PHARMACY TECHNICIAN DUTIES

Pharmacy technicians are skilled health specialists who, under the direction and supervision of a pharmacist, assist in the varied activities of a pharmacy department. The pharmacy technician may be responsible for the following:

* Preparing and dispensing medication in accordance with standard procedures and laws.
* Transcribing and processing physician orders.
* Preparing intravenous admixtures, including chemotherapy medications.
* Maintaining patient profiles, insurance information and medication records.
* Preparing bulk formulations and compounding non-sterile products.
* Maintaining inventories and records of pharmaceuticals and supplies.
* Communicating effectively with patients and members of the health care team.
* Processing insurance claims for prescriptions.
* Many additional responsibilities, as the profession continues to evolve.

TECHNICAL REQUIREMENTS

Work Hours and Environment:

* Able to work up to 8 hours per day up to 16 hours per week at clinical externship affiliate sites.
* Exposure to hazardous material and blood borne pathogens requiring safety equipment such as masks, shoe coverings, gowns, head coverings, glasses, rubber, nitrile, and latex gloves, etc.
* Must be able to meet clinical externship affiliate and academic performance standards.
* Must travel to and from training site; this may require long distances or relocation.
* Able to work despite constant distractions from telephone calls from patients, physicians,
* health care professionals and other interruptions

Cognitive Abilities:

* Accurate data entry skills
* Able to read, write, and speak English fluently
* Strong time management and organizational skills
* Excellent communication skills, both orally and in writing
* Willingness to be a team player and promote a positive team environment
* Excellent attention to detail
* Able to tolerate physical demands of duties and continue to function effectively and compassionately with the sick and injured.
* Flexible and proactive to meet varied patient needs
* Self-motivated and able to work independently
* Dedicated to excellence and quality
* Able to collaborate with other healthcare professionals
* Strong interpersonal and “people” skills
* Experienced in Microsoft Office (Word, Excel, Outlook, etc.)
* Able to add, subtract, multiply, and divide in all units of measure; this may include using whole numbers, common fractions, and decimals and being able to compute rate, ratio, and percent
* Understand and work from written and verbal orders.
* Understand and implement related regulations and clinical externship affiliate policies and procedures.
* Possess technical competency in pharmacy practice in various pharmacy settings.
* Perform presentations to individuals and small groups.
* Performing the assigned training tasks/skills responsibilities with the intellectual and emotional function necessary to ensure patient safety and exercise independent judgment and discretion.

Physical Abilities:

* Regularly use hands and fingers to handle and feel objects. Pickup and pinch small tablets with fingers. Seize, hold, grasp or turn objects with hands.
* Perceive the size, shape, temperature, or texture of objects by touching with fingertips.
* See objects at close vision and be able to identify and distinguish colors.
* Regularly use high degree of hand-eye coordination to manipulate pharmaceutical equipment while simultaneously inputting data into a machine
* Frequently lift, push or pull up to 10 pounds, occasionally lift and/or move up to 50 pounds
* Frequently reach above shoulder level and reach with hands and arms
* Occasionally bend, stoop, kneel, balance, climb (step ladders)
* Standing and/or walking up to seven hours throughout an eight-hour shift.
* Hearing to communicate with the patient and health care team. (frequently via phone)
* Utilizing sufficient verbal and written skills to effectively and promptly communicate in English with the patient and healthcare team.
* Manipulating pharmacy equipment and accessories, including but not limited to switches, knobs, levers, buttons, drawers, and printers, computers, scanners and keyboards.
* Utilizing fine and gross motor skills for manipulating, transferring, packaging, reconstituting and compounding. Including use of syringes, needles, vials and caps, large and small volume IV solution, and liquid and solid dosage form stock bottles

PHARMACY TECHNICIAN TECHNICAL STANDARDS AND ESSENTIAL FUNCTIONS

The following technical standards and essential functions outline reasonable expectations of a student in The Pharmacy Technician Program for the performance of common pharmacy technician functions. The Pharmacy Technician student must be able to apply the knowledge and skills necessary to function in a variety of classroom, lab and/or clinical externship affiliate situations while providing the essential competencies of Pharmacy Technicians. These requirements apply for the purpose of admission and continuation in the Program.

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| **Category** | **Definition** | **Example of Technical Standard** |
| Observation | Ability to participate actively in all demonstrations, laboratory exercise, and clinical externship experiences in the professional program component and to assess and comprehend the condition of all clients assigned to him/her for examination, diagnosis, and treatment. Such observation and information usually requires functional use of visual, auditory, and somatic sensations. | Visual (Corrected as necessary)  • Able to visually discriminate increment readings on syringes  • Able to read instrument scales  • Able to enter and review data during use of computer equipment  • Able to visually discriminate different colored and shaped objects  • Recognize and interpret facial expressions and body language  • Assess the environment at a distance  • See objects more than 20 feet away, recognize depths and use peripheral vision  • Ability to read fine print on measuring devices and computer screens  Auditory (corrected as necessary)  • Recognize and respond to soft voices or voices under protective garb  • Recognize and respond to voices over the telephone, via a speaker, or from microphone speaker in a drive-thru  • Hear auditory alarms  Smell  • Detect odors from client, smoke, gasses or noxious smells |
| Communication | Ability to communicate effectively and professionally, in English, using verbal, nonverbal, and written formats with faculty, other students, clients, families and all members of the healthcare team. | • Ability to communicate effectively in English in oral and written form with peers and instructors to complete assignments and  tests, give directions, explain procedures, give oral reports, speak on the telephone and interact with others and document care.  •Ability to comprehend, interpret, and follow oral and written instructions.  • Communicate in a clear and concise manner with patients of all ages, including obtaining health history and other pertinent information.  • Able to effectively elicit information  • Assess nonverbal communications  • Transmit information to clients, fellow students, faculty and staff, and members of the health care team  • Receive, write, and interpret verbal and written communication in both academic and clinical externship settings  • Ability to effectively communicate using available technology such as email, smart phone, text, etc. |
| Motor | Sufficient motor ability to execute the movement and skills required for safe and effective care and emergency treatment | • Eye-hand coordination and finger dexterity required to achieve the psychomotor objectives (use of a spatula and tablet counter, mortar and pestle, balance and weight set, needles, syringes, and the skills of counting and pouring)  • Move objects independently weighing up to 30 pounds, move heavy objects (up to 50 lbs.)  • Ability to perform intense, fine-motor skill manipulations while keeping arms extended inside of a laminar airflow hood for long periods of time  • Manual dexterity necessary to manipulate syringes of various sizes and insert needles into IV bag ports, vials stoppers, open ampules, pick up objects with hands, grasp small objects, write with pen or pencil and squeeze fingers  • Endure an eight-hour practicum day with a minimum of 8 hours of standing or walking  • Bend, lift, turn, grasp and squat with a full range of motion.  • Stand and maintain balance for periods of time (8-12 hours)  • Tolerate working in a closed aseptic environment fully covered in gowns, gloves, booties, hoods and respiratory mask for minimum of 2 hours at a time.  • Walk, reach arms above head and below waist, stoop/twist body, kneel, squat, move quickly (respond to emergency).  • Squeeze with hands, use upper body strength to manipulate large syringes, opening drug packaging, pour from gallon containers  • Detect temperature (skin, solutions), and detect environmental temperature and air flow |
| Intellectual | Ability to collect, interpret and integrate information and make decisions. | • Read and comprehend relevant information in textbooks, prescriptions and medication orders, medical records, signs, drug labels, medical supply packages, policy and procedure manuals, patient records, and professional literature  • Ability to acquire and apply information from  classroom instruction, skills laboratory experiences, independent learning and group projects. Demonstrate skills for memorization, integration of concepts, abstract reasoning, multifactorial problem solving and interpreting. • Ability to accurately and effectively measure, calculate, reason, analyze and synthesize  • Read and understand columns of  numbers and measurement marks, count rates, tell time, use measuring tools, write numbers in records, and calculate (add, subtract, multiply,  divide) mathematical information such as fluid volumes, doses, weights, measurements and prices.  • Utilize intellectual abilities, exercise good judgment and complete tasks, within required time limits  • Retain information  • Apply knowledge to new situations and problem-solving scenarios  • Utilize computer skills to effectively perform various tasks under intense timelines and in high-stress situations |
| Behavioral and Social Attributes | Possess the emotional health and stability required for full utilization of the student’s intellectual abilities, the exercise of good judgment, the prompt completion of all academic and patient care responsibilities and the development of mature, sensitive, and effective relationships with clients and other members of the health care team. Possess the ability to tolerate taxing workloads, function effectively under stress, adapt to changing environments, display flexibility, and learn to function in the face of uncertainties inherent in clinical externship settings with patients. Possess compassion, integrity, concern for others, and motivation. Possess the ability to demonstrate professional behaviors and a strong work ethic | • Manage heavy academic schedules and deadlines  • Perform in fast paced clinical externship situations  • Establish rapport with peers, patients/  clients, and instructors, respect individual differences and negotiate interpersonal conflicts.  • Display flexibility  • Focus attention on task and sustain professional activities for protracted periods under conditions of physical and emotional stress  • Demonstrate emotional health required for full utilization of intellectual abilities and exercise of good judgment  • Demonstrate integrity, concern for others, interpersonal skills, interest and motivations  • Accepts responsibility and accountability for one’s own actions  • Perform multiple responsibilities concurrently  • Deal appropriately with the unexpected, handle strong emotions (i.e. grief, revulsion), and function as part of a team (ask advice, seek information, and share).  • Provide emotional support to patients as necessary.  • Develop mature, sensitive and effective relationships with clients and others  • Comply with the professional standards of the pharmacy profession |

\*Technical standards and essential functions are established to ensure that students have the abilities required to participate and potentially be successful in all aspects of the program. Students are required to meet technical standards and essential functions for the Pharmacy Technician Program as indicated above. If an applicant or student is unable to meet all of the outlined standards, he/she may be withdrawn from the program.

All qualified applicants are encouraged to apply to the program. It is the responsibility of the student to contact the Access and Ability Center (AAC) Office if they require a reasonable accommodation for one or more of the technical standards listed. COS offers support services for students with documented physical or psychological disabilities. Students with disabilities must request reasonable accommodations through Access and Ability Center. Students are encouraged to do this a minimum of three weeks before the start of each semester.