NHA Pharmacy Technician Exam Guide

Updated February 2019

Overview

This document is designed to give instructors guidance on using HealthCenter21 with students preparing for the NHA Certified Pharmacy Technician (CPhT) Exam.

HealthCenter21 does not provide a comprehensive curriculum for Pharmacy Technicians. This guide will help you understand where AES can help and where other materials are required.

The National Healthcareer Association (NHA) provides an industry certification for pharmacy technicians that can be taken by high school students. NHA's certificate is called the **Certified Pharmacy Technician (CPT)**.

This document is based on the 2017 version of the NHA CPhT exam.

Outline

In this guide, you will find:

1. NHA CPhT exam eligibility requirements
2. Certification exam topic outline
3. HealthCenter21 modules recommended for CPhT exam prep
4. An in-depth crosswalk of HealthCenter21 to the NHA Test Plan
5. Additional resources for NHA CPhT exam prep

1. Eligibility Requirements for the NHA CPhT Exam

In order to sit for the NHA CPhT exam, students must have all of the following:
1. A high school diploma or GED equivalency
2. Successful completion of a CPhT training program

High school students may earn provisional certificates prior to graduation. Key information to note includes:
1. High school students must be within 60 days of meeting graduation requirements
2. High school students are not eligible for the exam in some states (Arizona)
3. High school students will receive provisional certifications
4. A provisional certificate expires 12 months from the exam date
5. After graduation, graduates may apply to convert the active provisional certificate to a full certificate

2. NHA CPhT Exam Topic Outline

The exam measures knowledge by asking questions 100 multiple choice questions, across four domains.
1. Overview and Laws (Total 25 Questions)
    a. Role, Scope of Practice, and General Duties (11 Questions)
    b. Laws and Regulations (8 Questions)
    c. Controlled Substances (6 Questions)
2. Drugs and Drug Therapy (Total 15 Questions)
    a. Drug Classifications (9 Questions)
    b. Frequently Prescribed Medications (6 Questions)
3. Dispensing Process (Total 45 Questions)
    a. Prescription and Medication Order Intake and Entry (15 Questions)
    b. Preparing and Dispensing Prescriptions (13 Questions)
    c. Calculations (7 Questions)
4. Medical Safety and Quality Assurance (Total 15 Questions)

For more details on the NHA CPhT exam content, see www.nhanow.com

3. HealthCenter21 Modules Recommended for CPhT Exam Prep

HealthCenter21 has many modules that will help your students prepare for the CPhT exam. The modules cover the foundational knowledge, specified on the test plan as "Supporting Knowledge." HealthCenter21 does not provide curriculum on processes and procedures related to Pharmacy Technician job duties.

The modules that cover CPhT Supporting Knowledge are:

- Anatomy & Physiology
- Emergency Care
- Health Information Technology
- Infection Control
- Insurance & Coding
- Legal & Ethical Responsibilities
- Medical Office Assistant
- Medical Records
- Medical Terminology
- Pharmacology
- Physical Examinations
- Safety Precautions
- Special Populations
- The Health Assistant
- Wellness & Nutrition

See the next page for an in-depth crosswalk between HealthCenter21 and the NHA CPhT Test Plan.

The coverage of each topic within HealthCenter21 is broken down as being High, Medium, Low, or Not Covered.

4. Crosswalk Between NHA Pharmacy Technician Test Plan & HealthCenter21

Overview and Laws A. Role, Scope of Practice, and General Duties of the Pharm Tech	HealthCenter21 Location	HealthCenter21 Coverage

1. Differentiate between tasks that may be performed by a pharmacy technician and those that must be performed by a pharmacist.
Supporting Knowledge
   a. Role of the pharmacy technician
   b. Role of the pharmacist (for example: verification of prescriptions, requirements for counseling)
   c. Scope of pharmacy technician practice
   d. Pharmacy operations and process flow
   e. Pharmacy practice settings (for example: community, institutional, in-patient, long-term care, compounding)
	Not Covered	Not Covered

2. Maintain pharmacy security (for example: secure medications, prevent unauthorized access).
Supporting Knowledge
   a. Pharmacy security measures (for example: sign off, barriers)
   b. Authorized personnel (including law enforcement), access to pharmacy areas, identification requirements, level of supervision
	Not Covered	Not Covered

3. Assist pharmacist in medication reconciliation.
Supporting Knowledge
   a. Purpose and benefits of medication reconciliation and pharmacy technician's role in medication reconciliation
   b. Medical terminology (for example, pharmacy abbreviations, prefixes, suffixes, root words, combining vowels)
   c. Communication methods and strategies (for example, interviewing techniques, non-verbal cues, communication styles)
	A - Not Covered
	
	B - **Module: Medical Terminology**
	     Units 1 & 2
	
	C – Not Covered
		B - High
		
		C - High

HealthCenter21

Applied
educational systems

4. Assist pharmacist in medication therapy management.
Supporting Knowledge
    a. Purpose and benefits of medication therapy management (MTM) and pharmacy technician's role in MTM
    b. Medical terminology (for example: pharmacy abbreviations, prefixes, suffixes, root words, combining vowels)
    c. Communication methods and strategies (for example: interviewing techniques, nonverbal cues, communication styles)
	A – Not Covered
	
	B - **Module: Medical Terminology**
	      Units 1 & 2
	
	C – Not Covered
		B - High

5. Assist patient in selecting compliance aids and devices.
Supporting Knowledge
    a. Benefits of compliance aids and devices (for example: lockboxes, timers, personalized automatic dispensing devices)
    b. Communication methods and strategies (for example: interviewing techniques, nonverbal cues, communication styles)
	Not Covered	Not Covered

6. Interpret basic medical terminology commonly used in the pharmacy.
Supporting Knowledge
    a. Medical terminology (for example: pharmacy abbreviations, prefixes, suffixes, root words, combining vowels)
	Module: Medical Terminology
	      Units 1 & 2
		High

7. Tailor communications to different audiences, including patients, caregivers, staff, and health care professionals. *Supporting Knowledge* Communication methods and strategies (for example: interviewing techniques, nonverbal cues, communication styles)	Not Covered	Not Covered
8. Interact with customers and patients in a professional manner, including internal and external customers. *Supporting Knowledge* a. Communication methods and strategies (for example: interviewing techniques, nonverbal cues, communication styles)	Not Covered	Not Covered

HealthCenter21

Applied
educational systems

9. Confirm final product verification has been completed by pharmacist prior to release to patient.
Supporting Knowledge
    a. Role of the pharmacy technician
    b. Role of the pharmacist (for example: verification of prescriptions, requirements for counseling)
	Not Covered	Not Covered

10. Assist the pharmacist in managing inventory by placing, receiving, verifying, rotating, and stocking orders.
Supporting Knowledge
    a. Pharmacy operations and process flow
    b. Components of drug pricing
    c. Ordering and inventory management methods (for example: PAR levels, just in time ordering, rotating inventory, fast movers)
	Not Covered	Not Covered

11. Store medications following manufacturers' requirements (for example: light, temperature, humidity).
Supporting Knowledge
    a. Pharmacy operations and process flow
    b. Storage requirements for medications
	A – **Not Covered**
	
	B – **Module: Pharmacology**
	    Unit 2, Lesson 2
		B - Medium

12. Identify and remove expired products in a pharmacy's inventory.
Supporting Knowledge
    a. Pharmacy operations and process flow
    b. Ordering and inventory management methods (for example: PAR levels, just in time ordering, rotating inventory, fast movers)
	Not Covered	Not Covered

13. Identify and remove recalled products from inventory.
Supporting Knowledge
    a. Pharmacy operations and process flow
    b. Classes of recalls and required actions
    c. Ordering and inventory management methods (for example: PAR levels, just in time ordering, rotating inventory, fast movers)
    d. Disposal methods
	A & B – Not Covered
	
	C & D – **Module: Pharmacology**
	    Unit 2, Lesson 1
		C & D - High

HealthCenter21

Applied
educational systems

14. Dispose of medications based on product-specific requirements.	A – Not Covered	

Supporting Knowledge
    a. Pharmacy operations and process flow
    b. Disposal methods
    c. Material Safety Data Sheets (MSDS)/Safety Data Sheets (SDS)
	B – **Module: Pharmacology**
	    Unit 2, Lesson 1
		B – High

	C – **Module: Safety Precautions** Unit 3, Lesson 3	C - High

15. Access and use references and resources as needed to perform job duties.
Supporting Knowledge
    a. USP Standards
    b. Orange Book
    c. Red Book
    d. Clinical information sources (for example: Drug Facts and Comparisons, Micromedex, Lexicomp, Up to Date)
    e. Ident-a-drug
    f. Handbook on Injectables
    g. State Board of Pharmacy regulations
    h. Poison Control Centers
	A – G - **Not Covered**
	
	H – **Module: Emergency Care**
	    Unit 5, Lesson 2
		H - High

HealthCenter21

Applied
educational systems

Overview and Laws B. Laws and Regulations	HealthCenter21 Location	HealthCenter21 Coverage

1. Comply with federal laws and regulations applicable to pharmacy practice.
Supporting Knowledge
    a. Health Insurance Portability and Accountability Act (HIPAA)
    b. Combat Methamphetamine Epidemic Act of 2005 (CMEA)
    c. Drug Listing Act of 1972 (including elements of the NDC)
    d. Food and Drug Act of 1906
    e. Omnibus Budget Reconciliation Act of 1990 (OBRA 90)
    f. Durham-Humphrey Amendment
    g. Food, Drug, and Cosmetic Act
    h. Drug Supply Chain Security Act (DSCSA) a.k.a. Track and Trace
    i. Laws related to bioequivalence
    j. Poison Prevention Packaging Act (PPPA)Kefauver-Harris Amendment
    k. Orphan Drug Act
    l. Medicare Modernization Act
    m. Centers for Medicare and Medicaid Services (CMS)
    n. Anabolic Steroid Act
    o. Safe handling and disposal practices for hazardous drugs (USP
    p. <800>)
    q. Laws related to non-controlled substances when handling refills and/or partial filling of prescriptions
	A – **Module: Medical Office Assistant**
	    Unit 3, Lesson 1
	
	B – D – Not Covered
	
	E – **Module: Special Populations**
	    Unit 2, Lesson 3
	
	F – M – Not Covered
	
	N – **Module: Insurance and Coding**
	    Unit 2, Lessons 1 – 2
	
	O – Not Covered
	
	P – **Module: Pharmacology**
	    Unit 2, Lesson 1
	
	Q – **Module: Pharmacology**
	    Unit 2, Lesson 1
		A - High
		
		E – Medium
		
		N – High
		
		P – High
		
		Q – High

2. Maintain HIPAA compliance while communicating and disclosing information with patients, caregivers, health care professionals, and others.
Supporting Knowledge
    a. Health Insurance Portability and Accountability Act (HIPAA)
	Module: Health Information Technology
	    Unit 3, Lessons 1 – 3
	
	Module: Legal & Ethical Responsibilities
	    Unit 2, Lessons 1 – 4
		High

3. Comply with HIPAA requirements regarding collection, storage, and disposal of patient information.
Supporting Knowledge
    a. Health Insurance Portability and Accountability Act (HIPAA)
	Module: Medical Records
	    Unit 4, Lessons 1 - 3
		High

HealthCenter21

Applied
educational systems

4. When filling prescriptions or medication orders, comply with applicable laws and regulations. *Supporting Knowledge* a. Health Insurance Portability and Accountability Act (HIPAA) b. Combat Methamphetamine Epidemic Act of 2005 (CMEA) c. Drug Listing Act of 1972 (including elements of the NDC) d. Food and Drug Act of 1906 e. Omnibus Budget Reconciliation Act of 1990 (OBRA 90) f. Durham-Humphrey Amendment g. Food, Drug, and Cosmetic Act h. Laws related to bioequivalence i. Poison Prevention Packaging Act (PPPA) j. Medicare Modernization Act k. Centers for Medicare and Medicaid Services (CMS) l. Anabolic Steroid Act m. Safe handling and disposal practices for hazardous drugs (USP <800>) n. Laws related to non-controlled substances when handling refills and/or partial filling of prescriptions o. Organizations/regulators related to pharmacy practice (for example: OSHA, The Joint Commission, FDA)	A – **Module: Medical Office Assistant** Unit 3, Lesson 1 B & C – Not Covered D – **Module: Safety Precautions** Unit 1, Lesson 3 E – **Module: Special Populations** Unit 2, Lesson 3 F – J – Not Covered K – **Module: Insurance and Coding** Unit 2, Lesson 2 L – Not Covered M & N – **Module: Pharmacology** Unit 2, Lesson 1 O – **Module: Safety Precautions** Unit 1, Lesson 3	A – High D – Medium E – Medium K – Medium M & N – High O - High

HealthCenter21

Applied
educational systems

5. Follow laws and regulations for non-controlled substances when handling refills and/or partial filling of prescriptions.
Supporting Knowledge
    a. Health Insurance Portability and Accountability Act (HIPAA)
    b. Combat Methamphetamine Epidemic Act of 2005 (CMEA)
    c. Drug Listing Act of 1972 (including elements of the NDC)
    d. Food and Drug Act of 1906
    e. Omnibus Budget Reconciliation Act of 1990 (OBRA 90)
    f. Durham-Humphrey Amendment
    g. Food, Drug, and Cosmetic Act
    h. Laws related to bioequivalence
    i. Poison Prevention Packaging Act (PPPA)
    j. Medicare Modernization Act
    k. Centers for Medicare and Medicaid Services (CMS)
    l. Anabolic Steroid Act
    m. Safe handling and disposal practices for hazardous drugs (USP <800>)
    n. Laws related to non-controlled substances when handling refills and/or partial filling of prescriptions
    o. Organizations/regulators related to pharmacy practice (for example: OSHA, The Joint Commission, FDA)
	A – **Module: Medical Office Assistant**
	    Unit 3, Lesson 1
	
	B – C – Not Covered
	
	D – **Module: Safety Precautions**
	    Unit 1, Lesson 3
	
	E – **Module: Special Populations**
	    Unit 2, Lesson 3
	
	F – J – Not Covered
	
	K – **Module: Insurance and Coding**
	    Unit 2, Lesson 2
	
	L – Not Covered
	
	M - O – **Module: Pharmacology**
	    Unit 2, Lesson 1
		A – High
		
		D – High
		
		E - High
		
		K – High
		
		M – O – High

6. Package prescription medications in child-resistant containers or other approved containers as required.
Supporting Knowledge
    a. Food, Drug, and Cosmetic Act
    b. Poison Prevention Packaging Act (PPPA)
	Not Covered	Not Covered

7. Comply with OSHA regulations for disposal of sharps.
Supporting Knowledge
    a. Organizations/regulators related to pharmacy practice (for example: OSHA, The Joint Commission, FDA)
	Module: The Health Assistant
	    Unit 4, Lesson 2
		High

8. Comply with laws related to monitoring and reporting fraud, waste, and abuse.	Module: The Health Assistant	
	Unit 4, Lesson 3	
Supporting Knowledge		
a. Combat Methamphetamine Epidemic Act of 2005 (CMEA)	A – C – Not Covered	
b. Drug Supply Chain Security Act (DSCSA) a.k.a. Track and Trace		
c. Medicare Modernization Act	D – **Module: Insurance & Coding**	D – High
d. Centers for Medicare and Medicaid Services (CMS)	Unit 2, Lesson 2	
e. Anabolic Steroid Act		
f. Organizations/regulators related to pharmacy practice (for example: OSHA, The Joint Commission, FDA)	E – Not Covered	
	F – **Module: Pharmacology**	F - High
	Unit 2, Lesson 1	

HealthCenter21

Applied
educational systems

9. Follow record-keeping and retention procedures per federal requirements.	Module: Pharmacology Unit 2, Lesson 1	
Supporting Knowledge		
a. Health Insurance Portability and Accountability Act (HIPAA)	A – **Module: Medical Office Assistant** Unit 3, Lesson 1	A – High
b. Combat Methamphetamine Epidemic Act of 2005 (CMEA)		
c. Drug Listing Act of 1972 (including elements of the NDC)	B – Not Covered	
d. Food and Drug Act of 1906		
e. Omnibus Budget Reconciliation Act of 1990 (OBRA 90)	C – **Module: Pharmacology** Unit 3, Lesson 2	C – Medium
f. Durham-Humphrey Amendment		
g. Food, Drug, and Cosmetic Act		
h. Drug Supply Chain Security Act (DSCSA) a.k.a. Track and Trace	D – **Module: Safety Precautions** Unit 1, Lesson 3	D – High
i. Laws related to bioequivalence	E – **Module: Special Populations** Unit 2, Lesson 3	E – High
j. Poison Prevention Packaging Act (PPPA)		
k. Kefauver-Harris Amendment		
l. Orphan Drug Act	F – M – Not Covered	
m. Medicare Modernization Act		
n. Centers for Medicare and Medicaid Services (CMS)		
o. Anabolic Steroid Act		
p. Safe handling and disposal practices for hazardous drugs (USP <800>)	N – **Module: Medical Office Assistant, Insurance & Coding** Unit 3, Lesson 1	N – High
q. Laws related to non-controlled substances when handling refills and/or partial filling of prescriptions	O – Not Covered	
r. Organizations/regulators related to pharmacy practice (for example: OSHA, The Joint Commission, FDA)	P & Q – **Module: Pharmacology** Unit 2, Lesson 1	P & Q – High
	R – **Safety Precautions** Unit 1, Lesson 1	R - High

Overview and Laws C. Controlled Substances	HealthCenter21 Location	HealthCenter21 Coverage

1. **Differentiate among the controlled substances schedules and the drugs within them.**
Supporting Knowledge
   a. Controlled Substances Act (CSA)
   b. Drug Enforcement Administration (DEA) for controlled substances
   c. Schedules of controlled substances and drugs within them
   d. Exempt narcotics
   e. Prescription requirements for controlled substances
   f. Elements of and formula for DEA number
   g. DEA forms (for example: 41, 106, 222)
   h. Procedures for ordering, receiving, storing, and disposing of
   i. controlled substances
	A – C – **Module: Pharmacology**
	    Unit 2, Lesson 1
	
	D – Not Covered
	
	E - H – **Module: Pharmacology**
	    Unit 2, Lesson 1
		A – C – High
		
		E – High
		F – Low
		G – H – High

2. **Identify elements needed to verify the validity of DEA number.**
Supporting Knowledge
   a. Elements of and formula for DEA number
	Module: Pharmacology
	    Unit 2, Lesson 1
		Low

3. **Verify, on intake, required information is on prescription for controlled substance.**
Supporting Knowledge
   a. Controlled Substances Act (CSA)
   b. Schedules of controlled substances and drugs within them
   c. Prescription requirements for controlled substances
   d. Elements of and formula for DEA number
   e. Expiration dates and refills for controlled substances
   f. Laws, regulations, and processes to transfer controlled substances between pharmacies
   g. Diversion and prescription monitoring programs
	A – C – **Module: Pharmacology**
	    Unit 1, Lesson 1
	
	D – Not Covered
	
	E – **Module: Pharmacology**
	    Unit 1, Lesson 1
	
	F – G – Not Covered
		A – C – High
		
		E – High

HealthCenter21

Applied
educational systems

4. **Comply with laws and regulations when filling, partial filling, and refilling prescriptions for controlled substances.**
Supporting Knowledge
    a. Controlled Substances Act (CSA)
    b. Schedules of controlled substances and drugs within them
    c. Prescription requirements for controlled substances
    d. Elements of and formula for DEA number
    e. Expiration dates and refills for controlled substances
    f. Emergency filling procedures
    g. Laws, regulations, and processes to transfer controlled substances between pharmacies
    h. Laws, regulations, and processes to transfer prescriptions for controlled substances between pharmacies
    i. Tracking requirements for perpetual inventory of controlled substances
    j. Diversion and prescription monitoring programs
	A – E – **Module: Pharmacology**
	Unit 1, Lesson 1
	
	F – H – Not Covered
	
	I – **Module: Pharmacology**
	Unit 1, Lesson 1
	
	J – Not Covered
		A – C – High
		D – Medium
		E – High
		
		I – High

5. **File all classes of prescriptions appropriately.**
Supporting Knowledge
    a. Controlled Substances Act (CSA)
    b. Drug Enforcement Administration (DEA) for controlled substances
    c. Filing requirements
	Module: Pharmacology
	Unit 1, Lesson 1
		High

6. **Comply with federal laws pertaining to the handling of Schedule V (exempt narcotics) and regulated (BTC) non-prescription products.**
Supporting Knowledge
    a. Controlled Substances Act (CSA)
    b. Drug Enforcement Administration (DEA) for controlled substances
    c. Schedules of controlled substances and drugs within them
    d. Exempt narcotics
    e. Filing requirements
    f. Laws, regulations, and processes to transfer controlled substances between pharmacies
    g. Laws, regulations, and processes to transfer prescriptions for controlled substances between pharmacies
    h. Procedures for ordering, receiving, storing, and disposing of controlled substances
    i. Tracking requirements for perpetual inventory of controlled substances
    j. Diversion and prescription monitoring programs
	A – C – **Module: Pharmacology**
	Unit 1, Lesson 1
	
	D – G – Not Covered
	
	H – I – **Module: Pharmacology**
	Unit 2, Lesson 1
	
	J – Not Covered
		A – C – High
		
		H – I – High

7. **Order, store, and maintain inventory of controlled substances in accordance with CSA.**
Supporting Knowledge
    a. Controlled Substances Act (CSA)
    b. Drug Enforcement Administration (DEA) for controlled substances
    c. DEA forms (for example: 41, 106, 222)
    d. Procedures for ordering, receiving, storing, and disposing of controlled substances
    e. Tracking requirements for perpetual inventory of controlled substances
    f. Diversion and prescription monitoring programs
	A – B – **Module: Pharmacology**
	Unit 1, Lesson 1
	
	C – Not Covered
	
	D – **Module: Pharmacology**
	Unit 1, Lesson 1
	
	E – **Module: Medical Assistant**
	Unit 2, Lesson 1
	
	F – Not Covered
		A – B – High
		
		D – High
		
		E - High

HealthCenter21

Applied
educational systems

Drugs and Drug Therapy A. Drug Classification	HealthCenter21 Location	HealthCenter21 Coverage

1. **Differentiate among therapeutic classes of drugs.**
Supporting Knowledge
  a. Drug classes (for example: analgesics, dermatologics)
  b. Drug class abbreviations (for example: NSAID, SSRI, ARB, ACE)
	Module: Pharmacology
	  Unit 1, Lesson 1
	  Unit 2, Lesson 2
		High

2. **Differentiate among various dosage forms.** *Supporting Knowledge* a. Dosage forms (for example: tablets, capsules, ointments, creams, controlled-release, immediate-release, elixir, suspension)	**Module: Medical Mathematics** Unit 4, Lesson 2	Medium
3. **Differentiate among various routes of administration.** *Supporting Knowledge* a. Routes of administration (for example: topical, parenteral, oral)	**Module: Pharmacology** Unit 3, Lesson 2	High

4. **Match common prescription/legend medications with their indications.**
Supporting Knowledge
  a. Indications for frequently prescribed medications
  b. Basic body systems and disease states
  c. Prescription/legend medications and their indications
	A & C – Not Covered
	
	B – **Module: Anatomy & Physiology**
		B - High

5. **Match common over-the-counter (OTC) products with their indications.**
Supporting Knowledge
  a. Basic body systems and disease states
  b. Over-the-counter (OTC) medications and their indications
	A – **Module: Anatomy & Physiology**
	
	B – Not Covered
		A – High

6. **Match common behind-the-counter (BTC) products with their indications.**
Supporting Knowledge
  a. Basic body systems and disease states
  b. Behind-the-counter (BTC) medications and their indications
	A – **Module: Anatomy & Physiology**
	
	B – Not Covered
		A – High

HealthCenter21

Applied
educational systems

Drugs and Drug Therapy B. Frequently Prescribed Medications	HealthCenter21 Location	HealthCenter21 Coverage

1. **Match brand and generic names of commonly used prescription medications.**
Supporting Knowledge
    a.   Drug Topics Top 200 medications (by prescription volume per year)
    b.   Brand and generic medication names
    c.   Therapeutic equivalence
	A & C – Not Covered
	
	B – **Module: Wellness & Nutrition**
	    Unit 2, Lesson 1
		B - High

2. **Differentiate between side effects and adverse drug reactions.**
Supporting Knowledge
    a.   Effects and side-effects of pharmacotherapy
	Module: Pharmacology
	    Unit 1, Lesson 2
		Medium

3. **Differentiate between contraindications and drug interactions.**
Supporting Knowledge
    a.   Drug interactions (for example: drug-drug, drug-food, drug-OTC)
	Module: Pharmacology
	    Unit 1, Lesson 2
		Medium

4. **Recognize physical interactions and incompatibilities in the preparation of compounded and parenteral medications.** *Supporting Knowledge* a. Physical interactions and incompatibilities	Not Covered	Not Covered

5. **Recognize common vaccines and immunization schedules.**
Supporting Knowledge
    a.   Vaccine and immunization schedules
	Module: Physical Examinations
	    Unit 3, Lesson 2
		High

HealthCenter21

Applied
educational systems

Dispensing Process **A. Prescription and Medication Order Intake and Entry**	**HealthCenter21 Location**	**HealthCenter21 Coverage**

1. **Analyze a prescription or medication order for completeness and obtain missing information.**
Supporting Knowledge
  a. Required components of a prescription
  b. Types/formats of prescription/medication orders (for example: telephone, facsimile, electronic prescription orders, computerized physician order entry)
  c. Providers with prescribing authority (what types of providers can prescribe what types of medications)
  d. Allowable refills based on prescription drug type and drug class
  e. National Provider Identifier (NPI)
  f. Purpose and use of SIG codes/pharmacy abbreviations
  g. Institute for Safe Medication Practices error-prone abbreviations list
  h. DAW codes and their uses
	A & B – **Module: Pharmacology**
	    Unit 2, Lessons 1 – 2
	
	C – Not Covered
	
	D – **Module: Pharmacology**
	    Unit 2, Lesson 1
	
	E – **Module: Insurance & Coding**
	    Unit 4, Lesson 2
	
	F – **Module: Pharmacology**
	    Unit 2, Lesson 2
	
	G & H – Not Covered
		A & B – High
		
		D – High
		
		E – Medium
		
		F – High

HealthCenter21

Applied
educational systems

2. Process prescription orders (for example: telephone, facsimile, and electronic).	A & B – **Module: Pharmacology** Unit 2, Lessons 1 – 2	A & B – High
Supporting Knowledge		
a. Required components of a prescription	C – Not Covered	
b. Types/formats of prescription/medication orders (for example: telephone, facsimile, electronic prescription orders, computerized physician order entry)	D – **Module: Pharmacology** Unit 2, Lesson 1	D – High
c. Providers with prescribing authority (what types of providers can prescribe what types of medications)	E – Not Covered	
d. Allowable refills based on prescription drug type and drug class	F - **Module: Pharmacology** Unit 2, Lesson 2	F - High
e. Components of a patient profile		
f. National Provider Identifier (NPI)		
g. Purpose and use of SIG codes/pharmacy abbreviations	G – **Module: Pharmacology** Unit 2, Lesson 2	G – High
h. Institute for Safe Medication Practices error-prone abbreviations list		
i. DAW codes and their uses	H – J – Not Covered	
j. Appropriate responses to electronic alerts		
k. Components required to process a third-party claim (for example: BIN, PCN, prescription group code, person code)	K – **Module: Insurance & Coding** Unit 4, Lesson 2	K – High
l. Coordination of benefits		
m. Types of formularies	L & M – Not Covered	
n. Types of third-party rejections (for example: duplicate therapy, high dose, prior authorization, missing diagnosis code)	N – **Module: Insurance & Coding** Unit 4, Lesson 2	N – High
o. Tiered copays		
p. Types of coverage (for example: Medicare, Medicaid, workers' compensation, HMO, patient assistance programs)	O – Not Covered	
q. Drug utilization reviews/Drug utilization evaluations	P – **Module: Insurance & Coding** Unit 4, Lessons 1 – 4	P – High
	Q – Not Covered	

HealthCenter21

Applied educational systems

3. **Process prescription refill authorization requests from prescribers.**
Supporting Knowledge
    a. Providers with prescribing authority (what types of providers can prescribe what types of medications)
    b. Allowable refills based on prescription drug type and drug class
	A – Not Covered
	
	B – **Module: Pharmacology**
	    Unit 2, Lesson 1
		
		B - High

4. **Obtain information for the patient profile from patients, such as demographics, medication history (including OTCs and herbal supplements), health conditions, concurrent medications, allergies, and third-party payers.**
Supporting Knowledge
    a. Components of a patient profile
    b. Components required to process a third-party claim (for example: BIN, PCN, prescription group code, person code)
    c. Types of coverage (for example: Medicare, Medicaid, workers' compensation, HMO, patient assistance programs)
	A – **Module: Health Information Technology**
	    Unit 2, Lesson 1
	
	B – **Module: Insurance & Coding**
	    Unit 4, Lesson 2
	
	C – **Module: Insurance & Coding**
	    Unit 2, Lessons 1 - 4
		A – Medium
		
		B – High
		
		C - High

5. **Enter and maintain electronic patient profiles.**
Supporting Knowledge
    a. Components of a patient profile
    b. Components required to process a third-party claim (for example: BIN, PCN, prescription group code, person code)
    c. Types of coverage (for example: Medicare, Medicaid, workers' compensation, HMO, patient assistance programs)
	A – **Module: Health Information Technology**
	    Unit 2, Lesson 1
	
	B – **Module: Insurance & Coding**
	    Unit 4, Lesson 2
	
	C – **Module: Insurance & Coding**
	    Unit 2, Lessons 1 - 4
		A – Medium
		
		B – High
		
		C – High

6. **Identify and input third-party payer identifier numbers.**
Supporting Knowledge
    a. Components required to process a third-party claim (for example: BIN, PCN, prescription group code, person code)
    b. Coordination of benefits
    c. Types of coverage (for example: Medicare, Medicaid, workers' compensation, HMO, patient assistance programs)
	A – **Module: Insurance & Coding**
	    Unit 4, Lesson 2
	
	B – Not Covered
	
	C – **Module: Insurance & Coding**
	    Unit 2, Lessons 1 - 4
		A – High
		
		C - High

| 7. **Process third-party prescriptions (for example: coordination of benefits, rejections, copays, prior authorizations).**
Supporting Knowledge
   a. DAW codes and their uses
   b. Appropriate responses to electronic alerts
   c. Components required to process a third-party claim (for example: BIN, PCN, prescription group code, person code)
   d. Coordination of benefits
   e. Types of formularies
   f. Types of third-party rejections (for example: duplicate therapy, high dose, prior authorization, missing diagnosis code)
   g. Tiered copays
   h. Types of coverage (for example: Medicare, Medicaid, workers' compensation, HMO, patient assistance programs) | A & B – Not Covered

C - **Module: Insurance & Coding**
    Unit 4, Lesson 2

D & E – Not Covered

F - **Module: Insurance & Coding**
    Unit 4, Lesson 2

G – Not Covered

H - **Module: Insurance & Coding**
    Unit 2, Lessons 1 - 4 |

C – High

F – High

H - High |
| 8. **Communicate with patients, providers, and/or third-party payers about prescription coverage.**
Supporting Knowledge
   a. Appropriate responses to electronic alerts
   b. Components required to process a third-party claim (for example: BIN, PCN, prescription group code, person code)
   c. Coordination of benefits
   d. Types of formularies
   e. Types of third-party rejections (for example: duplicate therapy, high dose, prior authorization, missing diagnosis code)
   f. Tiered copays
   g. Types of coverage (for example: Medicare, Medicaid, workers' compensation, HMO, patient assistance programs)
   h. Drug utilization reviews/Drug utilization evaluations | A – Not Covered

B - **Module: Insurance & Coding**
    Unit 4, Lesson 2

C & D – Not Covered

E - **Module: Insurance & Coding**
    Unit 4, Lesson 2

F – Not Covered

G - **Module: Insurance & Coding**
    Unit 4, Lessons 1 – 4

H – Not Covered |

B – High

E – High

G – High |

Applied
educational systems

9. Translate prescriber's directions for use into accurate and complete directions for the patient.
Supporting Knowledge
   a. Types/formats of prescription/medication orders (for example: telephone, facsimile, electronic prescription orders, computerized physician order entry)
   b. Allowable refills based on prescription drug type and drug class
   c. Purpose and use of SIG codes/pharmacy abbreviations
   d. Institute for Safe Medication Practices error-prone abbreviations list
   e. DAW codes and their uses
	A – B – **Module: Pharmacology**
	    Unit 2, Lesson 2
	
	C – Not Covered
	
	D – **Module: Pharmacology**
	    Unit 2, Lesson 1
	
	E – Not Covered
		A – B – High
		
		D – High
		
		E – Not Covered

10. Interpret abbreviations used on prescriptions or medication orders.
Supporting Knowledge
   a. Purpose and use of SIG codes/pharmacy abbreviations
   b. Institute for Safe Medication Practices error-prone abbreviations list
	A – **Module: Pharmacology**
	    Unit 2, Lesson 2
	
	B – Not Covered
		A – High

HealthCenter21

Applied
educational systems

11. Enter prescription information into the computer.
Supporting Knowledge
   a. Required components of a prescription
   b. Types/formats of prescription/medication orders (for example: telephone, facsimile, electronic prescription orders, computerized physician order entry)
   c. Providers with prescribing authority (what types of providers can prescribe what types of medications)
   d. Allowable refills based on prescription drug type and drug class
   e. National Provider Identifier (NPI)
   f. Purpose and use of SIG codes/pharmacy abbreviations
   g. Institute for Safe Medication Practices error-prone abbreviations list
   h. DAW codes and their uses
	A – **Module: Medical Mathematics**
	     Unit 4, Lesson 1
	
	B – **Module: Pharmacology**
	     Unit 2, Lesson 2
	
	C – Not Covered
	
	D – **Module: Pharmacology**
	     Unit 2, Lesson 1
	
	E – **Module: Insurance & Coding**
	     Unit 4, Lesson 2
	
	F - **Module: Pharmacology**
	     Unit 2, Lesson 2
	
	G & H – Not Covered
		A – High
		
		B – High
		
		D – High
		
		E – Medium
		
		F – High

12. Use correct DAW codes when entering prescription data into the computer. *Supporting Knowledge* a. DAW codes and their uses	Not Covered	Not Covered

13. Respond to electronic alerts (for example: compliance, interaction, third party payers) while processing a prescription.
Supporting Knowledge
   a. Appropriate responses to electronic alerts
   b. Types of third-party rejections (for example: duplicate therapy, high dose, prior authorization, missing diagnosis code)
   c. Drug utilization reviews/Drug utilization evaluations
	A – Not Covered
	
	B – **Module: Insurance & Coding**
	     Unit 4, Lesson 2
	
	C – Not Covered
		B – High

	HealthCenter21 Location	HealthCenter21 Coverage

14. Process Durable Medical Equipment (DME) prescriptions, including coordination of benefits with Medicare Part B or D.
Supporting Knowledge
   a. Coordination of benefits
   b. Types of coverage (for example: Medicare, Medicaid, workers'
   c. compensation, HMO, patient assistance programs)
   d. Durable medical equipment
	A – Not Covered
	
	B – **Module: Insurance & Coding**
	Unit 2, Lessons 1 – 4
	
	C – **Module: Insurance & Coding**
	Unit 2, Lesson 1
		
		B – High
		
		C – Low

Dispensing Process B. **Preparing and Dispensing Prescriptions**	**HealthCenter21 Location**	**HealthCenter21 Coverage**

1. **Identify medications that require special handling procedures.**
Supporting Knowledge
   a. When to keep medication in original packaging
   b. Purpose of Risk Evaluation Mitigation Strategies (REMS) program
   c. Considerations for handling hazardous drugs (USP <800>)
	A – **Module: Pharmacology**
	Unit 2, Lesson 1
	
	B – C – Not Covered
		A – High

2. **Stock and use automated dispensing machines.** *Supporting Knowledge* a. Role and benefits of automated dispensing systems in the pharmacy	Not Covered	Not Covered

3. **Select appropriate medication product based on prescription/legend, OTC, or BTC status; name and strength; NDC number; expiration date; and lot number.**
Supporting Knowledge
   a. Components of an NDC number
   b. Distinction between prescription/legend, over-the-counter, and behind-the-counter medications
   c. Federal restrictions on shipping of specific medications and supplies (for example: diabetic testing supplies, controlled substances)
   d. Components of an OTC label
	A – **Module: Pharmacology**
	Unit 3, Lesson 2
	
	B & C – Not Covered
	
	D – **Module: Pharmacology**
	Unit 3, Lesson 2
		A – High
		
		D - High

HealthCenter21

Applied
educational systems

4. **Count/measure or pour medication into appropriate container.**
 Supporting Knowledge
      a. When to keep medication in original packaging
      b. Considerations for handling hazardous drugs (USP <800>)
	A – **Module: Pharmacology**
	          Unit 2, Lesson 1
	
	 B – Not Covered
		A – High

5. **Select appropriate prescription vials, caps, bottles, and other supplies.**
 Supporting Knowledge
      a. Poison Prevention Packaging Act (PPPA)
      b. Measurement systems (for example, metric, household, roman numerals, military time)
	A – Not Covered
	
	 B – **Module: Medical Mathematics**
	          Unit 3, Lessons 1 - 4
		
		 B - High

6. **Label medication products packaged in approved containers or, when appropriate, in original packages.**
 Supporting Knowledge
      a. When to keep medication in original packaging
      b. Components of a patient prescription label
      c. Label placement
      d. Purpose of auxiliary labels
      e. Labels appropriate to different types and classes of drugs
	A – **Module: Pharmacology**
	          Unit 2, Lesson 1
	
	 B – **Module: Medical Mathematics**
	          Unit 4, Lesson 1
	
	 C - E – Not Covered
		A – High
		
		 B - High

7. **Select and apply appropriate auxiliary labels.**
 Supporting Knowledge
      a. Purpose of auxiliary labels
      b. Labels appropriate to different types and classes of drugs
	Not Covered	Not Covered

8. **Provide printed patient information leaflets and required medication guides.**
 Supporting Knowledge
      a. Purpose of Risk Evaluation Mitigation Strategies (REMS) program
      b. Prescriptions that require federal medication guides
      c. Difference between medication guides and product package inserts
	Not Covered	Not Covered

9. Package and ship medications according to manufacturers' recommendations. *Supporting Knowledge* a. Federal restrictions on shipping of specific medications and supplies (for example: diabetic testing supplies, controlled substances)	Not Covered	Not Covered

10. Select appropriate OTC product based on pharmacist recommendation.
Supporting Knowledge
    a. Distinction between prescription/legend, over-the-counter, and behind-the-counter medications
    b. Vitamins, minerals, and herbal supplements
    c. Components of an OTC label
	A – **Module: Wellness & Nutrition**
	    Unit 3, Lesson 1
	
	B – **Module: Nutrition & Elimination**
	    Unit 1, Lesson 1
	
	C – **Module: Pharmacology**
	    Unit 3, Lesson 2
		A – High
		
		B – Medium
		
		C - High

11. Offer pharmacist consultation to patients.
Supporting Knowledge
    a. Omnibus Budget Reconciliation Act of 1990 (OBRA 90)
	Module: Special Populations
	    Unit 2, Lesson 3
		High

12. Identify prescriptions that have been forged, copied or possibly altered. *Supporting Knowledge* a. Security features of prescriptions	Not Covered	Not Covered

HealthCenter21

Applied
educational systems

Dispensing Process C. Calculations	HealthCenter21 Location	HealthCenter21 Coverage

1. **Convert within and between each of the systems of measurement.**
Supporting Knowledge
  a. Measurement systems (for example: metric, household, roman numerals, military time)
  b. Basic algebra
	Module: Medical Mathematics
	Unit 3, Lessons 1 – 4
	Unit 2, Lesson 1
		A – High
		
		B - Medium

2. **Calculate the quantities of prescriptions or medication orders to be dispensed.**
Supporting Knowledge
  a. Measurement systems (for example: metric, household, Roman numerals, military time)
  b. Basic algebra
  c. mEq
  d. Units
  e. Body surface area (BSA)
  f. Pediatric dosage calculations (for example: Young's rule, Clark's rule, Fried's rule)
  g. mg/kg/day
  h. Ratio strength
  i. w/w%, w/v%, v/v%
  j. Dilution/concentration
  k. Intravenous flow rate (for example: mL/hr)
  l. Alligation
	A & B - **Module: Medical Mathematics**
	Unit 3, Lessons 1 – 4
	Unit 2, Lesson 1
	
	C – F – Not Covered
	
	G – **Module: Medical Mathematics**
	Unit 2, Lesson 1
	
	H – **Module: Medical Mathematics**
	Unit 2, Lesson 1
	
	I & J – Not Covered
	
	K – **Module: Pharmacology**
	Unit 4, Lesson 3
	
	L – Not Covered
		A & B – High
		
		G – High
		
		H – High
		
		K – High

3. **Calculate the days' supply for prescriptions.** *Supporting Knowledge* a. Basic algebra	**Module: Medical Mathematics** Unit 2, Lesson 1	Medium

Applied
educational systems

4. **Calculate individual and total daily dosages.**
Supporting Knowledge
    a. Basic algebra
    b. mEq
    c. Units
    d. Body surface area (BSA)
    e. Pediatric dosage calculations (for example: Young's rule, Clark's rule, Fried's rule)
    f. mg/kg/day
    g. Intravenous flow rate (for example: mL/hr)
	A – **Module: Medical Mathematics**
	    Unit 2, Lesson 1
	
	B – E – Not Covered
	
	F – **Module: Medical Mathematics**
	    Unit 4, Lesson 2
	
	G – **Module: Pharmacology**
	    Unit 4, Lesson 3
		A – High
		
		F – High
		
		G – High

5. **Perform sterile and nonsterile compounding calculations.**
Supporting Knowledge
    a. Measurement systems (for example: metric, household, Roman numerals, military time)
    b. Basic algebra
    c. Ratio strength
    d. w/w%, w/v%, v/v%
    e. Dilution/concentration
    f. Intravenous flow rate (for example: mL/hr)
    g. Alligation
	A – **Module: Medical Mathematics**
	    Unit 3, Lessons 1-4
	
	B – **Module: Medical Mathematics**
	    Unit 2, Lesson 1
	
	C – **Module: Medical Mathematics**
	    Unit 2, Lesson 1
	
	D & E – Not Covered
	
	F – **Module: Pharmacology**
	    Unit 4, Lesson 3
	
	G – Not Covered
		A – High
		
		B – High
		
		C – High
		
		F – High

6. **Perform basic pharmacy business calculations (for example: pricing and inventory control).**
Supporting Knowledge
    a. Basic algebra
    b. Types of business calculations (for example: markup, percentage markup, profit, gross and net profit, cost, overhead, turnover rate)
	Module: Medical Mathematics
	    Unit 2, Lesson 1
	    Unit 4, Lesson 1
		High

HealthCenter21

Applied educational systems

7. **Perform temperature conversions.** *Supporting Knowledge*
    a. Basic algebra
    b. Temperature Scales
	Module: Medical Mathematics
	    Unit 5, Lesson 2
		A & B – High

8. **Calculate percentages.** *Supporting Knowledge*
    a. Basic algebra
    b. Ratio strength
    c. w/w%, w/v%, v/v%
    d. Dilution/concentration
	A & B - **Module: Medical Mathematics**
	    Unit 2, Lesson 1
	
	 C & D – Not Covered
		A & B – High

Dispensing Process **D. Sterile and Nonsterile Products, Compounding, Unit Dose, and Repackaging**	**HealthCenter21 Location**	**HealthCenter21 Coverage**

1. **Use Universal Precautions.** *Supporting Knowledge*
    a. CDC/OSHA Universal Precautions Guidelines
	Module: Safety Precautions
	    Unit 1, Lesson 3
	
	 Module: Infection Control
	    Unit 2, Lesson 1
		High

2. **Employ infection control, including handwashing and personal protective equipment (PPE).** *Supporting Knowledge*
    a. Infection control (USP <795> and <797>)
	Module: Infection Control
	    Unit 2, Lesson 1
		High

3. **Follow correct procedures for maintaining the environment for the sterile product compounding area.** *Supporting Knowledge*
    a. Infection control (USP <795> and <797>)
    b. Maintaining sterile environment (USP <797>)
	Module: Infection Control
	    Unit 2, Lesson 1
	    Unit 4, Lesson 1
		High

4. **Select appropriate equipment and supplies.** *Supporting Knowledge*
    a. Needle gauges and types (for example: regular, filter, insulin)
    b. Types of syringes
    c. Diluents and base products
	Module: Pharmacology
	    Unit 4, Lessons 1 - 2
		High

HealthCenter21

Applied
educational systems

5. **Perform compounding process for sterile products following aseptic technique.**
Supporting Knowledge
    a. Compounding sterile products following aseptic technique (USP <797>)
    b. Primary engineering controls (for example: laminar versus vertical flow hood, compounding aseptic isolators versus compounding aseptic containment isolators) (USP <797>)
	Not Covered	Not Covered

6. **Performing compounding process for non-sterile products.** *Supporting Knowledge* a. Compounding nonsterile products (USP <795>)	Not Covered	Not Covered

7. **Select appropriate diluent or base product based on manufacturer's recommendation.**
Supporting Knowledge
    a. Diluents and base products
    b. Sources of information (for example: product package insert, electronic resources, Trissel's Handbook of Injectable Drugs)
	A – **Module: Pharmacology**
	    Unit 4, Lesson 1
	
	B – Not Covered
		A – High

8. **Determine beyond-use dates based on published data or regulatory agency requirements for both compounded and repackaged products.**
Supporting Knowledge
    a. Sources of information (for example: product package insert, electronic resources, Trissel's Handbook of Injectable Drugs)
    b. Labeling (USP <795> and <797>)
    c. Methods of determining beyond-use date
	Not Covered	Not Covered

9. **Inspect final product for physical incompatibilities.** *Supporting Knowledge* a. Forms of incompatibility (for example: physical, chemical, osmolarity	Not Covered	Not Covered

10. **Label compounded products.**
Supporting Knowledge
    a. Labeling (USP <795> and <797>)
    b. Components of a unit dose label
	Not Covered	Not Covered

Applied
educational systems

11. Repackage and label unit dose products.
Supporting Knowledge
    a. Labeling (USP <795> and <797>)
    b. Components of a unit dose label
	Not Covered	Not Covered

12. Maintain sterile and nonsterile compounding and repackaging equipment.
Supporting Knowledge
    a. Compounding sterile products following aseptic technique (USP <797>)
    b. Equipment maintenance (USP <795> and <797>)
    c. Manufacturers' guidelines for maintaining repackaging equipment
    d. Primary engineering controls (for example: laminar versus vertical flow hood, compounding aseptic isolators versus compounding aseptic containment isolators) (USP <797>)
	Not Covered	Not Covered

13. Complete required documentation for sterile, nonsterile, and repackaged products. *Supporting Knowledge* a. Documentation requirements (USP <795> and <797>)	Not Covered	Not Covered

HealthCenter21

Applied
educational systems

Medication Safety and Quality Assurance	HealthCenter21 Location	HealthCenter21 Coverage

1. **Follow best practices for quality assurance and medication safety.**
Supporting Knowledge
   a. Best practices for quality assurance during entire filling process
   b. Safe dosage ranges
   c. Institute for Safe Medication Practices (ISMP) Guidelines, including considerations for error-prone drugs
   d. Black box warnings
   e. Adverse drug events, including adverse drug reactions (ADEs and ADRs)
   f. MedWatch
   g. FDA Adverse Event Reporting System (FAERS)
   h. Vaccine Adverse Event Reporting System (VAERS)
   i. Risk Evaluation Mitigation Strategies (REMS)
   j. Pregnancy and lactation warnings
	A – D – Not Covered
	
	E – **Module: Pharmacology**
	    Unit 3, Lesson 2
	
	F – J – Not Covered
		A – D – Not Covered
		
		E – High
		
		F – J – Not Covered

2. **Assist pharmacist in identifying patient medication adherence issues.**
Supporting Knowledge
   a. Medication adherence
   b. Health literacy (patients' knowledge of medications and usage)
	Not Covered	Not Covered

3. **Use safety strategies to prevent mix ups between look-alike, sound-alike products, errors with high alert/high risk medications, and medications with different routes of administration.**
Supporting Knowledge
   a. Institute for Safe Medication Practices (ISMP) Guidelines, including considerations for error-prone drugs
   b. Look-alike/sound-alike drugs
   c. Tall Man lettering
   d. High-alert/high-risk medications
   e. Error-prone medications
   f. Error-prone abbreviations
	Not Covered	Not Covered

4. **Match patient information to prescription or medication order.** *Supporting Knowledge* a. Best practices for quality assurance during entire filling process	Not Covered	Not Covered
5. **Follow procedures to assure delivery of the correct prescriptions to patients.** *Supporting Knowledge* a. Best practices for quality assurance during entire filling process	Not Covered	Not Covered

6. **Take corrective action after detecting potential medication errors or near misses.**
Supporting Knowledge
    a. Record-keeping requirements related to medication errors and near misses
    b. Continuous quality improvement
    c. Root cause analysis
	Not Covered	Not Covered

7. **Maintain a clean work environment in the drug dispensing and patient care areas.**
Supporting Knowledge
    a. Best practices for quality assurance during entire filling process
    b. Procedures to avoid cross-contamination
    c. Sanitization processes
	Not Covered	Not Covered

8. **Perform quality assurance checks of floor stock (for example: credits, unsecured medication, expired or outdated medications, emergency medications).**
Supporting Knowledge
    a. Best practices for quality assurance during entire filling process
    b. Continuous quality improvement
	Not Covered	Not Covered

5. Additional Resources for NHA CPhT Exam Prep

Resources from NHA
- Video - What It's Like to Take an NHA Certification
- PDF - 2016 NHA CPhT Test Plan
- Products – CPhT Exam Study Materials

HealthCenter21

Applied
educational systems