

Postgraduate Diploma

Pharmacy Office Management and Administration: Responsible, Economic and Customer/Patient Management





Postgraduate Diploma Pharmacy Office Management and Administration: Responsible, Economic and Customer/Patient Management

- » Modality: online
- » Duration: 6 months
- » Certificate: TECH Global University
- » Accreditation: 18 ECTS
- » Schedule: at your own pace
- » Exams: online
- » Target Group: Professionals in the pharmaceutical area or related areas or who wish to participate in the administration and management of a Pharmacy Office

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01 Welcome

Care from the Pharmacy Office occupies a place of relevance in the health system. Developing a project that works, is maintained and positioned, requires working efficiently in the areas of economic management, and in those that concern the relationship with the customer / patient. This program offers the necessary management tools to face the work of Pharmaceutical Management from a financial and economic perspective, with special emphasis on the relevance of the customer as a patient. The student will have access to relevant management positions related to the pharmaceutical world after completing this course.



**Postgraduate Diploma in Pharmacy Office Management and Administration:
Responsible, Economic and Customer/Patient Management
TECH Global University**



“

You hold in your hand the key to responsible and sustainable pharmaceutical management. Open the door to this professional possibility by enrolling in this Postgraduate Diploma”

02

Why Study at TECH?

TECH is the world's largest 100% online business school. It is an elite business school, with a model based on the highest academic standards. A world-class center for intensive managerial skills education.



“

TECH is a university at the forefront of technology, and puts all its resources at the student's disposal to help them achieve entrepreneurial success"

At TECH Technological University



Innovation

The university offers an online learning model that balances the latest educational technology with the most rigorous teaching methods. A unique method with the highest international recognition that will provide students with the keys to develop in a rapidly-evolving world, where innovation must be every entrepreneur's focus.

"*Microsoft Europe Success Story*", for integrating the innovative, interactive multi-video system.



The Highest Standards

Admissions criteria at TECH are not economic. Students don't need to make a large investment to study at this university. However, in order to obtain a qualification from TECH, the student's intelligence and ability will be tested to their limits. The institution's academic standards are exceptionally high...

95% | of TECH students successfully complete their studies



Networking

Professionals from countries all over the world attend TECH, allowing students to establish a large network of contacts that may prove useful to them in the future.

+100000

executives prepared each year

+200

different nationalities



Empowerment

Students will grow hand in hand with the best companies and highly regarded and influential professionals. TECH has developed strategic partnerships and a valuable network of contacts with major economic players in 7 continents.

+500

collaborative agreements with leading companies



Talent

This program is a unique initiative to allow students to showcase their talent in the business world. An opportunity that will allow them to voice their concerns and share their business vision.

After completing this program, TECH helps students show the world their talent.



Multicultural Context

While studying at TECH, students will enjoy a unique experience. Study in a multicultural context. In a program with a global vision, through which students can learn about the operating methods in different parts of the world, and gather the latest information that best adapts to their business idea.

TECH students represent more than 200 different nationalities.

TECH strives for excellence and, to this end, boasts a series of characteristics that make this university unique:



Analysis

TECH explores the student's critical side, their ability to question things, their problem-solving skills, as well as their interpersonal skills.



Academic Excellence

TECH offers students the best online learning methodology. The university combines the Relearning method (postgraduate learning methodology with the best international valuation) with the Case Study. Tradition and vanguard in a difficult balance, and in the context of the most demanding educational itinerary.



Economy of Scale

TECH is the world's largest online university. It currently boasts a portfolio of more than 10,000 university postgraduate programs. And in today's new economy, **volume + technology = a groundbreaking price**. This way, TECH ensures that studying is not as expensive for students as it would be at another university.



Learn with the best

In the classroom, TECH's teaching staff discuss how they have achieved success in their companies, working in a real, lively, and dynamic context. Teachers who are fully committed to offering a quality specialization that will allow students to advance in their career and stand out in the business world.

Teachers representing 20 different nationalities.



At TECH, you will have access to the most rigorous and up-to-date case analyses in academia"

03

Why Our Program?

Studying this TECH program means increasing the chances of achieving professional success in senior business management.

It is a challenge that demands effort and dedication, but it opens the door to a promising future. Students will learn from the best teaching staff and with the most flexible and innovative educational methodology.



“

We have highly qualified teachers and the most complete syllabus on the market, which allows us to offer you education of the highest academic level”

This program will provide you with a multitude of professional and personal advantages, among which we highlight the following:

01

A Strong Boost to Your Career

By studying at TECH, students will be able to take control of their future and develop their full potential. By completing this program, students will acquire the skills required to make a positive change in their career in a short period of time.

70% of students achieve positive career development in less than 2 years.

02

Develop a strategic and global vision of the company

TECH offers an in-depth overview of general management to understand how each decision affects each of the company's different functional fields.

Our global vision of companies will improve your strategic vision.

03

Consolidate the student's senior management skills

Studying at TECH means opening the doors to a wide range of professional opportunities for students to position themselves as senior executives, with a broad vision of the international environment.

You will work on more than 100 real senior management cases.

04

You will take on new responsibilities

The program will cover the latest trends, advances and strategies, so that students can carry out their professional work in a changing environment.

45% of graduates are promoted internally.

05

Access to a powerful network of contacts

TECH connects its students to maximize opportunities. Students with the same concerns and desire to grow. Therefore, partnerships, customers or suppliers can be shared.

You will find a network of contacts that will be instrumental for professional development.

06

Thoroughly develop business projects.

Students will acquire a deep strategic vision that will help them develop their own project, taking into account the different fields in companies.

20% of our students develop their own business idea.

07

Improve soft skills and management skills

TECH helps students apply and develop the knowledge they have acquired, while improving their interpersonal skills in order to become leaders who make a difference.

Improve your communication and leadership skills and enhance your career.

08

You will be part of an exclusive community

Students will be part of a community of elite executives, large companies, renowned institutions, and qualified teachers from the most prestigious universities in the world: the TECH Technological Universitycommunity.

We give you the opportunity to study with a team of world-renowned teachers.

04 Objectives

This Postgraduate Diploma provides students with the knowledge and techniques essential for the assumption and organization of the organizational responsibilities of a Pharmacy Office. A program that will enable you to lead and direct projects of lesser or greater intensity and complexity, with the ability to manage smoothly and to direct successfully in all the fields in which this action is carried out.



“

With TECH you will get a position in pharmacological management. Don't think twice and enroll in this Postgraduate Diploma”

TECH makes the goals of their students their own goals too
Working together to achieve them

This Postgraduate Diploma in Pharmacy Office Management and Administration: Responsible, Economic and Customer/Patient Management will enable the student to:

01

Act with the ability to analyze and diagnose problems

02

Master advanced business management tools

03

Provide a global and strategic vision of all operational departments of the company





04

Perform economic and financial management

05

Manage Human Manager

06

Manage the relationship with the patient/client

05

Structure and Content

This Postgraduate Diploma in Pharmacy Office Management and Administration: Responsible, Economic and Customer/Patient TECH Management is a tailor-made program, which is taught in a 100% online format so that the student can choose the time and place that best suits their availability, schedule and interests.

A program that takes place over 6 months and is intended to be a unique and stimulating experience that will lay the foundations for success in the management of business reputation.



“

The syllabus will take you through all the most important areas you need to know in order to be an efficient and reputable pharmaceutical manager”

Syllabus

The contents of this Postgraduate Diploma are directed by experts in the areas of pharmacy management, who pour into this update their experience and, therefore, their realistic and close vision of the professional reality, in a conscious and proactive way.

Throughout the syllabus, all the aspects of Pharmacy Office management will be explained and analyzed, learning the key concepts in this field, the processes of identification, definition, unification and coordination.

A journey that will lead students to the analysis of the keys to the success of projects in different environments as well as to the reflection on the essential time management on their way to efficiency, cost management, quality, resources, communications, risk assessment, procurement management and certifications.

All this development hand in hand with recognized and valued professionals worldwide, to learn from the best, with the best learning system, and a stimulating and attractive process.

Another key to the success of this educational program is the possibility for the students to decide how to organize their learning: from the time, to the place and intensity of study. This ensures that this effort is fully compatible with personal and professional life, so that the student never loses motivation.

In this sense, the program is 100% online, although you will be able to download the contents, to continue offline if you wish.

You will also have access to illustrative videos, review audios, an online library with complementary material and the help and support of your tutor throughout the process.

This Postgraduate Diploma takes place over 6 months and is divided into 3 modules:

Module 1

Responsible Pharmacy Office Management

Module 2

Economic-Financial Management of the Pharmacy Office

Module 3

Customer/Patient Management



Where, When and How is it Taught?

TECH offers the possibility of developing this Postgraduate Diploma in Pharmacy Office Management and Administration: Responsible, Economic and Customer/Patient Management totally online.

Throughout the 6 months of the educational program, the students will be able to access all the contents of this program at any time, allowing them to self-manage their study time.

A unique, key, and decisive educational experience to boost your professional development and make the definitive leap.

Module 1. Responsible Pharmacy Office Management

1.1. The Role of Community Pharmacy. Scope of Action of the Community Pharmacist. Mission of the Organization	1.2. Analysis of the Community Pharmacy Environment	1.3. Promoting Health From the Community Pharmacy	1.4. Implementation of Good Practices in the Community Pharmacy
1.5. Rational Use of Medicines in Pharmacy Offices	1.6. Training and Information for the Proper Use of Medicines and Medical Devices	1.7. Professional Discretion. Moral Basis for Discretion. Pharmacist and Professional Discretion	1.8. Concept and Functions of Codes of Ethics. Responsibly Performing Professional Skills. Unfair Competition
1.9. Corporate Social Liability Applied to the Pharmacy Office. Respect for the Environment and Waste Management	1.10. Organization of a Pharmacy Office		

Module 2. Economic-Financial Management of the Pharmacy Office

2.1. Fundamentals of Pharmacy Management	2.2. Management Processes in Pharmacy	2.3. Analysis of Financial and Economic Ratios in Pharmacy	2.4. Inventory Management
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Module 3. Customer/Patient Management

3.1. Pharmacy as a Space for Health Management	3.2. Communication to Approach the Customer/Patient Pairing	3.3. Customer Segmentation	3.4. Consumer Psychology and Behavior
3.5. Professional Liability, Management Motor	3.6. Regular and New Clients	3.7. Customer Loyalty Programs	3.8. Customer Service



06

Study Methodology

TECH is the world's first university to combine the case study methodology with Relearning, a 100% online learning system based on guided repetition.

This disruptive pedagogical strategy has been conceived to offer professionals the opportunity to update their knowledge and develop their skills in an intensive and rigorous way. A learning model that places students at the center of the educational process giving them the leading role, adapting to their needs and leaving aside more conventional methodologies.



“

TECH will prepare you to face new challenges in uncertain environments and achieve success in your career”

The student: the priority of all TECH programs

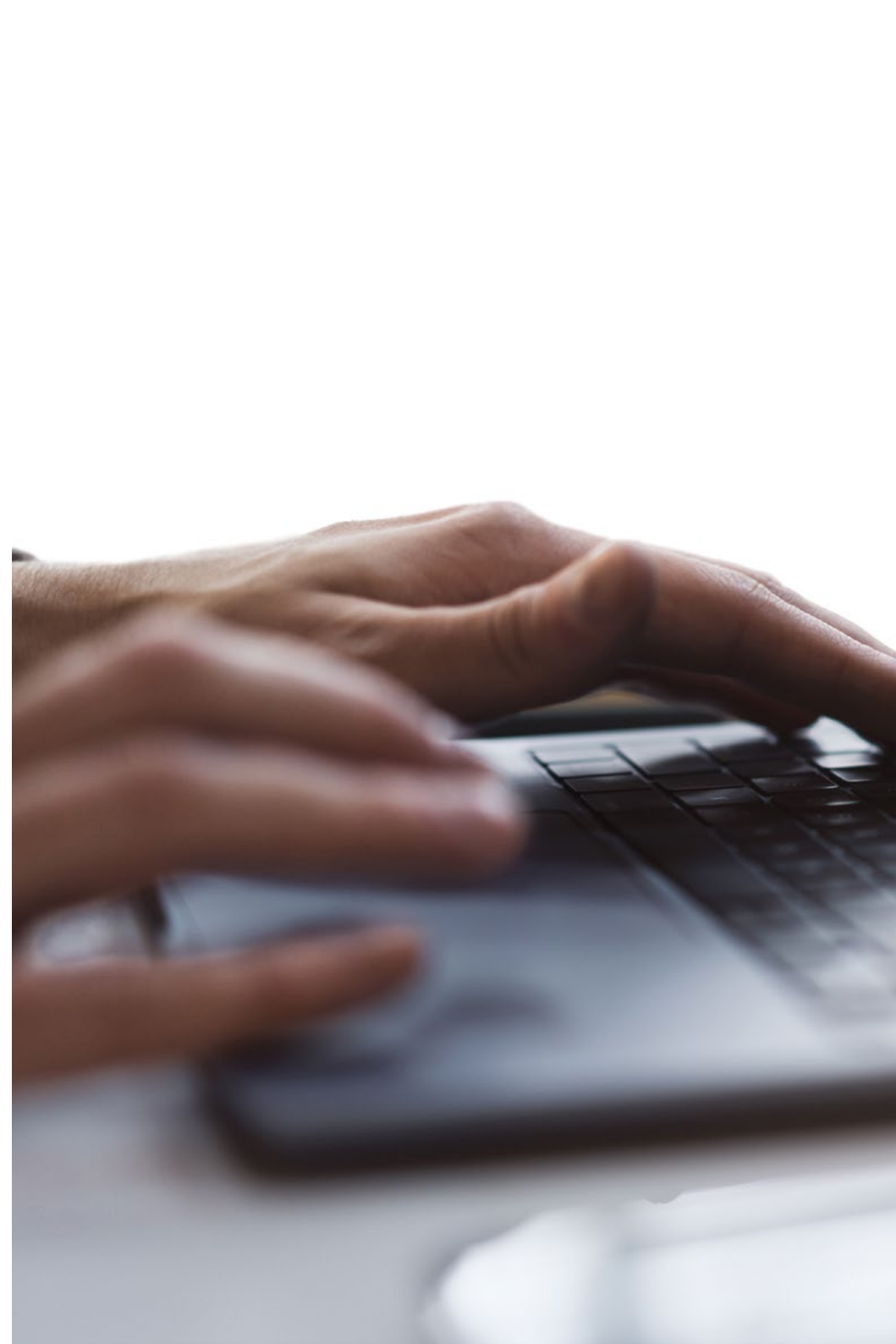
In TECH's study methodology, the student is the main protagonist.

The teaching tools of each program have been selected taking into account the demands of time, availability and academic rigor that, today, not only students demand but also the most competitive positions in the market.

With TECH's asynchronous educational model, it is students who choose the time they dedicate to study, how they decide to establish their routines, and all this from the comfort of the electronic device of their choice. The student will not have to participate in live classes, which in many cases they will not be able to attend. The learning activities will be done when it is convenient for them. They can always decide when and from where they want to study.

“

*At TECH you will NOT have live classes
(which you might not be able to attend)”*



The most comprehensive study plans at the international level

TECH is distinguished by offering the most complete academic itineraries on the university scene. This comprehensiveness is achieved through the creation of syllabi that not only cover the essential knowledge, but also the most recent innovations in each area.

By being constantly up to date, these programs allow students to keep up with market changes and acquire the skills most valued by employers. In this way, those who complete their studies at TECH receive a comprehensive education that provides them with a notable competitive advantage to further their careers.

And what's more, they will be able to do so from any device, pc, tablet or smartphone.

“*TECH's model is asynchronous, so it allows you to study with your pc, tablet or your smartphone wherever you want, whenever you want and for as long as you want*”

Case Studies and Case Method

The case method has been the learning system most used by the world's best business schools. Developed in 1912 so that law students would not only learn the law based on theoretical content, its function was also to present them with real complex situations. In this way, they could make informed decisions and value judgments about how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

With this teaching model, it is students themselves who build their professional competence through strategies such as Learning by Doing or Design Thinking, used by other renowned institutions such as Yale or Stanford.

This action-oriented method will be applied throughout the entire academic itinerary that the student undertakes with TECH. Students will be confronted with multiple real-life situations and will have to integrate knowledge, research, discuss and defend their ideas and decisions. All this with the premise of answering the question of how they would act when facing specific events of complexity in their daily work.



Relearning Methodology

At TECH, case studies are enhanced with the best 100% online teaching method: Relearning.

This method breaks with traditional teaching techniques to put the student at the center of the equation, providing the best content in different formats. In this way, it manages to review and reiterate the key concepts of each subject and learn to apply them in a real context.

In the same line, and according to multiple scientific researches, reiteration is the best way to learn. For this reason, TECH offers between 8 and 16 repetitions of each key concept within the same lesson, presented in a different way, with the objective of ensuring that the knowledge is completely consolidated during the study process.

Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.



A 100% online Virtual Campus with the best teaching resources

In order to apply its methodology effectively, TECH focuses on providing graduates with teaching materials in different formats: texts, interactive videos, illustrations and knowledge maps, among others. All of them are designed by qualified teachers who focus their work on combining real cases with the resolution of complex situations through simulation, the study of contexts applied to each professional career and learning based on repetition, through audios, presentations, animations, images, etc.

The latest scientific evidence in the field of Neuroscience points to the importance of taking into account the place and context where the content is accessed before starting a new learning process. Being able to adjust these variables in a personalized way helps people to remember and store knowledge in the hippocampus to retain it in the long term. This is a model called Neurocognitive context-dependent e-learning that is consciously applied in this university qualification.

In order to facilitate tutor-student contact as much as possible, you will have a wide range of communication possibilities, both in real time and delayed (internal messaging, telephone answering service, email contact with the technical secretary, chat and videoconferences).

Likewise, this very complete Virtual Campus will allow TECH students to organize their study schedules according to their personal availability or work obligations. In this way, they will have global control of the academic content and teaching tools, based on their fast-paced professional update.



The online study mode of this program will allow you to organize your time and learning pace, adapting it to your schedule"

The effectiveness of the method is justified by four fundamental achievements:

1. Students who follow this method not only achieve the assimilation of concepts, but also a development of their mental capacity, through exercises that assess real situations and the application of knowledge.
2. Learning is solidly translated into practical skills that allow the student to better integrate into the real world.
3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life.
4. Students like to feel that the effort they put into their studies is worthwhile. This then translates into a greater interest in learning and more time dedicated to working on the course.

The university methodology top-rated by its students

The results of this innovative teaching model can be seen in the overall satisfaction levels of TECH graduates.

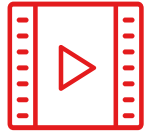
The students' assessment of the quality of teaching, quality of materials, course structure and objectives is excellent. Not surprisingly, the institution became the best rated university by its students on the Trustpilot review platform, obtaining a 4.9 out of 5.

Access the study contents from any device with an Internet connection (computer, tablet, smartphone) thanks to the fact that TECH is at the forefront of technology and teaching.

You will be able to learn with the advantages that come with having access to simulated learning environments and the learning by observation approach, that is, Learning from an expert.



As such, the best educational materials, thoroughly prepared, will be available in this program:



Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is highly specific and precise. This content is then adapted in an audiovisual format that will create our way of working online, with the latest techniques that allow us to offer you high quality in all of the material that we provide you with.



Practicing Skills and Abilities

You will carry out activities to develop specific competencies and skills in each thematic field. Exercises and activities to acquire and develop the skills and abilities that a specialist needs to develop within the framework of the globalization we live in.



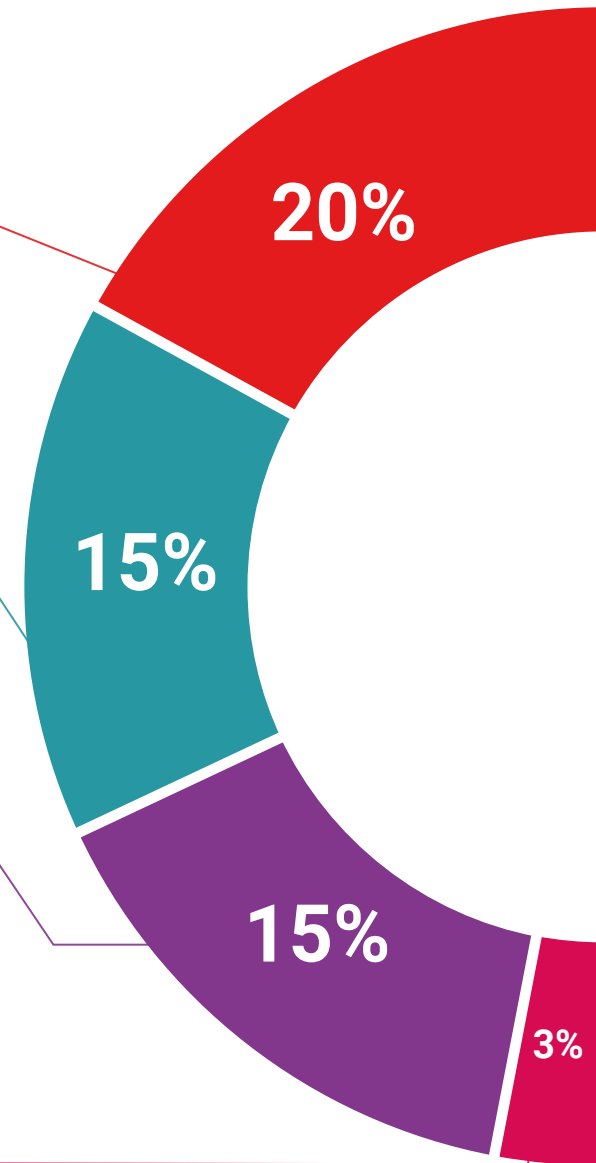
Interactive Summaries

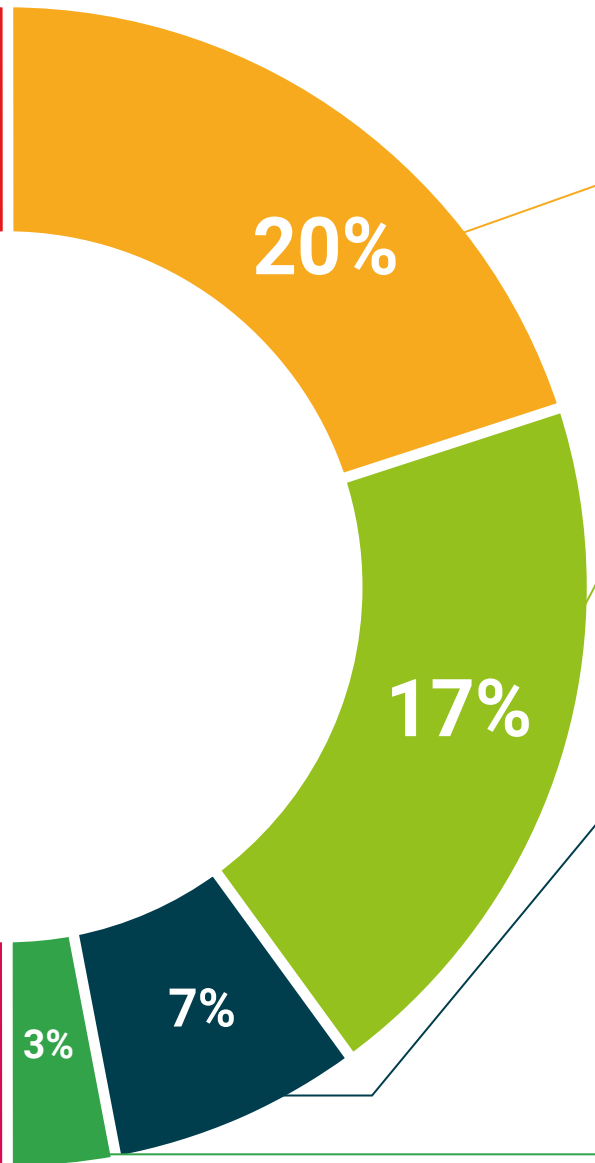
We present the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge. This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



Additional Reading

Recent articles, consensus documents, international guides... In our virtual library you will have access to everything you need to complete your education.





Case Studies

Students will complete a selection of the best case studies in the field. Cases that are presented, analyzed, and supervised by the best specialists in the world.



Testing & Retesting

We periodically assess and re-assess your knowledge throughout the program. We do this on 3 of the 4 levels of Miller's Pyramid.



Classes

There is scientific evidence suggesting that observing third-party experts can be useful. Learning from an expert strengthens knowledge and memory, and generates confidence for future difficult decisions.



Quick Action Guides

TECH offers the most relevant contents of the course in the form of worksheets or quick action guides. A synthetic, practical and effective way to help students progress in their learning.



07

Our Students' Profiles

This Postgraduate Diploma in Pharmacy Office Management and Administration: Responsible, Economic and Customer/Patient Management is a program aimed at professionals who are looking for an increase in their qualifications in this area, as well as an opportunity to run a pharmaceutical business with all the guarantees of success possible.





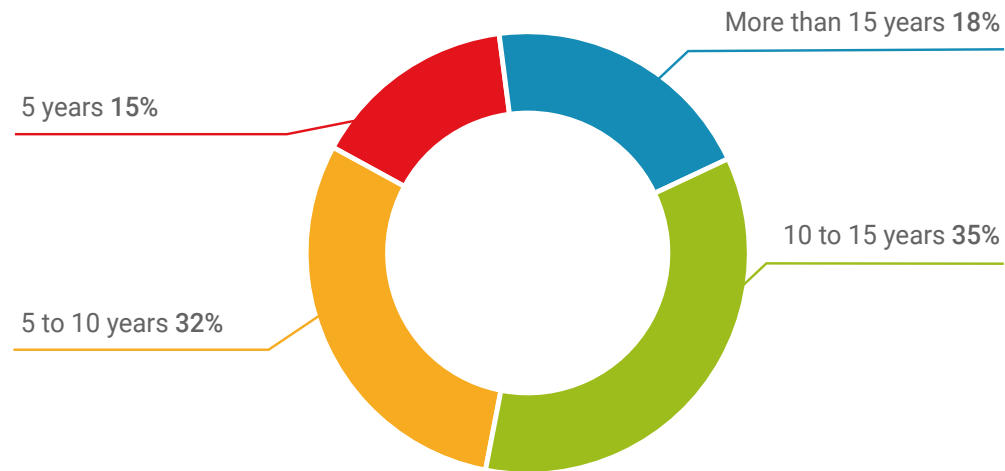
“

Pharmaceutical management is a task that requires effort and specialized knowledge. You already have the attitude it takes to be a great manager, TECH gives you the skills you need to be a high caliber professional”

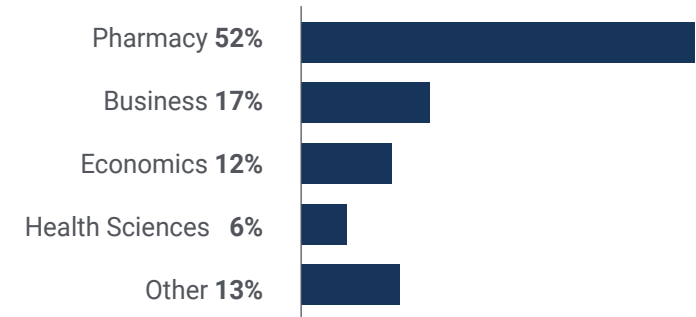
Average Age

Between **35** and **45** years old

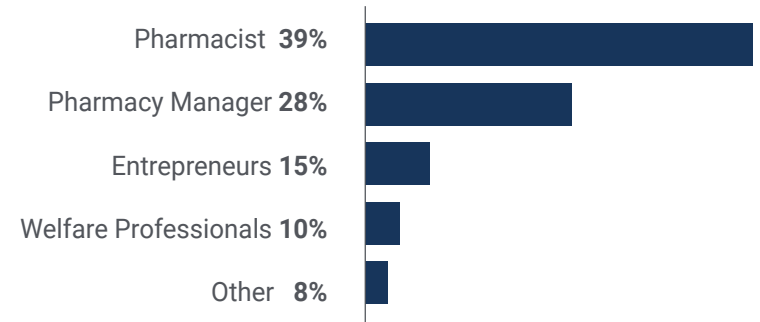
Years of Experience



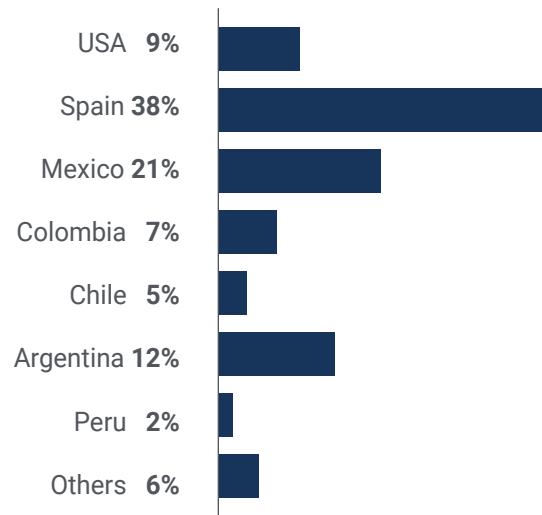
Training



Educational Profile



Geographical Distribution



Catalina López

Pharmacist

"Making the leap towards responsible management and improving the area of patient/customer relations was the goal I had set for myself with this training. And I have achieved it in a simple and effective way. I am very satisfied"

08

Course Management

The program's teaching staff includes leading experts in marketing management, who bring their years of work experience to this program. Furthermore, other renowned specialists in related disciplines participate in designing and preparing the course, making it a unique and highly nourishing academic experience for the student.



“

We have the best teaching team to help you to specialize in a highly-demanded field”

Management



Ms. Auni3n Lavarías, María Eugenia

- ♦ Pharmacist and Clinical Nutrition Expert
- ♦ Author of the reference book in the field of Clinical Nutrition "Dietary Management of Overweight in the Pharmacy Office". (Panamericana Medical Publishing House)
- ♦ Pharmacist with extensive experience in the public and private sector.
- ♦ Pharmacist in Valencia Pharmacy
- ♦ Pharmacy Assistant in the British pharmacy and health and beauty retail chain Boots, UK.
- ♦ Degree in Pharmacy and Food Science and Technology. University of Valencia
- ♦ Head of Postgraduate Certificate "Dermocosmetics in the Pharmacy Office"



09

Impact on Your Career

Taking a program of these characteristics is a great economic, professional and, of course, personal investment.

The ultimate goal of this great effort should be to achieve professional growth.



“

Your professional career will improve thanks to the knowledge in pharmaceutical management provided by TECH. Don't wait any longer and improve your professional life by enrolling now in this Postgraduate Diploma”

Are you ready to take the leap? Excellent professional development awaits.

This Postgraduate Diploma in Pharmacy Office Management and Administration: Responsible Management, Economic Ownership and Customer/Patient of TECH Global University is an intensive program that prepares you to face challenges and respond to them with confidence and solvency. Its main objective is to promote personal and professional growth Helping professionals achieve success.

If you want to improve yourself, make a positive change professionally and network with the best, this is the place for you.

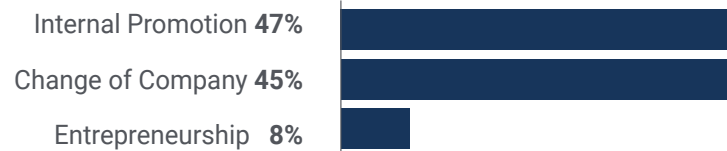
We put all our tools at your disposal so that you can increase your chances of moving up in your profession.

Specialize in TECH and achieve the professional change you desire.

Time of Change



Type of change



Salary increase

This program represents a salary increase of more than **25.22%** for our students



10

Benefits for Your Company

This Postgraduate Diploma in Pharmacy Office Management and Administration: Responsible, Economic and Customer/Patient Management contributes to raising the organization's talent to its maximum potential through the specialization of high-level leaders. Therefore, participating in this academic program will improve not only on a personal level, but also on a professional level, increasing training and improving management skills. Additionally, joining TECH's educational community is a unique opportunity to access a powerful network of contacts in which to find future professional partners, clients, or suppliers.





“

Bring a new working vision to your daily practice and achieve greater benefits for you and your company”

Developing and retaining talent in companies is the best long-term investment.

01

Growth of talent and intellectual capital

The professional will introduce the company to new concepts, strategies, and perspectives that can bring about significant changes in the organization.

02

Retaining high-potential executives to avoid talent drain

This program strengthens the link between the company and the professional and opens new avenues for professional growth within the company.

03

Building agents of change

You will be able to make decisions in times of uncertainty and crisis, helping the organization overcome obstacles.

04

Increased international expansion possibilities

Thanks to this program, the company will come into contact with the main markets in the world economy.



05

Project Development

The professional can work on a real project or develop new projects in the field of R & D or business development of your company.

06

Increased competitiveness

This program will equip students with the skills to take on new challenges and drive the organization forward.

11

Certificate

This Postgraduate Diploma in Pharmacy Office Management and Administration: Responsible, Economic and Customer/Patient Management guarantees, in addition to the most rigorous and updated training, access to a Postgraduate Diploma issued by TECH Global University.



“

Successfully complete this program and receive your university qualification without having to travel or fill out laborious paperwork”

This private qualification will allow you to obtain a **Postgraduate Diploma in Pharmacy Office Management and Administration: Responsible, Economic and Customer/Patient Management** endorsed by **TECH Global University**, the world's largest online university.

TECH Global University, is an official European University publicly recognized by the Government of Andorra ([official bulletin](#)). Andorra is part of the European Higher Education Area (EHEA) since 2003. The EHEA is an initiative promoted by the European Union that aims to organize the international training framework and harmonize the higher education systems of the member countries of this space. The project promotes common values, the implementation of collaborative tools and strengthening its quality assurance mechanisms to enhance collaboration and mobility among students, researchers and academics.

This **TECH Global University** private qualification, is a European program of continuing education and professional updating that guarantees the acquisition of competencies in its area of knowledge, providing a high curricular value to the student who completes the program.

Title: **Postgraduate Diploma in Pharmacy Office Management and Administration: Responsible, Economic and Customer/Patient Management**

Modality: **online**

Duration: **6 months**

Accreditation: **18 ECTS**



*Apostille Convention. In the event that the student wishes to have their paper diploma issued with an apostille, TECH Global University will make the necessary arrangements to obtain it, at an additional cost.



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