

Course Title	Practical Training			
Course Code	PHA509			
Course Type	Compulsory			
Level	Integrated MSc (Level 2)			
Year / Semester	5 th , 10 th Semester			
Teacher's Name				
ECTS	30	Lectures / week	-	Laboratories/week -
Course Purpose	<p>The practical training aims to offer experience to the students during this course in the Pharmaceutical profession through practice. Through this course, learning and integration of theoretical knowledge in practice is fostered. More specifically, students become acquainted with the activities and professional role of a Pharmacist in a pharmacy open to the public but also to other structures such as the hospital pharmacy and/or the pharmaceutical industry.</p> <p>The practical training is carried out in accordance with the rules and regulations set by the Pharmaceutical Council based on national and European legislation.</p> <p><i>Prior to the practical training, students must complete a seminar series of a total of 10 hours on communication and patient counselling skills.</i></p> <p><i>The seminar series aim at enabling students to comprehend the importance of communication and improve their communication skills. Good communication is essential to the deliberate practice of interacting with others and thinking beyond scripted dialogue when talking to patients, colleagues or doctors. Gaining a clear understanding of the expectations of their role in the pharmacy and their part in the medical team requires students to develop the effective communication skills needed to solve a problem or provide the necessary support to the patient/client. The following topics will be addressed</i></p> <ul style="list-style-type: none"> • <i>Communication principles-professionalism in communication</i> • <i>Interpersonal and interprofessional communication and collaboration in Healthcare</i> • <i>Empathetic Communicator -The pharmacist -patient relationship</i> • <i>Conflict management for pharmacists-styles and strategies of conflict management.</i> 			

Learning Outcomes

By the end of this course the student should be able to:

- Identify practices for effective verbal communication with patients and other healthcare providers
- Develop skills for listening and paraphrasing
- Demonstrate methods of interviewing the patient
- Identify the benefits of effective professional communication and behavior
- Discuss strategies for working with patients who may be angry or anxious
- Explain how low health literacy may impact a patient's health
- Discuss nonverbal communication between cultures
- Provide good communication skills are needed to gain the patient's confidence and patient counselling.
- Demonstrate accuracy, communication skills, management skills, interpersonal skills, etc.
- Apply patient-centered communication and interprofessional communication
- Work with multitask skills, team spirit, punctuality, etc.
- Apply the current and latest science knowledge
- Demonstrate practical skills and knowledge in a working community of professional pharmacists
- Prepare galenic preparations
- Provide Pharmaceutical care services and medication review intervention
- Provide information about medicines and health-related issues:
 - List medicines, their uses and metabolism.
 - Explain the mechanism of action of the drugs.
 - Describe often treatment regimens.
 - Analyze drug-drug and drug-food interactions
 - Describe common side effects.
 - Describe the legal framework of the pharmaceutical profession.
- Administration of medicines, vaccines and other injectable medication
- Obtain, store and secure pharmaceutical preparations and products
- Dispense pharmaceutical preparations and products

	<ul style="list-style-type: none"> Evaluate the existing knowledge and the latest scientific data about new medications Apply the code of pharmaceutical ethics and the legislation 		
Prerequisites	Students must have completed 240 ECTS	Corequisites	-
Course Content	<p>Communication and Patient Counseling Seminar Series:</p> <ul style="list-style-type: none"> The Communication Process, Nonverbal/Verbal Communication, Professional Communication and Behavior Interviewing Techniques Adapting Communication to a Patient's Ability to Understand Patient Education Cultural Sensitivity in Healthcare Communication Fundamental Writing Skills Speaking: Organize ideas and communicate orally. Decision Making: specify goals and constraints generate alternatives, consider risks, and evaluate and choose the best alternative. Problem Solving: recognize problems and devise and implement plan of action. Display responsibility, self-esteem, sociability, Self-management, integrity, and honesty and work with others effectively. Participate as a Member of a Team: contribute to group effort. Serve Clients/Customers: work to satisfy customer's expectations. Managing tensions and conflict situations Patient Education and Counseling in various specialties such as central nervous system, cardiovascular, gastrointestinal track, respiratory system, dermatology patients Special population patient education and counseling (pediatric, obstetrics, chronic conditions) <p>Practice in private or public pharmacies:</p> <p>The trainee student is under the supervision of a professional Pharmacist. During practice he/she is involved in the following:</p> <ul style="list-style-type: none"> Understands, performs prescriptions, and provides advice on the dosage and administration of medications. Makes his/her own pharmaceutical preparations (galenic preparations) by prescription or as a non-prescription. Ensures the safe disposal of specific categories of drugs such as anxiolytics, sedatives, drugs and poisons. Complies with the prescription lists of prescriptions, as prescribed by law for specific categories of medicines, e.g. Drugs. Ensures the placement and classification of medicines and medicinal products and their maintenance so that they do not become damaged. Ensures the replacement or disposal of expired or used medicines and preparations. Provides non-prescription medicines to patients according to their needs. 		

- Informs the public of the risks of improper use of non-prescription drugs, antibiotics and other categories of drugs.
- Complies with the code of ethics of the pharmaceutical profession.
- Offers simple services in the field of pharmaceutical care, eg. blood pressure or blood sugar measurement of patients.
- Disposes of cosmetics, nutritional supplements, hygiene products, medical and orthopedic materials in the case of practicing in a pharmacy that has the above.

As the number of primary care services available through community pharmacies is currently expanding due to the implementation of a General Healthcare System (GHS) in Cyprus, pharmacy students are trained to develop more patient-centred roles. They are motivated to manage issues such as increasing prescription volume, overall population aging, increasing polypharmacy, innovations in chronic disease management, advances in

	<p>technology and personalized medicine, greater administrative requirements for handling third-party payments that require an expanded competency in pharmaceutical science.</p> <p>Practical training in other structures:</p> <p>Regarding placements to areas other than a Pharmacy (such as the Pharmaceutical Industry), students may practice the following activities as defined by the Legislation:</p> <ul style="list-style-type: none"> • Determination and preparation of pharmaceutical form of medicines. • Manufacture and testing of medicines. Storage and distribution of medicines at the wholesale level. • Manufacture and retail distribution of medicines in pharmacies. • Hospital pharmacy. • Scientific information of the medical body and the pharmaceutical of medicinal products to a licensed importer or manufacturer.
Teaching Methodology	<p>Various teaching methodologies are implemented such as discussions, debating, demonstrative method, guided instruction, use of scenarios, online searching, literature review, case study and more.</p> <p>Based on the National Law, the students' practice under the supervision of an experienced, registered Pharmacist. Practical Training is also monitored by the Pharmacy Department and the Pharmaceutical Services, Ministry of Health. Assistant Professor Charalambos Triantis oversees all aspects of the Practical Training content, delivery and assessment. Dr Triantis is in constant collaboration with the external stakeholders that host the students, as well communicating with the students regarding any issues that may arise during their practicum. Ms Sophia Karavergou (Pharmacist) and Mr Elias Papadopoulos (Pharmacist) are staff members who supervise students and monitor their progress during placement. The students are also monitored and evaluated by members of the Departmental Practical Training Committee (Dr Charalambos Triantis, Dr Panagiotis Nompelos, Dr Giorgos Papagiouvannis).</p>
Bibliography	<p>Practical Training Guide of the Program of Study.</p> <p>DeVito, J.A, Essentials of Human Communication, Pearson; 2020 10th edition Communication Skills in Pharmacy Practice. Robert Beardsley, 7th Ed., Wolters Kluwer, 2019.</p>
Assessment	<p>Students are evaluated by the registered pharmacist of the community pharmacy, hospital pharmacy or pharmaceutical industry in the following evaluation categories:</p> <ul style="list-style-type: none"> • Theoretical knowledge and research application. The trainee pharmacists access, retrieve, critically analyze and apply relevant information to make evidence-based decisions within their practice with the goal of ensuring safe and effective patient care. • Ethical, Legal and Professional skills. The trainee pharmacists practice within legal requirements, demonstrate professionalism and uphold professional standards of practice, codes of ethics and policies.



ΦΟΡΕΑΣ ΔΙΑΣΦΑΛΙΣΗΣ ΚΑΙ ΠΙΣΤΟΠΟΙΗΣΗΣ ΤΗΣ ΠΟΙΟΤΗΤΑΣ ΤΗΣ ΑΝΩΤΕΡΗΣ ΕΚΠΑΙΔΕΥΣΗΣ
THE CYPRUS AGENCY OF QUALITY ASSURANCE AND ACCREDITATION IN HIGHER EDUCATION



- **Patient Care and health promotion.** The trainee pharmacists, in partnership with the patient and in collaboration with other healthcare professionals, meet the patient's health and drug-related needs to achieve the patient's health goals. Pharmacists use their expertise to advance the health and wellness of patients, communities and populations.
- **Communication and education.** The trainee pharmacists communicate effectively with patients, the pharmacy team, other healthcare professionals and the public, providing education when required.
- **Drug dispensing and product distribution.** The trainee pharmacists ensure accurate product distribution that is safe and appropriate for the patient.

Practical training is assessed through direct observation, question-based assessments to evaluate theoretical knowledge, answering questionnaires / interviews and submitting a "Practical Training Book". A "Practical Training Book" is kept by students as a diary in their practical training. It is a log book where the basic activities, exercises, assignments and obligations of the intern at the pharmacy, attendance at the pharmacy, attending lectures and examination at the end of each semester are described. It includes also pharmaceutical practice in community pharmacy, specific clinical cases in prescriptions, first aid, ethics, and safety, as well as functionality, organization of the hospital pharmacy, the construction in the pharmacy and validation process. The "Practical Training Book" is checked by the registered pharmacist regularly, by the faculty members who are monitoring the progress of the students' practical training, and at the end of each 3-monthly period, it is also evaluated by the practical training committee of the Department.

The supervision and assessment of practical training is performed using the following:

- Monthly Attendance Forms (6)
- Practical Training Book
- PT1. Monthly Practical Training Assessment (by the Registered Pharmacist)
- PT2. 3-Monthly Practical Training Assessment (by the trainee)
- PT3. Final Practical Training Assessment (by the Practical training Committee)

The assessment is continuous and recorded every month and at the end of practical training. A Likert-type scale is used to evaluate students in practical

	<p>training, which has a qualitative characteristic, as no grade is entered. In addition to the scale, the registered pharmacist can also write some comments/observations for improvement. Additionally, the students fill in a self-evaluation report in a trimonthly base (PT2 - Practical Training Self-Assessment) with the aim of identifying the deficiencies/gaps and filling them up after consultation with the practical training committee.</p> <p>Students who fulfill the requirements set by the course and meet the national law and regulations regarding Pharmacy Practical Training, receive a Pass grade.</p>
Language	Greek, English