**Instructor**

Rachael Delekta is an MBA in Healthcare Administration and Certified Electronic Health Records Specialist. Rachael has been in the health care field for over ten years. She has worked mostly on the insurance side of things, as a customer service manager for dental insurance, a claims and customer service coach, and a workers' compensation case management biller and auditor. She works daily with medical records and healthcare software.

Jennifer Della'Zanna has more than 20 years of experience in the healthcare industry, having worked as a medical transcriptionist, practice administrator, biller, and coding specialist. She writes courses and study guides on the use of technology in health care and regularly contributes to publications about health issues. Della'Zanna is a member of the American Academy of Professional Coders and the Association for Healthcare Documentation Integrity. She holds a Bachelor of Arts from Albright College.

**Requirements**

Hardware Requirements:

* This course must be taken on a PC or a Mac.

Software Requirements:

* PC: Windows 8 or later.
* Mac: macOS 10.6 or later.
* Browser for course and MindTap: The latest version of Google Chrome or Mozilla Firefox are preferred to access the course content. Microsoft Edge and Safari are also compatible.
* [Acrobat Reader](https://get.adobe.com/reader/).
* 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 program are included in enrollment. You will receive an access code to access MOSS 3.0, which is a simulated EHR.

* The Pharmacy Technician: A Comprehensive Approach
* Pharmaceutical Calculations for Pharmacy Technicians
* Law and Ethics for Pharmacy Technicians
* Fundamental Pharmacology for Pharmacy Technicians
* Fundamental Pharmacology for Pharmacy Technicians Workbook
* Pharmacy Lab Kit with Manual (only available for residents of U.S./Canada; additional information available in the FAQs section)\*
* Externship packet and lab coat provided upon acceptance into the Externship Program

***\*Please Note:****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.*