



Pharmacy Quality Assurance Commission
PO Box 7863
Olympia, WA 98504-7863

Sample Ancillary Personnel Utilization Plans

Technicians

- A. Places, receives, unpacks and stores drug orders.
- B. Files and retrieves various pharmacy records as required.
- C. Files completed prescriptions alphabetically on the shelf for patient pickup.
- D. Maintains assigned work areas and equipment in clean and orderly condition.
- E. Hands out refills when specifically requested to do so by a pharmacist where no counseling is deemed necessary.
- F. Handles nonprofessional phone calls to/from:
 - 1. Patients requesting refill of a prescription by number.
 - 2. Calls to physician's office requesting refill authorization:
 - a. Refill requests shall be made stating the patient's name, medication and strength, number of doses and date of prior refills.
 - b. Any additional inquiries by the office concerning the prescription must be referred to the pharmacist.
 - 3. Calls from physician's office authorizing refills providing no changes in the prescription are involved.
 - 4. Calls concerning price information.
 - 5. Calls regarding business hours or delivery services.
 - 6. Calls regarding the availability of goods and services—these might require transferring the call to another person.
 - 7. Inquiries from patients asking if their prescriptions are refillable or the number of refills left, etc.
 - 8. Calls dealing with the ordering of drugs and supplies from wholesalers and distributors.
- G. Operates cash register and related front counter tasks.
- H. Counts and pours from stock bottles for individual prescriptions. This function is performed under the direct supervision of a licensed pharmacist and the accuracy of the prescription contents is checked and initialed by a licensed pharmacist.
- I. Reconstitutes restoration of original form of medication previously altered for preservation and storage by addition of a specific quantity of distilled water or provided diluent requiring no calculation. In 100% of the cases, the accuracy of the technician is checked and the work initialed by a licensed pharmacist.

- J. Enters prescription data into the computer and monitors label printing.
- K. Transcribes orders—accuracy checked and initialed by licensed pharmacist.
- L. Reviews patient profile to retrieve specific clerical and other information as directed by a pharmacist.
- M. Calls to and/or from the physician's office dealing with profile information where no interpretation is necessary, i.e., quantity, date last filled, price, etc.
- N. Performs tasks under pharmacist's supervision such as obtaining individual prepackaged, labeled medications for prescriptions, obtains stock bottles for prescription filling.
- O. IV admixtures and unit dose cassette filling (hospitals).

Needs to comply with Specialized Functions WAC 246-901-100 See Rule below

WAC 246-901-100 Commission approval of pharmacies utilizing pharmacy ancillary personnel and specialized functions.

(1) Application. All licensed pharmacies may apply on a form supplied by the Commission for permission to utilize the services of pharmacy ancillary personnel.

(2) Utilization plan for pharmacy technicians.

(a) General. The application for approval must describe the manner in which the pharmacy technicians will be utilized and supervised, including job descriptions, task analysis or similar type documents that define the duties performed and the conditions under which they are performed, number of positions in each category, as well as other information as may be required by the Commission. The Commission will be notified of all changes to the utilization plan. A copy of the utilization plan must be maintained in the pharmacy.

(b) Specialized function. The utilization plan for pharmacy technicians performing specialized functions. The utilization plan must include:

- (i) The criteria for selection of pharmacy technicians to perform specialized functions;
- (ii) A description of the methods of training and of initial demonstration of proficiency;
- (iii) A copy of the part of the section of the pharmacy's quality assurance plan related to pharmacy technician specialized functions;
- (iv) Other information that may be required by the Commission.

(c) To gain approval for specialized functions, a pharmacy must follow Commission-approved guidelines regarding pharmacy technician training, implementation and evaluation.

(3) Utilization plan for pharmacy assistants. The application for approval shall list the job title or function of the pharmacy assistant.

(4) The Commission may give conditional approval for pilot or demonstration projects for innovative applications in the utilization of pharmacy ancillary personnel

Assistants

- A. Places, receives, unpacks and stores drug orders.
- B. Files and retrieves various pharmacy records as required.
- C. Files completed prescriptions alphabetically on the shelf for patient pick up.
- D. Maintains assigned work areas and equipment in clean and orderly condition.
- E. Hands out refills when specifically requested to do so by a pharmacist where no counseling is deemed necessary.
- F. Handles nonprofessional phone calls to/from:
 - 1. Patients requesting refill of a prescription by number.
 - 2. Calls to physician's office requesting refill authorization:
 - a. Refill requests shall be made stating the patient's name, medication and strength, number of doses and date of prior refills.
 - b. Any additional inquiries by the office concerning the prescription must be referred to the pharmacist.
 - 3. Calls from physician's office authorizing refills providing no changes in the prescription are involved.
 - 4. Calls concerning price information.
 - 5. Calls regarding business hours or delivery services.
 - 6. Calls regarding the availability of goods and services—these might require transferring the call to another person.
 - 7. Inquiries from patients asking if their prescriptions are refillable or the number of refills left, etc.
 - 8. Calls dealing with the ordering of drugs and supplies from wholesalers and distributors.
- G. Operates cash register and related front counter tasks.
- H. Counts and pours from stock bottles for individual prescriptions. This function is performed under the direct supervision of a licensed pharmacist and the accuracy of the prescription contents is checked and initialed by a licensed pharmacist.
- I. May generate a label for refill prescriptions only where there is no change in the prescription.