Course Purpose:
Pharmacists practice in a complex and evolving US healthcare delivery system of government and private health insurance programs. The purpose of this course is to introduce the student to the medication use system and role of pharmacists in various practice settings within the US healthcare system. In addition, this course will introduce medication safety and quality improvement with a focus on patient advocacy.

Course Faculty and Office Hours

*Teaching Partnership Leader:* Robert Navarro, PharmD  
Email: rnavarro@cop.ufl.edu  
Office: 2333a HPNP  
Phone: 919-621-0024 (m/t); 352-273-5526 (o)  
Office Hours: flexible on most days; contact instructor to arrange meeting

*Teaching Partners:*
Denise M. Klinker, PharmD, MBA  
Email: dklinker@cop.ufl.edu  
Phone: 352-273-6088
Stacey D. Curtis, PharmD  
Email: scurtis@cop.ufl.edu  
Phone: 352-273-6228

*Academic Coordinator*
Sarah Burgess, M.Ed.  
Email: edu-help@ahc.ufl.edu  
Office: HPNP 4312  
Phone: 352-273-5617  
Office Hours: by email and appointment

This Course Will Prepare You to Perform the Following Activities Which the Public Entrusts a Pharmacist to Perform:

EPA C1. Identify system failures and contribute to a culture of safety and improvement.  
EPA C2. Recommend solutions to needs in the medication use system and the healthcare system.  
EPA E1. Safely and accurately dispense medications within a medication use system including supervision of pharmacy technicians.  
EPA E2. Assist patients and care givers to obtain their medications and related para-pharmaceuticals in an affordable manner that meets their healthcare needs.

Course Objectives
Upon successful completion of the course, the student will be able to satisfy the following objectives.
1. Describe the US healthcare system and the relationship of medication use systems.
2. Identify 3 major health insurance programs providing medical and pharmacy benefits to US citizens.
3. List three elements of a managed prescription drug benefit that help manage the cost and utilization rate of prescription benefits, and the impact on pharmacy practice.
4. Identify three drug attributes used to assess drug value by drug formulary decision makers in managed care plans and hospitals.
5. Describe how to identify authorized patient medication disposal locations in Florida.
6. Describe measures used in the controlled substance purchasing and distribution process to minimize diversion.
8. Describe the medication use system in both community and hospital settings (ie, procurement, storage, prescribing, transcription, dispensing, administration, monitoring, and documentation).
9. Describe the role of the pharmacist in impacting the safety and efficacy of each component of a typical medication use system (ie, procurement, storage, prescribing, transcription, dispensing, administration, monitoring, and documentation).
10. Compare and contrast centralized and decentralized drug distribution systems in a hospital setting.
11. Describe how pharmacy information systems and automation is used to support safe and efficient drug distribution in a community or hospital setting.
12. Identify four non-distributive pharmacy services provided by a hospital pharmacist.
13. Describe strategies and the role/responsibilities of the pharmacist in safety and quality improvement in different practice settings.
14. Describe how healthcare systems use Medicare STARS measures to improve drug outcomes and safety.
15. Describe the role of The Joint Commission and the National Patient Safety Goals to improve patient outcomes and safety.

**Pre-Requisite Knowledge and Skills**
Admission to the Pharm.D. Program
## Weekly Course Outline

<table>
<thead>
<tr>
<th>Week</th>
<th>Instructor</th>
<th>Related Learning Objectives</th>
<th>Module/Learning Activities/Topics</th>
<th>Instructor Contact Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Week 1</strong></td>
<td>Navarro</td>
<td>1</td>
<td><strong>Module 1: Introduction to Healthcare Systems</strong></td>
<td>1 hr</td>
</tr>
<tr>
<td>March 9,</td>
<td></td>
<td></td>
<td><strong>Online/Individual Study</strong></td>
<td></td>
</tr>
<tr>
<td>1:55 – 2:45pm</td>
<td></td>
<td></td>
<td>Video Lectures:</td>
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<td></td>
<td></td>
<td></td>
<td>1. Welcome Video – required before accessing all Canvas material</td>
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<td>2. Overview of the US Healthcare System and Introduction to Medication Use System</td>
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<td>3. Post your “Muddiest Point” on the discussion board.</td>
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</tr>
<tr>
<td><strong>Week 1</strong></td>
<td>Navarro</td>
<td>1</td>
<td><strong>BBB Discussion Session: Muddiest Point Discussion Board (Recorded)</strong></td>
<td>Optional</td>
</tr>
<tr>
<td>March 9,</td>
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<tr>
<td>1:55 – 2:45pm</td>
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<tr>
<td><strong>Week 2</strong></td>
<td>Curtis</td>
<td>5,6,7,8,9,11</td>
<td><strong>Module 2: Community Medication Use System Part 1</strong></td>
<td>2 hr</td>
</tr>
<tr>
<td>March 15th</td>
<td></td>
<td></td>
<td><strong>Online/Individual Study</strong></td>
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<tr>
<td>evening.</td>
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<td>Video Lectures:</td>
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<td>1. Types of new prescriptions in a community pharmacy (may review in PHA5161L Module 1)</td>
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<td>2. Claims adjudication</td>
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<td></td>
<td><strong>Module 2: Community Medication Use System Part 2</strong></td>
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<td><strong>Online/Individual Study</strong></td>
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<td>Video Lectures:</td>
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<td>3. Post your “Muddiest Point” on the discussion board.</td>
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<td>4. Clinical warnings/alerts</td>
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<td>5. Final Product Verification Process</td>
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<tr>
<td>Week</td>
<td>Instructor</td>
<td>Related Learning Objectives</td>
<td>Module/Learning Activities/Topics</td>
<td>Instructor Contact Hours</td>
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<tr>
<td>Week 2</td>
<td>Curtis, Navarro</td>
<td>1,5,6,7,8,9,11</td>
<td>Quiz 1 (Open Book) – 10 Questions/15 mins. Available Mar 7 until Mar 16th @ 3:30pm</td>
<td>0.5 hr</td>
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<tr>
<td>Due: March 16, 3:30pm</td>
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<tr>
<td>Week 2</td>
<td>Curtis</td>
<td>5,6,7,8,9,11</td>
<td>BBB Discussion Session: Muddiest Point Discussion Board (Recorded)</td>
<td>Optional</td>
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<tr>
<td>March 16, 4:05-4:55pm</td>
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<tr>
<td>Week 3</td>
<td>Navarro</td>
<td>2,3,4</td>
<td>Module 3: Managed Care Pharmacy Benefit Principles</td>
<td>1 hr</td>
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<tr>
<td>Recommend completion by March 22th evening.</td>
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<td>Online/Individual Study</td>
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<td>Video Lectures:</td>
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<td></td>
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<td>1. Health insurance programs and health care reform pharmacy provisions</td>
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<td>2. P&amp;T Formularies</td>
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<td>3. Managing Prescription Drug Benefits</td>
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<td>4. Hospital reimbursement</td>
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<td>5. Managed Care principles</td>
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<td>6. Post your “Muddiest Point” on the discussion board.</td>
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<tr>
<td>Week 4</td>
<td>Navarro</td>
<td>2,3,4</td>
<td>Quiz 2 (Open Book) – 10 Questions/15 mins. Available Mar 7 until Mar 23rd @ 1:45 PM</td>
<td>0.5 hr</td>
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<tr>
<td>Due: March 23, 1:45 PM</td>
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<tr>
<td>Week 4</td>
<td>Navarro</td>
<td>2,3,4</td>
<td>BBB Discussion Session: Muddiest Point Discussion Board (Recorded)</td>
<td>Optional</td>
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<tr>
<td>March 23, 1:55 – 2:45pm</td>
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<tr>
<td>Week</td>
<td>Instructor</td>
<td>Related Learning Objectives</td>
<td>Module/Learning Activities/Topics</td>
<td>Instructor Contact Hours</td>
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<tr>
<td><strong>In-Class Session (JAX and ORL):</strong> March 31, 2016 8:30 – 10:25am <strong>(GNV):</strong> March 31, 2016 4 – 6pm</td>
<td>Navarro, Curtis</td>
<td>2,3,4</td>
<td><strong>Module 4: Hospital Medication Use System Part 1</strong>&lt;br&gt;&lt;br&gt;<strong>Online/Individual Study</strong>&lt;br&gt;Video Lectures:&lt;br&gt;1. Hospital characteristics and role of pharmacy services department&lt;br&gt;2. Purchasing and inventory control&lt;br&gt;3. Formulary management&lt;br&gt;4. Medication ordering, processing and dispensing&lt;br&gt;5. Pharmacists role in hospital-based practice</td>
<td>2 hr</td>
</tr>
<tr>
<td><strong>Week 5</strong> Recommend completion by April 6 at 4:30pm (open book quiz closes at 5:45pm)</td>
<td>Klinker</td>
<td>5,6,7,8,9,10,11,12</td>
<td><strong>Module 4: Hospital Medication Use System Part 2</strong>&lt;br&gt;&lt;br&gt;<strong>Online/Individual Study</strong>&lt;br&gt;Video Lectures:&lt;br&gt;1. Drug distribution systems&lt;br&gt;2. IV Sterile compounding&lt;br&gt;3. Non-Sterile compounding&lt;br&gt;4. Final product verification process&lt;br&gt;5. Medication safety &amp; quality&lt;br&gt;6. Pharmacy information systems and automation</td>
<td>2 hr</td>
</tr>
<tr>
<td><strong>Week 5</strong> Due: April 6, 5:45pm</td>
<td>Klinker</td>
<td>5,6,7,8,9,10,11,12</td>
<td>Quiz 3 (Open Book) – 10 Questions/15 mins. Available Mar 7 until Apr 6 @ 5:45 PM</td>
<td>0.5 hr</td>
</tr>
<tr>
<td>Week</td>
<td>Instructor</td>
<td>Related Learning Objectives</td>
<td>Module/Learning Activities/Topics</td>
<td>Instructor Contact Hours</td>
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<tr>
<td>Week 5</td>
<td>Klinker</td>
<td>5,6,7,8,9,10,11,12</td>
<td>BBB Discussion Session: MuDDiest Point Discussion Board (Recorded)</td>
<td>Optional</td>
</tr>
</tbody>
</table>
| In-Class Session (JAX and ORL): April 7, 2016 8:30 - 10:25am  
(GNV): April 7, 2016 4-6pm | Klinker    | 2,3,4,5,6,7,8,9,10,11,12    | In-class (Active Learning Session) 2  
Application Activities:  
1. Hospital Medication Use System Case 1  
2. Hospital Medication Use System Case 2 | 2 hr         |
| Week 6   | Navarro, Klinker, Curtis | 9, 13,14, 15 | Module 5: Safety and Quality Improvement  
Online/Individual Study  
Video Lectures:  
1. Safety & Quality Improvement  
2. Administration and effects of monitoring Quality Improvement methods  
3. Drug Use Evaluations/Medication Use Evaluations  
4. Medication Therapy Management  
5. Medicare STARS  
6. Adherence – role of the community pharmacist  
7. The Joint Commission and National Patient Safety Goals  
8. Hospital Quality Measures | 1 hr          |
| Week 6   | Navarro, Klinker, Curtis | 9, 13,14, 15 | Quiz 4 (Open Book) – 10 Questions/15 mins.  
Available Mar 7 until Apr 13 @ 1:00 PM | 0.5 hr        |
<table>
<thead>
<tr>
<th>Week</th>
<th>Instructor</th>
<th>Related Learning Objectives</th>
<th>Module/Learning Activities/Topics</th>
<th>Instructor Contact Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-Class Session (JAX and ORL): April 13, 2016 1:55 – 3:50pm</td>
<td>Navarro, Klinker, Curtis</td>
<td>All</td>
<td>In-class (Active Learning Session) 3 Problem Solving Activities with Dr. Cary Mobley.</td>
<td>2hr</td>
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<tr>
<td>(GNV): April 13, 2016 4-6pm</td>
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<tr>
<td>Week 6 April 14, 2016 1:55 – 2:45pm</td>
<td>Navarro, Klinker, Curtis</td>
<td>All</td>
<td>BBB Discussion Session: Exam Review (Recorded)</td>
<td>Optional</td>
</tr>
<tr>
<td>Week 7 April 18, 2016</td>
<td>Navarro, Klinker, Curtis</td>
<td>All</td>
<td><strong>Final Exam:</strong> April 19, 2016 8:30 – 10:30am</td>
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<tr>
<td>Final Exam: April 19, 2016 8:30 – 10:30am</td>
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</tbody>
</table>

**Textbooks**

- Navarro RP (Ed.). *Managed Care Pharmacy Practice, 2nd Ed.* Jones & Bartlett Publishers, *Sudbury, MA, 2009. Purchase is not required*. Various chapter PDF’s will be provided at no cost to students)

**Student Evaluation & Grading**

Evaluation Methods and how grades are determined
<table>
<thead>
<tr>
<th>Assessment Item</th>
<th>Percentage of Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quizzes (4) Lowest 1 Dropped</td>
<td>21% @ 7% ea.</td>
</tr>
<tr>
<td>*Participation in the Active Learning Sessions (3)</td>
<td>5%</td>
</tr>
<tr>
<td>Active Learning Session 2 – Team Assignment (1)</td>
<td>8%</td>
</tr>
<tr>
<td>Active Learning Session 3 – Team Assignment (1)</td>
<td>4%</td>
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<tr>
<td>Active Learning Session 4 – Individual Assignment (1)</td>
<td>4%</td>
</tr>
<tr>
<td>Comprehensive Final Exam (1)</td>
<td>58%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
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</tbody>
</table>

*Participation will be reduced with an up to a 5-point deduction should your contribution to your team’s effectiveness, assessed via CATME thru the Professional Development course, finds that your performance requires improvement. Participation of an individual student will also be reduced up to 5 points if a faculty member finds the student not engaged in classroom activities (eg, viewing websites not related to the course, checking email).

**Grading Scale**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>A</td>
<td>92.50-100%</td>
</tr>
<tr>
<td>A-</td>
<td>89.50-92.49%</td>
</tr>
<tr>
<td>B+</td>
<td>86.50-89.49%</td>
</tr>
<tr>
<td>B</td>
<td>82.50-86.49%</td>
</tr>
<tr>
<td>B-</td>
<td>79.50-82.49%</td>
</tr>
<tr>
<td>C+</td>
<td>76.50-79.49%</td>
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<tr>
<td>C</td>
<td>72.50-76.49%</td>
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<tr>
<td>C-</td>
<td>69.50-72.49%</td>
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<tr>
<td>D+</td>
<td>66.50-69.49%</td>
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<tr>
<td>D</td>
<td>62.50-66.49%</td>
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<tr>
<td>D-</td>
<td>59.50-62.49%</td>
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<tr>
<td>E</td>
<td>&lt; 59.50%</td>
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</tbody>
</table>

**Rounding of grades:** Final course grades will be rounded to the second decimal point.

**Course Structure**
You are provided readings and video material via the Canvas Learning Management System. You must fully review these materials prior to coming to the in-person Active Learning Sessions, to be held at your regional site locations and will include Team Application Activities and Case Studies.

Muddiest Point Discussion Boards (ungraded)

After each module of the course, please provide one concept or topic presented in the module, or discussed during the Active Learning Sessions, that is least clear to you. Be sure to mention when and where this topic or concept was delivered or discussed, and go into detail about your current understanding of the topic/concept, and explain why you feel that you are not fully grasping the topic/concept (why is this your “muddiest point”?). Even if you truly feel that you don't have a muddiest point, list the concept/topic that challenged you the most to understand or practice; and describe how you were able to finally process it.

You are not required to respond to your peer’s posts but if you have an opinion, or would like to provide clarification to a classmate, please do so. Even if you don’t respond to any posts, you are strongly encouraged to read the muddiest points of your peers. Complete this activity prior to your Big Blue Button discussion each week or prior the TBL sessions each week.

Educational Technology Use

The following technology below will be used during the course and the student must have the appropriate technology and software. Appendix A outlines who to contact if you have questions about technology.

1. Canvas Learning Management System

2. Respondus Lockdown Browser

3. ExamSoft®

Class Attendance Policy

Policy Across All 1PD-3PD courses:

Class attendance is mandatory for active learning sessions such as problem-solving sessions, case discussions, and laboratory sessions. Student attendance may be excused by the Teaching Partnership Leader in the following situations: documented illness, serious family emergencies, military obligation, severe weather conditions, religious holidays, and other reasons of serious nature. The Pharm.D. calendar allows for participation in special curricular requirements (e.g., professional meetings). Absences from class for court-imposed legal obligations (e.g., jury duty or subpoena) are excused. Conflict with work schedules is an unexcused absence.

Requests for excused absences MUST be made by an email to the Academic Coordinator and the course facilitator prior to the scheduled session or if it is an emergency situation, as soon as possible. The student is responsible for follow up and confirming whether the absence is excused or unexcused. The Teaching Partnership Leader, Academic Coordinator, and your
campus specific director must be CCD in this communication. The following format is recommended:

To: Academic Coordinator and Campus Course Facilitator
CC: Teaching Partnership Leader and your specific campus director
Subject: PHA XXXX – Excused Absence request
Dear Prof. ___________,
Professionally and politely request an excused absence.
Explain the nature of conflict and rationale for receiving an excused absence.
Thank the faculty member for their consideration of your special request.
Salutation,
Type in your full name and last 4 digits of UF-ID #, and Campus Name

Failing to follow this policy will render the absence not excusable. A request for an "excused absence" does not guarantee acceptance. No precedence can be drawn from any courses in the College of Pharmacy or any other college within University of Florida. Makeup assignment(s) will be made for any excused absence(s) and will typically be submitted within one-week of the missed session(s). If the situation leads to missing multiple class sessions and makeup becomes difficult, the student and Teaching Partnership Leader will meet with the Associate Dean of Student Affairs to develop options such as a makeup/remediation plan or course withdrawal. The time period for this make up will be consistent with the UF attendance policies.
Class attendance requires full engagement of activities and discussions. The following are unacceptable during class: 1) read non-course related materials that are either in hard-copy or web-based, 2) study for other courses, 3) use a laptop for activities that are not course-related. Class participation will be reduced in such situations.
Please refer to the University Attendance Policy at https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx

Additional Policy Specific to This Course:
None

Quiz/Exam Policy
During the Exam:
1. Students must arrive and be seated promptly to be eligible to take the exam. To maintain exam security, students who arrive late for the exam will not be allowed to start the exam if they are more than 30 minutes late or if another student has left the room after seeing the exam. Students who have valid reasons for arriving late at the exam may request a makeup exam as outlined below.
2. No talking or other disruptive behavior during the distribution or taking of the exam.
3 Calculators must meet the following requirements: Only nonprogrammable calculators are allowed during exams for this course.
4. If you encounter calculator problems (e.g., dead battery), contact the Proctor.
5. Nonessential materials are NOT allowed at the student’s desk during examination periods. Please leave all nonessential materials outside of or in the front of the examination room.
6. Other exam rules may be instituted during the progression of the course.
7. Once the exam commences, students may not leave the room without first turning in the exam. Once the exam is turned in, the examination period for the student is considered complete and the student must leave the examination room. If there is urgent need to use the restroom, the Proctor will provide guidance.

Failure to follow exam rules may be considered as evidence of academic dishonesty.

Policies Related to iRAT/tRAT
1. Students must bring their laptop to class in order to participate in the iRAT and tRAT.
2. Students who are late for an iRAT may begin the iRAT when arriving, but will be required to close the iRAT at the end time established for the entire class by the instructor (i.e., students who are late will not have the entire time).
3. Students may not leave the room during the iRAT and tRAT. All students must remain quiet during the testing period.
4. One comprehensive final exam will be administered at the end of course. The exam will be given simultaneously on all campuses and will include multiple choice, true/false and matching questions.

After the Exam
Policy across All 1PD-3PD courses:
1. Students are required to upload the encrypted exam file within 24 hours of completing the exam to the SofTest website.
   a. If the encrypted file is not uploaded within 24 hours, the student’s exam score will be reduced by 10%.
2. Graded exam appeals
   a. Following release of the exam grades, the student has 3 business days to contact the Facilitator and Teaching Partner to clarify questions and appeal any possible grading errors. For courses that accept exam question appeals, see course specific information below.

Additional Policy Specific to This Course:
None
Make-up Quiz/Exam Policy
Policy across All 1PD-3PD courses:
Makeup exams are given only under special circumstances. If the student is unable to take a scheduled examination, the Teaching Partnership Leader and Academic Coordinator must be notified before the examination or if it is an emergency situation, as soon as possible. In addition, a written letter of explanation requesting that the absence from the exam be excused, must be presented before the exam or if an emergency situation as soon as possible. An excused absence is allowable in the following situations: documented illness, serious family emergencies, military obligation, severe weather conditions, religious holidays, participation in special curricular requirements, excused absences for court-imposed legal obligations, and other reasons of serious nature. All excused absences will be considered on an individual basis by the Teaching Partnership Leader. For unusual situations (e.g., wedding that was planned before admission), the faculty member will communicate with student affairs. The questions on the makeup exam may be in the form of essay, short answer, or multiple-choice and will be the same level of difficulty as the exam administered during the scheduled time. With the exception of highly extenuating circumstances, failure to follow the prescribed procedures or failure to attend the announced examination will result in a grade of zero for that exam. No precedence can be drawn from any courses in the College of Pharmacy or any other college within University of Florida. The instructor will arrange an alternate deadline for the exam consistent with the University examination policies. The student may contact the instructor to obtain details about why points were deducted. The student has two weeks following the return of the Exam to clarify any questions and appeal any possible grading errors. Any appeals on the final examination must be made in writing and submitted to your facilitator. When an appeal is made to re-grade an Exam, the entire Exam will be reevaluated and scored.

Additional Policy Specific to this Course:
None

Policy on Old Quizzes and Assignments
Not available

General College of Pharmacy Course Policies
The following policies apply to all courses in the College of Pharmacy and are available on the COP website:

University Grading Policies
Please visit the following URL to understand how the University uses the course grade to compute your overall GPA: https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx

Concerns, Appeals, and Complaints
Students who have concerns about their evaluation of performance and/or student-faculty relations should review the Student-Faculty Handbook for guidance. The Student-Faculty Handbook also outlines the chain of command for any appeals and/or complaints.

**Academic Integrity Policy**

Students are expected to act in accordance with the University of Florida policy on academic integrity (http://www.dso.ufl.edu/sscr/honorcodes/honorcode.php). This Honor Code specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obliged to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult the course’s Teaching Partnership Leader.

Students are also expected to abide by the UF Honor Code.

The following is the UF Honor Pledge:  *We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity by abiding by the Honor Code.*

On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied:  *"On my honor, I have neither given nor received unauthorized aid in doing this assignment."*

**Psychomotor and Learning Expectations**

Psychomotor expectations relate to the ability to meet the physical demands of the pharmacy curriculum. Physically impaired students and students with learning disabilities such as hearing impairment, visual impairment, dyslexia or other specific learning disabilities such as sensory deficit or sensory-motor coordination problems should cooperate with the faculty and staff in addressing these problems in order to meet academic standards.

**How to Request Learning Accommodations**

Students with disabilities are strongly encouraged to register with Disabled Student Services in the Office for Student Services.  *It is recommend this be accomplished prior to starting the course.*

- Students requesting classroom accommodation must first register with the Dean of Students Office. The Dean of Students Office will provide documentation to the student who must then provide this documentation to the instructor when requesting accommodation.
- Please visit the following URL for more information:  http://www.dso.ufl.edu/drc

*Please note that you must arrange for accommodations in advance; grades cannot be retroactively Changed.*

**Faculty and Course Evaluations**

Students are expected to provide feedback on the quality of instruction in every course based on 10 criteria. These evaluations are conducted online at https://evaluations.ufl.edu. Evaluations are typically open around mid-semester and need to be completed by the established deadline. Summary results of these assessments are available to students at https://evaluations.ufl.edu.

**Computer and Other Technology Requirements**
Students are required to meet the following computer and technology requirements:
http://pharmacy.ufl.edu/education/student-affairs/admissions/student-computer-requirements/

ExamSoft® is used for administration of exams and students are required to follow the procedures that are established for exam administration. Students must bring a laptop to class to complete exams and this laptop must meet the computer and technology requirements established by the College. These technology requirements require a backup battery with at least 2 hours of life. Students must also complete mock exams prior to the actual exam to assure that all computer features are supported by ExamSoft®.

**Expectations In Class and Other Learning Activities**

Students are expected to:

- Be diligent and timely in studying the course material.
- Be on time for class sessions, quizzes, and exams.
- Be prepared for group discussions and conference calls.
- Do your own work.
- Actively collaborate with peers when assigned to groups.
- Inform the course coordinator about an absence from an exam or other assigned class activity at least 24 hours prior to the event.
- Dress appropriately for class sessions or clinically related activities.
- Turn off cell phones and other electronic communication devices during a class session or phone conference.
- Be quiet during class sessions including peer presentations.
- Be focused and avoid distracting behaviors in class.
- Appropriately use the computer in class, i.e., do not be looking at unrelated information on the website during class.
- Participate in class or group discussions.
- Raise one’s hand to be recognized before making a comment during a class session.
- Be respectful to the teacher.
- Be respectful to fellow students in discussions.
- Be courteous, respectful, and civil when using discussion boards.
- Focus on the course learning activities; it is not respectful to study for other coursework during the class session.
- Address faculty with the appropriate title and name, i.e., Dr. (last name) or Professor (last name).
• Address concerns about performance or course material directly with the course coordinator, facilitator, or teaching assistant.

• Seek assistance with academic or personal difficulties as soon as possible.

Communications
Course-related Communications
Students with questions about course content should post questions on the discussion board. Questions that are personal in nature (illness, emergencies, excused absence request, request for accommodations) should email the course teaching partnership leader and copy the Academic Coordinator and Distant Campus Dean. The student may email the course leader for any other needs that are personal in nature.

Faculty member Response Time:
1. The Course Coordinators/instructors will work to respond to postings within 24 hours of the posting between Monday and Friday 12N. Responses on weekends and holidays will be sporadic. (On weekends when assignments are due, students are advised to post questions before 12 Noon on Friday.)

Email Communications:
1. When communicating with faculty via email, the subject line needs to include the course number & title.
2. At the end of the email, in addition to listing your name, list your academic year and campus/site.

Discussion Board Policy
The purpose of the discussion board is to provide a venue for you to enhance your learning. This is accomplished by having a thread for each module where you can post questions to the course coordinators. (A thread is a single link that is devoted to a topic.) The discussion board is also a place where your instructors may post virtual cases for you to work up.

Such interaction on the discussion boards with the instructors will allow you to clarify your questions and apply what you are learning in other parts of the course. The goal of these discussions is to help you learn.

Students Netiquette on the Discussion Board:
1. Post your comment on the correct discussion thread. If you have a question about A1 (Unit A - Module 1), post it in the discussion thread for A1 and not the B1 thread.
2. The discussion board is not a place to complain. Complaints should instead be directed directly to the instructor via email. This allows the primary course coordinator to quickly address your concern without causing distraction to other students who have limited time and want to focus on learning.
3. Use "netiquette." If you have never learned "netiquette" - please visit the following URL: http://www.albion.com/netiquette/corerules.html If you follow the rules of netiquette
described in this URL, you will avoid posting an embarrassing or inappropriate comment.

4. The discussion board has been designed to allow you a place to ask further questions on the material to clarify any confusion, gain a deeper understanding of the material, or ask general course questions. A question you might see on a discussion board is “What do I need to study for the exam?” Please reflect on how this question can be perceived by your lecturing faculty as well as your fellow classmates. Rewording the question to address a specific topic would be more appropriate. For example, “Dr. XX, you listed numerous side effects for drug XX on slide XX. Of those, what are the most relevant that we could expect to occur and monitor for in clinical practice.” The type of material that is covered in these classes is material that is important for patient care. All of this material is important. There are variations in courses, but please make use of your syllabus since there might be guidance on how to prepare for various exams in your classes.

5. In most situations, lectures are released as planned by the course coordinators. Clarifying at the beginning of a semester on the planned release date/time, if not posted in the syllabus, is appropriate. Continual posts on the discussion board on weekly basis can become overwhelming for the course coordinator as well as your fellow students.

**Question/Answer sessions in live class sessions:**
Time is usually reserved at the end of the class for questions regarding the material to clear up any confusion or expand on material covered in the particular section. This is a valuable time for all students and since time is limited, the questions should focus on the topics at hand. Questions such as, “What material will be covered on an upcoming exam?” or, “Do we need to know dosing for the exam?” are inappropriate during this time period. In our profession, all material is important. However, if this question does need to be asked, please consider using the discussion board to clarify any specific exam questions.

**Student Complaint Process**
Concerns about the course (e.g., course requirements, quizzes, exams) should first be discussed with the appropriate course instructor and the Teaching Partnership Leader. If a satisfactory resolution is not achieved, the student may appeal to the Associate Dean for Curricular Affairs and Accreditation who will also engage other individuals depending on the request (e.g., campus dean, department chair, Associate Dean for Student Affairs). If the student finds the decision unsatisfactory, the student may appeal to the Dean of the College of Pharmacy. If this decision is unsatisfactory, the student may appeal to the Ombuds office (https://www.dso.ufl.edu/documents/UF_Complaints_policy.pdf).

**Religious Holidays**
Please see the University policy on attendance and religious holidays:

**Counseling and Wellness Center**
Students who are experiencing issues and events that could adversely affect academic performance and personal health should be encouraged to meet with the course coordinator or facilitator or appropriate administrator for guidance. Students in the Gainesville area may contact the UF Counseling and Wellness Center for Gainesville students (352-392-1575;
http://www.counseling.ufl.edu). Students outside the Gainesville area may obtain similar contact information from the campus/program administrator.

**Emergencies**
Call the University Police Department for emergencies: 392-1111 or 9-1-1

**Student Crisis**
Students who are experiencing issues and events are also encouraged to contact their local crisis center. For Alachua County the Crisis Center number is 352-264-6789; for Jacksonville and Duval County 904-632-0600 and toll free for Northeast Florida at 1-800-346-6185; for Orlando 407-425-2624; and, for St. Petersburg 727-344-5555 and Tampa 211 or 813-234-1234.

The following national call numbers are also available for students who reside outside of the main COP campuses: a) 1-800-273-8255, and b) 1-800-784-2433.

**How to Access Services for Student Success**
Students who need guidance for course success or who are having academic difficulty should contact their advisor/facilitator or Campus Director/Senior Associate Dean for assistance.

**Faculty Lectures/Presentations Download Policy**
Audio-visual recording, transmission, or distribution of classroom lectures and discussions is prohibited unless there is expressed written permission. Recorded lectures and class sessions are authorized solely for the purpose of individual or group study with other UF College of Pharmacy students enrolled in the same class. Such recordings may not be reproduced or uploaded to publicly accessible web environments.

**Faculty and Staff: Who to Contact**

**Academic Coordinator:**
1. Questions about dates, deadlines, meeting place
2. Availability of handouts and other course materials
3. Assignment directions
4. Questions about grade entries gradebook (missing grades, wrong grade)
5. Assistance with ExamSoft®

**Teaching Partnership Leaders**
1. Issues related to course policies (absences, make up exams, missed attendance)
2. Questions about grades
3. Concerns about performance
4. Guidance when there are performance problems (failing grades)
5. General questions about content

**Other Teaching Partnership Faculty Members**
1. Questions about specific content
Technical Support:
Contact the College of Pharmacy MediaHelp Desk for assistance with course-related technical issues (e.g., Canvas access, video access, printing of documents). The MediaHelp Desk may be reached via the following:

**Phone:** 352-273-6281 (9am-4PM ET)
**Email:** mediahelp@cop.ufl.edu (response is delayed outside of M-F 9AM-4PM ET)

Contact the University of Florida Computing Help Desk for addresses issues related to:
1. Gatorlink accounts,
2. Gatorlink email,
3. myUFL, and
4. ISIS.

**Phone:** (352)-392-4357

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