**Instructors**

**Carline Dalgleish**

Carline Dalgleish has worked in medical office administration for over 30 years. She holds a bachelor's degree in Business Information Systems, a master's degree in Leadership, and a post-baccalaureate certificate in Health Information Management. She is a Registered Health Information Administrator and an AHIMA Approved ICD-10-CM/PCS Trainer. Dalgleish is the author of an ICD-10 coding system and also owns her own consulting firm, AnnGrant Educational Services.

**Sharon L. Blackford**

Sharon L. Blackford, MA, BA, RMA, has over 30 years of experience in the medical field. She has a Master's degree in Organizational Management, a Bachelor's degree in Business Management, and has served as a Registered Medical Assistant since 1994. Sharon was an active-duty Clinical Specialist in the U.S. Army for 10 years. Sharon later moved to the Gulf Coast to accept a position as the Director of Education of Blue Cliff College and was promoted to Campus Director.

**Stacey O'Brien**

Stacey O'Brien has more than 10 years of experience in medical coding and reimbursement. Ms. O'Brien has been a risk adjustment coder for a Medicare Advantage plan, audited medical records for a consulting firm, and currently supervises the coding and electronic claims submission process for a group medical practice. She has a bachelor's degree from the University of Pittsburgh and a CPC coding certification from the AAPC.

**Leahnata Davis**  
  
Dr. Leahnata Davies has been a nurse public health expert and nurse leader for over 20 years. Her teaching philosophy for health education is grounded and intertwined with her philosophy of nursing. Her hands-on experience in the nursing field has shaped the kind of teacher and mentor she hopes to be. She would like to set a foundation integrated with evidence-based practice to provide the basis of professional practice while supporting students' emotional, intellectual, and educational needs. Her desire to teach is twofold: She is committed to improving care for patients, but also wants to continue to share her love of learning and passion for addressing the needs of the community, the healthcare system, and the learners. As an educator, she hopes to accomplish this through critical engagement, collaboration, and lifelong learning. Her health care experience includes progressive experience in clinical and public health, health care administration, case management, health education and instruction. As a public health expert, Dr. Davies has extensive experience assessing, planning, implementing, monitoring, and evaluating delivery of optimal care settings including managing and executing government-funded care programs. In addition too a Doctor of Philosophy degree in Health Science from Walden University, Dr. Davies holds a Master of Public Health degree from Walden University and a Bachelor of Science degree in Nursing from Felician College, Lodi NJ.

**Kate Moura Dos Santos**

Kate Moura Dos Santos currently resides along the east coast in the beautiful state of Vermont. She started her career in the medical field in 1981 in the US ARMY as an active-duty Medical Secretary. After an honorable discharge, she became a Licensed Nursing Assistant (LNA) and Home Health Aide. She has worked in various capacities and disciplines including Med Surg, Neurology, ICU, Cardiac ICU, inpatient facilities as well as skilled nursing facilities, private homes, inpatient psych units and Alzheimer's memory units. She became so confident in her skills as an LNA, that in 2001, she became owner and operator of "Changing Seasons Home Health Care". She realized while operating her home care business, that she enjoyed teaching and training others in becoming proficient as an LNA, home health care aide.

**Alexis M. Ramirez**

Alexis M Ramirez, DNP, MSN, NPD-BC, CCRN has worked as a Registered Nurse (RN) for many years in cardiovascular critical care as well as taught in the acute care and academic settings. In addition to serving the community through care delivery, she has trained Patient Care Assistants, Monitor Technicians, Licensed Vocational Nurses, and Registered Nurses throughout her career.

Dr. Ramirez completed her Doctorate in Nursing Practice from California State University, Fresno in 2021. She completed her master's in nursing education from Chamberlain College of Nursing in 2014. She is board certified in Nursing Professional Development and as a Critical Care Nurse.

**Melissa Dunworth**

Melissa Dunworth has been a pharmacy technician for over 13 years and has worked in retail, closed pharmacy, and training/education areas during her career. Melissa holds a bachelor's degree in Speech and Hearing Sciences and works as a Developmental Specialist in Early Intervention for children ages 0 to 3 years. She has been a certified pharmacy technician since 1997. Melissa is also registered with the New Mexico Board of Pharmacy.

**Betty Stahl**

Betty Stahl holds a doctorate in pharmacy from Shenandoah University. Over the past several years, she has taught pharmacy technician programs at ASA College in New York City and ACT in Arlington, Virginia. Stahl has also worked as a pharmacist in independent and hospital settings.

**Lorraine Zentz**

Lorraine Zentz holds a bachelor's degree in science (Biology/Chemistry), a master's degree in education (Curriculum and Instruction), and Colorado Teaching License for middle and high school science and math. She is the original author of the Cengage Pharmacy Technician Program, facilitating students from 2003–2018. Working in hospital pharmacies for 30 years, along with teaching, has been her passion and remains so to this day.

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As a student in our Pharmacy Technician course, you'll have the opportunity to participate in our exclusive Practicum Experience, which provides a valuable advantage in today's competitive job market. Through our nationwide agreement with several pharmacies, you can gain hands-on experience and assist pharmacists with prescriptions, patient inquiries, and administrative tasks.

To qualify for the Practicum Experience, you will need to meet certain requirements, including passing a drug screening test, obtaining professional liability insurance, completing a background check and employment verification, meeting current immunization standards, and conforming with state mandates such as registration, fingerprinting, licensing, etc. Additional forms may be necessary for participation in the Practicum Experience with certain pharmacies. Please note that while we strive to find available openings, a Practicum Experience placement is not guaranteed for the Pharmacy Technician course and may take up to 12 weeks to secure. As a candidate, you should start applying for the PTBC Trainee License 2 weeks before you take the final exam in the course.

Hardware Requirements:

* This course can be taken on either a PC, Mac, or Chromebook.

Software Requirements:

* PC: Windows 10 or later.
* Mac: macOS 10.6 or later.
* Browser: The latest version of Google Chrome or Mozilla Firefox is preferred. Microsoft Edge and Safari are also compatible.
* [Microsoft Word Online](https://www.microsoft.com/en-us/microsoft-365/free-office-online-for-the-web)
* [Adobe Acrobat Reader](http://www.adobe.com/products/acrobat/readstep2.html)
* Software must be installed and fully operational before the course begins.

Other:

* Email capabilities and access to a personal email account.

**Instructional Material Requirements:**

The instructional materials required for this course are included in enrollment. The following textbooks will be shipped to you approximately 7-10 business days after enrollment in Medical Terminology:

* Medical Terminology for Health Professions

The following textbooks will be shipped to you approximately 7-10 business days after enrollment in Pharmacy Technician:

* Pharmaceutical Calculations for Pharmacy Technicians A Worktext
* Law and Ethics for Pharmacy Technicians
* Fundamental Pharmacology for Pharmacy Technicians
* Workbook for Fundamental Pharmacology for Pharmacy Technicians
* The Pharmacy Technician: A Comprehensive Approach
* Pharmacy Lab Kit with Manual (only available for residents of U.S./Canada; additional information available in the FAQs section)

**Please note: You will receive a digital book if the physical book is on backorder.**

**Additionally: Your Pharmacy Lab Kit with Manual will be sent separately from the rest of your materials and will be received within 3 months of enrollment, however, delivery times may be delayed further as a result of supply chain shortages.**

**Prerequisites:**

To register for this course, you must be 18 years of age or older. You should be proficient in keyboarding (approximately 35 words per minute), have a basic understanding of a word-processing computer program (Microsoft Word is recommended), have a command of English grammar and punctuation, and have a basic understanding of high school math.

To participate in the competency activities and receive feedback from your instructor, you will need to have access to a video camera (on the phone or other device of familiarity) and be able to upload the video as an .mp4 file to the assignment pages for review. These activities are required in order to pass the course successfully.

**Certification Requirements:**

* Reside in the United States of America or its territories (US)
* Completion of a PTCB-Recognized Education/Training Program or equivalent Practicum Experience
* Full disclosure of all criminal and State Board of Pharmacy registration or licensure actions
* Compliance with all applicable PTCB Certification policies
* Passing score on the Pharmacy Technician Certification Exam® (PTCE®)

**State Requirements:**

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