

Course Unit	Pharmacy Internship I		Field of study	-	
Bachelor in	Pharmacy		School	School of Health	
Academic Year	2023/2024	Year of study	3	Level	1-3
Type	Semestral	Semester	1	ECTS credits	5.0
Code	9549-803-3103-00-23				
Workload (hours)	135	Contact hours	T -	TP -	PL -
			TC -	S -	E 45
			OT 15	O -	

T - Lectures; TP - Lectures and problem-solving; PL - Problem-solving, project or laboratory; TC - Fieldwork; S - Seminar; E - Placement; OT - Tutorial; O - Other

Name(s) of lecturer(s) Isabel Cristina Jornalo Freire Pinto, Luis Migue Fernandes Nascimento, Olívia Rodrigues Pereira

### Learning outcomes and competences

At the end of the course unit the learner is expected to be able to:

1. Know the physical structure, organization and functioning where Pharmacy Technician can perform functions
2. Observe and know the different activities and sectors where Pharmacy Technician can perform functions
3. Identify the panoply of products such as Drugs, Medical Devices, Cosmetic Products and Over-the-Counter Medicines / others
4. develop sensitivity to respond to different types of customer needs
5. Recognize the importance of the role of the Pharmacy Technician in different contexts

### Prerequisites

Not applicable

### Course contents

This observation internship may take place in different contexts where the Pharmacy Technician can act, such as Pharmacy, Non-Prescription Drug Sales Places, Pharmaceutical Industry, other industries related to research, production, repackaging of Health Products (medical devices, cosmetics), whole salers of whole sale distribution of medicines and healthproducts, health centers, homes for the elderly, among others.

### Course contents (extended version)

1. Integration in the multidisciplinary team, based on basic principles of conduct
2. Observation of the functioning of the internship site, consultation of technical documentation
3. Development skills and attitudes in the interpersonal relationship in the team and with the client
4. Observation and understanding of the importance of communication as a basis for serving the public.
5. Practical observation in a real context in the area of stock management
6. Practical observation in a real context in the area of customer service and advice
7. Reflection on the Pharmacy Technician's skills profile

### Recommended reading

1. Infarmed - Autoridade Nacional do Medicamento e Produtos de Saúde: <https://www.infarmed.pt>
2. DGAV - Medicamentos de Uso Veterinário: <https://www.dgav.pt/medicamentos/conteudo/medicamentos-veterinarios/>
3. DGS - Direção Geral de Saúde: <https://www.dgs.pt/>
4. EMA - European Medicines Agency: <https://www.ema.europa.eu/en>
5. Boas práticas a observar na preparação de medicamentos manipulados: Portaria nº 594/2004

### Teaching and learning methods

Each student will be guided by a professional from Pharmacy area, who will be in conjunction with the school teacher responsible for supervising the internship. The teacher monitors the internship and assists the student in preparing individual critical reflection.

### Assessment methods

- 1 - (Regular, Student Worker) (Final, Supplementary, Special)
- Portfolio - 35% (Written individual critical reflection. A minimum grade of 8/20 applies.)
- Presentations - 35% (Oral presentation and discussion of critical reflection. A minimum grade of 8/20 applies.)
- Practical Work - 30% (Internship classification. A minimum grade of 8/20 applies.)

### Language of instruction

1. Portuguese
2. Portuguese, with additional English support for foreign students.

### Electronic validation

Isabel Cristina Jornalo Freire Pinto, Luis Migue Fernandes Nascimento, Olívia Rodrigues Pereira	Josiana Adelaide Vaz	Juliana Almeida de Souza	Adília Maria Pires da Silva Fernandes
23-11-2023	23-11-2023	16-01-2024	16-01-2024