



### CAREER OPTIONS

- Pharmacy Aide
- Pharmacy Technician

### CAREER OPTIONS

- Pharmacy Technician Manager
- Senior Pharmacy Technician

## OTHER OPTIONS

### RELATED PROGRAMS

- Central Service Technician
- Health & Wellness Promotion
- Health Information Management
- Medical Assistant
- Medical Coder
- Nursing
- Nursing Assistant
- Phlebotomy Technician
- Respiratory Therapy
- Surgical Technologist

## BACHELOR'S DEGREE OPTIONS

For more information and additional opportunities, visit [mstc.edu/transfer](http://mstc.edu/transfer).

## PROGRAM OUTCOMES

Employers will expect you, as a Pharmacy Services Management graduate, to be able to:

- Perform all pharmacy technician functions.
- Incorporate into practice professional ethics, laws, regulations, and policies established by the licensing state and regulatory agencies (Pharmacy Examining Board, FDA, DEA).
- Pursue lifelong professional growth and development through self-directed learning, participation in professional organizations, and continuing education.
- Maintain an awareness of developments in the pharmacy and management fields as they relate to job responsibilities.
- Manage human resources and employee development.
- Resolve conflict and build teams.
- Implement a mission and goals.
- Demonstrate critical-thinking and problem-solving skills.

## TECHNICAL SKILLS ATTAINMENT

The Wisconsin Technical College System (WTCS) has implemented a requirement that all technical colleges measure program outcomes attained by students. This requirement is called Technical Skills Attainment (TSA). The main objective of TSA is to ensure graduates have the technical skills needed by employers. Students are notified of TSA reporting in the Advanced Pharmacy Services Applications course.

## ADMISSIONS PROCEDURES

To apply to the Pharmacy Services Management program, please submit the following documents to Lakeshore Technical College (LTC):

1. Complete a WTCS application form and return it with the \$30 non-refundable application fee. Check is payable to LTC.
2. Complete the Accuplacer or ACT test.  
Minimum scores required:
  - Arithmetic – Accuplacer score of 50
  - ACT equivalents are acceptableYou may take the Accuplacer again if you did not meet the required scores. Additional options, including coursework and tutoring, are also available to assist you. To learn about your options or schedule an Accuplacer test, contact the Student Services & Information Center on your Mid-State campus.
3. Submit an official copy of all academic transcripts, including high school, college or university, and HSED/GED.
4. Complete a Background Information Disclosure (BID) form and submit \$16 for Caregiver Background check. The Wisconsin Caregiver Law requires a background check.
5. Complete health form and immunization records.
6. Read, sign, and return the Technical Standards Statement of Understanding form.
7. Read, sign, and return the sign-off sheet for the Pharmacy Technician Program Handbook.

8. Complete a telephone program advising session with LTC counselor.
9. Upon receipt of the above materials, you will be accepted to Lakeshore Technical College. LTC will then notify you of additional program requirements.

**Lakeshore Technical College • Admissions**  
**1290 North Avenue, Cleveland, WI 53015-1414**

**Mid-State Technical College • Admissions**  
**500 32nd Street North, Wisconsin Rapids, WI 54494**

## CREDIT FOR PRIOR LEARNING

Credit for Prior Learning is available for certain courses in the form of high school advanced standing, transfer credit, test credit, military experience, and experiential credit.

## CLINICAL-RELATED REQUIREMENTS

Clinical sites have the right to refuse a student's admission based on conviction records. If you have a criminal history, you may not be able to complete clinical courses. Also, clinical agencies will be notified of all students with pending charges and convictions, and agencies can decline student admission to that agency.

## STUDENT HANDBOOK

Visit [mstc.edu/studenthandbook](https://mstc.edu/studenthandbook) to view Mid-State's student handbook, which contains information about admissions, enrollment, appeals processes, services for people with disabilities, financial aid, graduation, privacy, Mid-State's Student Code of Conduct, and technology.

## NOTES:

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## ADDITIONAL COURSES AS NEEDED

The following courses may be recommended or required if the student does not achieve minimum Accuplacer scores.

### Intro to College Reading

**10838104** .....**2 credits**

Provides learners with the opportunities to develop and expand reading skills, including comprehension and vocabulary skills. Learners apply reading skills to academic tasks and read to acquire information from a variety of sources.

### Intro to College Writing

**10831103** .....**3 credits**

Introduces basic principles of composition, including organization, development, unity, and coherence in paragraphs and multi-paragraph documents. The purpose of this course is to prepare students for successful entry into required program courses. This course is tuition bearing and under certain circumstances may qualify for financial aid.

This course cannot be used to satisfy program completion requirements at Mid-State.

*Prerequisite: Accuplacer Sentence Skills score of 60 or equivalent. Proficiency in word processing skills recommended.*

### Pre-Algebra

**10834109** .....**3 credits**

Provides an introduction to algebra. Includes operations on real numbers, solving linear equations, percent and proportion, and an introduction to polynomials and statistics. Prepares students for elementary algebra and subsequent algebra-related courses.

*Prerequisite: Accuplacer Math score of 65, Accuplacer Algebra score of 30, ABE Math Prep V 76854785 and ABE Math Prep VI 76854786 with a grade of "S." (Note: ABE Math Prep V and VI courses cannot be used to satisfy program completion requirements at Mid-State.)*

## SAMPLE FULL-TIME CURRICULUM OPTION

Term		18 credits
10501101	Medical Terminology ☑	3
10501102	Health Insurance and Reimbursement*	3
10536110	Pharmaceutical Calculations*	3
10536113	Pharmacy Business Applications*	3
10536115	Pharmacy Law*	2
10536120	Fundamentals of Reading Prescriptions*	1
10536122	Pharmacology*	3

Term		14 credits
10536125	Pharmacy Drug Distribution Systems*	2
10536126	Pharmacy Parenteral Admixtures*	3
10536138	Pharmacy Community Clinical*	2
10536141	Pharmacy Computer Lab*	2
10536143	Pharmacy Hospital Clinical*	2
10801196	Oral/Interpersonal Communication ☑	3

Term		16 credits
10103123	Excel-Beginning ☑	1
10104102	Marketing Principles ☑ -or-	
10182108	Purchasing*	3
10801136	English Composition 1 ☑	3
10806112	Principles of Sustainability*	3
10809195	Economics ☑	3
10809198	Intro to Psychology ☑	3

Term		12 credits
10182102	Service Operations Management* -or-	
10102101	Introduction to Business ☑	3
10196191	Supervision ☑	3
10536150	Advanced Pharmacy Services Applications*	3
10809166	Intro to Ethics: Theory & Application ☑ -or-	
10809172	Introduction to Diversity Studies ☑	3

**Total Credits 60**

*\*These courses are offered through Lakeshore Technical College but may be taken via Telepresence at Mid-State's Stevens Point campus.*

☑ This course has options available to receive credit for prior learning (CPL) or work experience. Visit the website at [mstc.edu/cpl](http://mstc.edu/cpl) or contact your advisor for details.

Please Note:

- This curriculum sequence is only for student planning. Actual student schedules will vary depending on course availability.
- Program completion time may vary based on student scheduling and course availability. For details, go to [mstc.edu/schedule](http://mstc.edu/schedule).

# COURSE DESCRIPTIONS

## Advanced Pharmacy Services Applications

**10536150.....3 credits**

Allows the learner to integrate skills learned in the Pharmacy Services Management courses and apply them to the pharmacy workplace. Areas include staff training, development, supervision, and scheduling; customer service; PBM processing and claims rejection management; and improving efficiency of operations, maximizing profits, and increasing sales.

*Prerequisites: All courses in the Associate Degree plan need to be completed prior to this course.*

## Economics

**10809195 .....3 credits**

Provides an overview of how a market-oriented economic system operates and surveys the factors that influence national economic policy. Basic concepts and analyses are illustrated by reference to a variety of contemporary problems and public policy issues. Concepts include scarcity, resources, alternative economic systems, growth, supply and demand, monetary and fiscal policy, inflation, unemployment and global economic issues.

*Prerequisite: High School GPA of 3.0 or Accuplacer Reading Skills of 236, Writing of 237 or ACT of 15 Reading/16 Writing. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.*

## English Composition 1

**10801136 .....3 credits**

Designed for learners to develop knowledge and skills in all aspects of the writing process. Planning, organizing, writing, editing, and revising are applied through a variety of activities. Students analyze audience and purpose, use elements of research, and format documents using standard guidelines. Individuals develop critical reading skills through analysis of various written documents.

*Prerequisite: High School GPA of 3.0 or Accuplacer Writing of 262 or ACT of 20 or Intro to College Writing 10-831-103 with a grade of "C" or better or equivalent. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements. Proficiency in word processing skills recommended.*

## Excel-Beginning

**10103123.....1 credit**

Students learn to create, modify, and format spreadsheets, charts, and graphics. Students also learn to perform calculations and analysis on data.

## Fundamentals of Reading Prescriptions

**10536120.....1 credit**

Prepares the learner to work in a community or hospital pharmacy by exploring the role of a pharmacy technician within the healthcare team, examining each step in the prescription filling process, and identifying the key top 200 drugs by brand and generic name and therapeutic class.

*Condition: 315361 Pharmacy Technician admission requirements met*

## Health Insurance and Reimbursement

**10501102 .....3 credits**

Provides the learner with an understanding of the various types of insurance and managed care plans, and the cycle of medical claims procession. The learner will review cases, develop critical thinking skills in analyzing information, and selecting processes for reimbursement success.

## Intro to Ethics: Theory & Application

**10809166 .....3 credits**

Provides a basic understanding of the theoretical foundations of ethical thought. Diverse ethical perspectives are used to analyze and compare relevant issues. Students critically evaluate individual, social, and/or professional standards of behavior, and apply a systemic decision-making process to these situations.

*Prerequisite: High School GPA of 3.0 or Accuplacer Reading Skills of 236, Writing of 237 or ACT of 15 Reading/16 Writing. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.*

## Intro to Psychology

**10809198 .....3 credits**

This science of psychology course is a survey of multiple aspects of behavior and mental processes. It provides an overview of topics such as research methods, theoretical perspectives, learning, cognition, memory, motivation, emotions, personality, abnormal psychology, physiological factors, social influences, and development.

*Prerequisite: High School GPA of 3.0 or Accuplacer Reading Skills of 236, Writing of 237 or ACT of 15 Reading/16 Writing. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.*

## Introduction to Business

**10102101.....3 credits**

An introduction to what a business is, how it operates, and how it is managed. Students will identify forms of ownership and the processes used in production and marketing, finance, personnel and management in business operations.

## Introduction to Diversity Studies

**10809172.....3 credits**

Introduces learners to the study of diversity from a local to a global environment using a holistic, interdisciplinary approach. Encourages self-exploration and prepares the learner to work in a diverse environment. In addition to an analysis of majority/minority relations in a multicultural context, the primary topics of race, ethnicity, age, gender, class, sexual orientation, disability, and religion are explored.

*Prerequisite: High School GPA of 3.0 or Accuplacer Reading Skills of 236, Writing of 237 or ACT of 15 Reading/16 Writing. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.*

## Marketing Principles

**10104102.....3 credits**

This course serves as an introduction to the fundamental marketing concepts used to apply marketing strategies to product development, distribution, pricing, and promotion of goods and services.

# COURSE DESCRIPTIONS

## Medical Terminology ☑

**10501101..... 3 credits**

Focuses on the component parts of medical terms: prefixes, suffixes, and word roots. Learners practice formation, analysis, and reconstruction of terms. Emphasizes spelling, definition, and pronunciation. Introduces operative, diagnostic, therapeutic, and symptomatic terminology of all body systems as well as systemic and surgical terminology.

## Oral/Interpersonal Communication ☑

**10801196 .....3 credits**

Focuses on developing effective listening techniques and verbal and nonverbal communication skills through oral presentation, group activity, and other projects. The study of self, conflict, and cultural contexts will be explored, as well as their impact on communication.

*Prerequisite: High School GPA of 3.0 or Accuplacer Reading Skills of 236, Writing of 237, or ACT of 15 Reading/16 Writing. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.*

## Pharmaceutical Calculations

**10536110 .....3 credits**

Prepares the learner to enlarge and reduce formulas and solve proportions, dilutions, allegations, and other calculations pertinent to the preparation of pharmaceuticals using metric, apothecary, avoirdupois, and household measuring systems.

*Condition: 315361 Pharmacy Technician, 105361 Pharmacy Services Management, or 195316 Employed Pharmacy Technician admission requirements met*

## Pharmacology

**10536122 .....3 credits**

Enhances the learner's ability to act and react appropriately in the pharmacy by learning how drugs work through examination of the anatomy, physiology, pathophysiology, and drug therapy for each of the major systems.

*Condition: 315361 Pharmacy Technician, 105361 Pharmacy Services Management, 615361 Community Retail Pharmacy Technician, or 195361 Employed Pharmacy Technician admissions requirements met*

## Pharmacy Business Applications

**10536113.....3 credits**

Prepares the learner to utilize pharmaceutical business terminology, procedures, customer service, record keeping, purchasing procedures, inventory control systems, pricing, merchandising, reference materials, ethics, roles, responsibilities, and relationships with patients and coworkers.

*Condition: 315361 Pharmacy Technician or 105231 Pharmacy Services Management program requirements met*

## Pharmacy Community Clinical

**10536138 .....2 credits**

Provides hands-on experience in a community pharmacy for 108 hours during term two. Areas of instruction include interpretation of prescriptions, entering prescriptions on computer, patient profiles, correctly filling and labeling prescriptions, billing patient and third parties, customer service, over-the-counter medications, purchasing, checking in deliveries, inventory control, compounding, and patient confidentiality.

*Prerequisites: 10536110 Pharmaceutical Calculations, 10536120 Fundamentals of Reading Prescriptions, 10501102 Health Insurance & Reimbursement, 10536113 Pharmacy Business Applications; Condition: 315361 Pharmacy Technician, 105361 Pharmacy Services Management, or 615361 Community Retail Pharmacy Technician program requirements met*

## Pharmacy Computer Lab

**10536141.....2 credits**

Expands the learner's ability to enter prescription orders and familiarizes learner with a variety of pharmacy software features, including updating pharmacy databases, running reports, and billing. This course is offered in a self-paced format.

*Prerequisites: 10536120 Fundamentals of Reading Prescriptions; Condition: 315361 Pharmacy Technician or 105361 Pharmacy Services Management admissions requirements met*

## Pharmacy Drug Distribution Systems

**10536125 .....2 credits**

Is an introductory study of the basic drug distribution systems used in community and institutional pharmacies, including automation technology, pharmacist and pharmacy technician roles, and dispensing considerations.

*Condition: 315361 Pharmacy Technician or 105361 Pharmacy Services Management admissions requirements met*

## Pharmacy Hospital Clinical

**10536143.....2 credits**

Provides the learner with the skills to prepare parenteral admixtures, fill medication carts and unit-dose drawers, control inventory, package medications, and maintain patient records in the hospital setting.

*Prerequisites: 10536110 Pharmacy Calculations and Corequisite: 10536139 Pharmacy Community Clinical, 10536126 Pharmacy Parenteral Admixtures and 10536141 Pharmacy Computer Lab; Condition: 315361 Pharmacy Technician, or 105361 Pharmacy Services Management admissions requirements met*

## Pharmacy Law

**10536115.....2 credits**

Introduces the learner to federal and state regulations that apply to pharmacy practice.

*Condition: 315361 Pharmacy Technician, 105361 Pharmacy Services Management, or 195361 Employed Pharmacy Technician admissions requirements met*

# COURSE DESCRIPTIONS

## Pharmacy Parenteral Admixtures

**10536126 .....3 credits**

Provides the learner with the skills to utilize aseptic technique in vertical and horizontal laminar flow hoods for preparation of solutions and medications to be administered intravenously, intramuscularly, subcutaneously, and intradermally to patients.

*Prerequisite: 10536110 Pharmaceutical Calculations;*

*Condition: 315361 Pharmacy Technician, 105361 Pharmacy Services Management, or 195361 Employed Pharmacy Technician admission requirements met*

## Principles of Sustainability

**10806112 .....3 credits**

Prepares students to develop sustainable literacy, analyze interconnections among physical and biological sciences and environmental systems, summarize effects of sustainability on health and well-being, analyze connections among social, economic, and environmental systems, employ energy conservation strategies to reduce use of fossil fuels, investigate alternative energy options, evaluate options to current waste disposal/recycling in the U.S., and analyze approaches used by your community.

*Corequisite: 10838105 Intro Reading and Study Skills or Reading placement assessment equivalent*

## Purchasing

**10182108 .....3 credits**

Introduces the participant to basic purchasing, quality specifications, inventory control, supplier selection, price aspects, research and measurement, negotiation, and global purchasing. This course is exciting for anyone interested in working in a challenging and rewarding purchasing and supply chain management career.

## Service Operations Management

**10182102 .....3 credits**

Introduces the student to the basic coverage of the concepts and current issues in service operation management. Topics include the value equation in operations management; understanding services; building the service system; operating the service system; enterprise resource management (ERP); and supply chain management concepts in the service sector.

## Supervision

**10196191 .....3 credits**

Applies skills and tools necessary to perform the functions of a contemporary frontline leader. Students engage in operational planning, analyze organizational structures, review the staffing process, employ techniques to enhance employee personal and group effectiveness, and develop control techniques to measure effectiveness in the above areas.