Course Purpose:
Legal and ethical issues abound in the pharmacy world for:
- regulation of pharmacists and pharmacies
- regulation of pharmaceutical and device manufacturers
- regulation of physician drug and device prescribing,
- regulation of hospitals, and nursing homes in which pharmacy is practiced
- legal parameters within which law enforcement agencies operate to enforce drug law
- ethical questions for which there is no legal answer

This course will give you the tools to understand the legal and ethical environment in which you will practice as well as the responsibilities with which you will be entrusted as a healthcare professional. You will analyze the contours of federal and State of Florida pharmacy law, as well as ethical principles applied by pharmacists in daily decision-making. You will learn enough legal procedure and legal terminology to understand cases in pharmacy law and news media stories about current developments in pharmacy law and ethics.

Some details of this syllabus may be changed as the course progresses.

Course Faculty and Office Hours
(See Appendix A for Who to Contact)

Teaching Partnership Leader:
Bill Allen, J.D., M.Div.
Email: wmallen@ufl.edu
Office: G1-20 (Stetson- Medicine Wing)
### Distance Faculty Facilitators

<table>
<thead>
<tr>
<th>Campus</th>
<th>Dean / Professor / Facilitator Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gainesville</td>
<td>Professor Bill Allen, J.D., M.Div. Teaching Partnership Leader <a href="mailto:wmallen@ufl.edu">wmallen@ufl.edu</a></td>
</tr>
<tr>
<td></td>
<td>Steve Spudic, Pharm.D., J.D. Course Facilitator <a href="mailto:stevespudic@aol.com">stevespudic@aol.com</a></td>
</tr>
<tr>
<td>Jacksonville</td>
<td>Dean Carol Motycka, Pharm.D., B.C.A.C.P. Assistant Dean and Campus Director <a href="mailto:motycka@cop.ufl.edu">motycka@cop.ufl.edu</a></td>
</tr>
<tr>
<td>Orlando</td>
<td>Dean Erin St. Onge, Pharm.D. Assistant Dean and Campus Director <a href="mailto:stonge@cop.ufl.edu">stonge@cop.ufl.edu</a></td>
</tr>
<tr>
<td></td>
<td>John Vandervoort, Pharm.D., J.D. Course Facilitator</td>
</tr>
<tr>
<td>St. Petersburg</td>
<td>Dean Carinda Feild, Pharm.D., F.C.C.M. Assistant Dean and Campus Director <a href="mailto:cfeild@cop.ufl.edu">cfeild@cop.ufl.edu</a></td>
</tr>
<tr>
<td></td>
<td>Mark Percifield, Pharm.D. Course Facilitator <a href="mailto:mark.percifield@walgreens.com">mark.percifield@walgreens.com</a></td>
</tr>
</tbody>
</table>

### Graduate Teaching Assistants

(To Be Determined)

**This Course Will Prepare You to Perform the Following Activities Which the Public Entrusts a Pharmacist to Perform:**
4.4. Professionalism (Professional) - Exhibit behaviors and values that are consistent with the trust given to the profession by patients, other healthcare providers, and society.
   • Deliver patient-centered care in a manner that is legal, ethical, and compassionate.

Course-Level Objectives

1. Articulate the rationale for regulation of medications in the US, and distinguish:
   • criminal, civil, and administrative liability
   • the major federal and state agencies that regulate pharmacy
   • statutes, regulations, and caselaw

2. Explain the major theories and principles of biomedical ethics and how those are applied in the context of role based professional ethics underlying the American Pharmacists Association Code of Ethics.

3. Describe the authority of the FDA and define the major regulatory categories of the Food, Drug, and Cosmetic Act and the Florida Drug and Cosmetic Act.

4. List the standards of practice, violations and penalties, and disciplinary actions in the Florida Board of Pharmacy’s scope of authority.

5. Identify significant historical developments in the evolution of the Food, Drug and Cosmetic Act.

6. Articulate the regulations for drug and supplement advertising, and analyze such advertising in order to know how to address patient comprehension of the safety and effectiveness as well as other types of claims for products sold in pharmacies.

7. Describe the regulatory process for approval of new drugs and devices and articulate the ethical obligations of conducting clinical research with human subjects.

8. Explain the criteria used to determine whether a drug or device must be prescribed or sold over the counter, and distinguish:
   • compounding from manufacturing (both federal and state regulations)
   • generic substitution (both federal and state regulations) from narrow therapeutic index drugs
   • drug distribution (both federal and state regulations) from drug dispensing

9. Articulate the rationale for the closed system of controlled substances, and identify the basis for their classification into schedules, the penalties for violating the Controlled Substances Act, the requirements for pharmacists in dispensing controlled substances, and the
requirements for Pharmacies in ordering, recordkeeping, secure storage, and disposal of controlled substances (both federal and state regulations).

10. Explain the major requirements of the Omnibus Budget Reconciliation Act of 1990, including prospective drug use review, patient counseling, and the Health Insurance Portability and Accountability Act, and articulate the ethical obligations beyond legal requirements for patient informed consent and patient confidentiality.

11. Distinguish Medicare from Medicaid and identify the major federal and state laws to prohibit fraud and abuse in billing federal, state, and private health insurance entities, as well as Florida legal prohibitions on rebates and other means of inducement for referrals.

12. Identify approaches to the state regulation of Pharmacy practice (specifically Florida’s approach) and explain the scope of authority of state boards of pharmacy and their licensing requirements for pharmacists and pharmacies (specifically Florida’s).

13. Explain grounds and measures for disciplining pharmacists or taking action against pharmacy permits in Florida, and identify pharmacy standards of practice, including Florida’s specific standards.

14. Identify the elements of a pharmacist or pharmacy malpractice claim and major defenses to malpractice claims as well as risk management strategies in pharmacy.

15. Explain the basis for drug product liability claims.

16. Explain the relationship of law and ethics and apply ethical analysis to the various types of ethical obligations and issues encountered in the practice of pharmacy.

**Pre-Requisite or Co-Requisite Knowledge and Skills**

3PD Class Standing

**Course Outline**

<table>
<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Instructor G'ville</th>
<th>Instructor Orlando</th>
<th>Related Learning Objectives</th>
<th>Topic/Learning Activities</th>
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Instructor Contact Hours
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<tr>
<td>1</td>
<td>G’ville 8-22 4-6 pm Orlando 8-22 4-6 pm Jax. 8-22 4-6 pm St. Pete 8-23 5:30-7:20 pm Allen Vandervoort Spudic Percifield</td>
<td>1, 2, &amp; 16</td>
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<td>3 &amp; 4</td>
<td>Allen Vandervoort Spudic Percifield</td>
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<td>3</td>
<td>Labor Day: No class session, but outside class assignment due Sept. 9, 10 pm Allen Vandervoort Spudic Percifield</td>
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<td>4</td>
<td>G’ville 9-16 10:40 am -12:35 pm Orlando 9-16 10:40 am-12:35 pm Jax. 9-14 1:55pm-3:50pm St. Pete 9-12 5:30-7:20 pm Allen Vandervoort Spudic Percifield</td>
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<td>8</td>
<td>Allen Vandervoort Spudic Percifield</td>
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Ethical dilemmas in the delivery of patient-centered care: promotion

Historical overview of the federal FD&C Act

Drug advertising and promotion, Federal: Florida Board of Pharmacy Video lecture(s)

Ethical dilemmas in the delivery of patient-centered care: promotion

New Drug, Device, and Biologic Approval

Ethics of Clinical Research with Human Subjects Video lecture(s)

TBL class session

Prescription vs. OTC Drugs and Drug Labeling

Pharmacy Compounding vs. Manufacturing Florida laws and regulations on Ordering and Dispensing Ethical issues in prescribing Video lecture(s)

TBL class session

Generic Substitution Distribution, Storage, Inspections, and Recordkeeping of Prescription Drugs

Drug Advertising by Pharmacies Florida Rules on Written, Electronic, Fax, and Oral Prescriptions

Video lecture(s)

TBL class session
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<th>Time</th>
<th>Location</th>
<th>Instructor(s)</th>
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<td>Federal Classification, labeling, packaging, registration, security of controlled substances Florida controlled substance laws Video lecture(s) TBL class session</td>
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<td>Controlled substances, penalties, inspections, mailing, and treatment programs Florida rules on controlled substance prescribing, distribution, forms, labeling Video lecture(s) TBL class session</td>
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<td>Orlando</td>
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<td>Federal CSA rules on prescribing controlled substances Fla. Prescription Drug Monitoring Program Florida rules on prescribing &amp; destruction of controlled substances Video lecture(s) TBL class session</td>
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<td>Controlled substance record keeping DEA form 222 and CSOS Fla. Rules on controlled substance prohibited acts and penalties Retail sales of ephedrine Ethical issues in end of life care Video lecture(s) TBL class session</td>
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<td>7</td>
<td>10-3 5:30-7:20</td>
<td>St. Pete</td>
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<td>OBRA ’90, HIPAA, Medicare, Medicaid Fla. Rules for prospective drug use review and continuous quality improvement Florida rules on ordering &amp; evaluation of lab tests Video lecture(s) TBL class session</td>
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<td>10-4 4:30 pm</td>
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<td>Orlando 11-7 3-5 pm</td>
<td>Allen Vandervoort Spudic Percifield</td>
<td>10, 11, &amp; 16 Federal &amp; Fla. rules prohibiting fraud and abuse Federal antitrust laws Ethics in distinguishing professionalism from commercialism (conflicts of interests Video lecture(s) TBL class session</td>
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<td>Allen Vandervoort Spudic Percifield</td>
<td>14 &amp; 15 8 Pharmacist malpractice liability and risk management strategies Malpractice insurance Drug product liability Video lecture(s) TBL class session</td>
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<td>Final exam</td>
<td>12-15 4:30-6:30 pm</td>
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  o NOTE: You will receive a 30 % discount if you order the book directly from the Jones and Bartlett Learning website
  o Go to the following link http://www.jblearning.com/cart/Default.aspx?bc=08911-0&ref=jblearning
  o Use the following code to get the 30% discount UFLPHRM


Materials and Supplies Fees:
None

Student Evaluation & Grading

Evaluation Methods and how grades are determined

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<tr>
<th>Assessment Item</th>
<th>Grade Percentage</th>
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<tr>
<td>Weekly quizzes multiple choice question on iRATs and tRATs</td>
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<tr>
<td>Class participation by group</td>
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<tr>
<td>Written analysis of drug or supplement advertising by group</td>
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<td>Midterm exam multiple choice questions</td>
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<td>Final exam multiple choice questions</td>
<td>45%</td>
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<td>Total</td>
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Grading Scale
> 92.5%  A
89.5-92.4%  A-
86.5-89.4%  B+
82.5-86.4%  B
79.5-82.4%  B-
76.5-79.4%  C+
72.5-76.4%  C
69.5-72.4%  C-
66.5-69.4%  D+
62.5-66.4%  D
59.5-62.4%  D-
< 59.4%  E

Rounding of grades: Final course grade will only be rounded up if the decimal is 0.5 or higher. The above scale depicts this policy.

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

1. ExamSoft®
2. Canvas Learning Management System

Class Attendance Policy
Policy Across All 1PD-3PD courses:
Class attendance is mandatory for active learning sessions such as problem-solving sessions, case discussions, and laboratory sessions. Student attendance may be excused by the Teaching Partnership Leader in the following situations: documented illness, family emergencies, religious holidays, and other reasons of serious nature. Conflict with work schedules is an unexcused absence.
Requests for excused absences MUST be made by an email to the Teaching Partnership Leader and the course facilitator prior to the scheduled session. The student is responsible for follow up and confirming whether the absence is excused or unexcused. The Teaching Assistant and your campus specific director must be CCD in this communication. The following format is recommended:

To: Teaching Partnership Leader and Campus Course Facilitator  
CC: Teaching Partnership Leader and your specific campus director  
Subject: PHA XXXX – Excused Absence request  

Dear Prof. ___________,  
Professionally and politely request an excused absence.  
Explain the nature of conflict and rationale for receiving an excused absence.  
Thank the faculty member for their consideration of your special request.  
Salutation,  
Type in your full name and last 4 digits of UF-ID #, and Campus Name

Additional Policy Specific to This Course:

Quiz/Exam Policy  
Policy across All 1PD-3PD courses:  
1. Students must arrive and be seated promptly to be eligible to take the exam. Students who arrive late for the exam will not be allowed to start the exam if they are more than 30 minutes late or if another student has left the room after seeing the exam.  
2. No talking or other disruptive behavior during the distribution or taking of the exam.  
3. During quizzes/RATs, all students must quietly wait until the quiz/RAT ends. Students may not leave the room until the quiz/RAT ends. No calculators will be needed or allowed in quizzes or exams.  
4. If you encounter calculator problems (e.g., dead battery), contact the Proctor.  
5. Nonessential materials are NOT allowed at the student’s desk during examination periods. Please leave all nonessential materials outside of or in the front of the examination room.  
6. Other exam rules may be instituted during the progression of the course.  
7. Once the exam commences, students may not leave the room without first turning in or electronically submitting the exam. Once the exam is
turned in or submitted, the examination period for the student is **considered complete** and the student must leave the examination room. If there is urgent need to use the restroom, the Proctor will provide guidance.

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

**Additional Policy Specific to This Course:**

**Make-up Quiz/Exam Policy**

**Policy across All 1PD-3PD courses:**

Makeup exams are given only under special circumstances. If the student is unable to take a scheduled examination, the Teaching Partnership Leader and Academic Coordinator must be notified before the examination. In addition, a written letter of explanation, requesting that the absence from the exam be excused, must be presented before the exam or immediately afterwards. An excused absence is allowable when: 1) the student is hospitalized and/or has been advised by a licensed medical practitioner or hospital not to attend the exam, or 2) if there is a documented death of an immediate family member as defined by UF policy. All excused absences will be considered on an individual basis by the Teaching Partnership Leader. For unusual situations (e.g., wedding that was planned before admission), the faculty member will communicate with student affairs.

Depending on the decision, a comprehensive exam may be given, which will contain material from all previous exams. The questions on the makeup exam may be in the form of essay, short answer, or multiple-choice. With the exception of highly extenuating circumstances, failure to follow the prescribed procedures or failure to attend the announced comprehensive examination will result in a grade of zero for that exam. A request for an "excused absence" does not guarantee acceptance. No precedence can be drawn from any courses in the College of Pharmacy or any other college within University of Florida.

The makeup exam must be taken **within one-week of the missed exam**. In extenuating circumstances (e.g., hospitalization, faculty availability), the instructor may arrange an alternate deadline for the exam.

The student may contact the instructor to obtain details about why points were deducted. The student has two weeks following the return of the Exam to clarify any questions and appeal any possible grading errors. Any appeals on the final examination must be made in writing and submitted to your facilitator. **When an appeal is made to re-grade an Exam, the entire Exam will be reevaluated and scored.**
Additional Policy Specific to this Course:

Policy on Old Quizzes and Assignments
Old quizzes and assignments are not provided.

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

Attendance
Requirements for class attendance and make-up exams, assignments, and other work in this course are consistent with university policies that can be found in the online catalog at: https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx

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

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

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

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

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

**Psychomotor and Learning Expectations**

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

**How to Request Learning Accommodations**

Students with disabilities are strongly encouraged to register with Disabled Student Services in the Office for Student Services (P202 Peabody Hall) and it is recommended that this be accomplished prior to starting the course.

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

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

**Faculty and Course Evaluations**

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

**Computer and Other Technology Requirements**

Students are required to meet the following computer and technology requirements: [http://pharmacy.ufl.edu/education/student-affairs/admissions/student-computer-requirements/](http://pharmacy.ufl.edu/education/student-affairs/admissions/student-computer-requirements/)
ExamSoft® is used for administration of exams and students are required to follow the procedures that are established for exam administration. Students must bring a laptop to class to complete exams and this laptop must meet the computer and technology requirements established by the College. These technology requirements require a backup battery with at least 2 hours of life. Students must also complete mock exams prior to the actual exam to assure that all computer features are supported by ExamSoft®.

**Expectations In Class and Other Learning Activities**

Students are expected to:

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

**Communications**

**Discussion Board Policy**

The purpose of the discussion board is to provide a venue for you to enhance your learning. This is accomplished by having a thread for each module where you can post questions to the course coordinators. (A thread is a single link that is devoted to a topic.) The discussion board is also a place where your instructors may post virtual cases for you to work up.
Such interaction on the discussion boards with the instructors will allow you to clarify your questions and apply what you are learning in other parts of the course. The goal of these discussions is to help you learn.

**Students Netiquette on the Discussion Board:**

1. Post your comment on the correct discussion thread. If you have a question about A1 (Unit A - Module 1), post it in the discussion thread for A1 and not the B1 thread.

2. The discussion board is not a place to complain. Complaints should instead be directed directly to the instructor via email. This allows the primary course coordinator to quickly address your concern without causing distraction to other students who have limited time and want to focus on learning.

3. Use "netiquette." If you have never learned "netiquette" - please visit the following URL: [http://www.albion.com/netiquette/corerules.html](http://www.albion.com/netiquette/corerules.html) If you follow the rules of netiquette described in this URL, you will avoid posting an embarrassing or inappropriate comment.

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

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

**Faculty member Response Time:**

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

**Email Communications:**

1. When communicating with faculty via email, the subject line needs to include the course number & title.

2. At the end of the email, in addition to listing your name, list your academic year and campus/site.

**Question/Answer sessions in live class sessions:**

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

**Religious Holidays**

Please see the University policy on attendance and religious holidays:


**Counseling and Wellness Center**

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

**Emergencies**

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

**Student Crisis**

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

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

**How to Access Services for Student Success**

Students who need guidance for course success or who are having academic difficulty should contact their advisor/facilitator or Campus Director/Senior Associate Dean for assistance.

**Faculty Lectures/Class Activities/Presentations Download Policy**

Photography, Audio-visual recording, and transmission/distribution of classroom lectures and discussions is prohibited unless there is expressed written permission. Recorded lectures and class sessions are authorized solely for the purpose of individual or group study with other UF College of Pharmacy
students enrolled in the same class. Such recordings may not be reproduced, shared, or uploaded to publicly accessible web environments. Students who do not adhere to this policy will be considered to be breeching COP copyrights and/or FERPA law.

Please see the following URL for COP Policies:
Appendix A. Faculty and Staff: Who to Contact

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

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

**Other Teaching Partnership Faculty Members**
1. Questions about specific content

**Technical Support:**
Contact the College of Pharmacy MediaHelp Desk for assistance with course-related technical issues (e.g., Canvas access, video access, printing of documents). The MediaHelp Desk may be reached via the following:

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

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

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