WASHINGTON STATE BOARD OF PHARMACY
Review Form
PHARMACY TECHNICIAN TRAINING PROGRAMS

Type of approval: New Program [X]   Re-approval/Renewal: [ ]   Date program expired: ____________________________

Program Type: On-the-Job (OJT): [X]   Formal/Academic: [ ]   Online: [ ]

Facility/ Institution name: Moses Lake Community Health Center Credential # (if applicable): ____________________________

Location Address: 605 S Coolidge Street, Moses Lake WA 98837

Mailing Address (if different: ____________________________

Name of Program Director : Laura O'brien Phone Number: 509-764-7426

Email Address for Director: lobrien@michc.org

Corporate /institution Contact Information: ____________________________

Staff Recommendation: Approved

<table>
<thead>
<tr>
<th>Requirements for all program types:</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Multicultural health awareness and education effective July 1, 2008 -New requirement RCW 43.70.615</strong></td>
<td>x</td>
<td>See page 5 of this form for complete info.</td>
</tr>
<tr>
<td>1. The training program must adequately prepare the trainee to pass an approved national pharmacy technician certification examination, such that the trainee successfully passes prior to license application.</td>
<td>x</td>
<td>WAC 246-901-060 states proof of passing an NCCA-accredited national certification exam is required for licensure (effective 1/1/09).</td>
</tr>
<tr>
<td>2. Prior to starting an OJT training program in Washington, the trainee is required to show proof of high school graduation or a high school equivalency certificate, such as a GED.</td>
<td>x</td>
<td>Out-of-state applicants must submit a completed ‘Verification of Law’ form that is signed off by a pharmacist who is licensed in WA (but does not have to reside here &amp; can have licenses in more than one state).</td>
</tr>
<tr>
<td>3. Minimum of 8 hours of instruction is designated for review of relevant Washington state pharmacy law. This must include access to and use of the WA Pharmacy Commission’s website to obtain the most current information. This is in addition to a review of all other applicable state and federal laws.</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>4. Trainee is registered with the Pharmacy Commission as a pharmacy assistant prior to starting an OJT program or an externship through an academic program in Washington state.</td>
<td>x</td>
<td>This does not apply to trainees who are in or have completed out-of-state technician training programs that are not physically located in WA.</td>
</tr>
<tr>
<td>5. Director of the program is a registered pharmacist. For WA</td>
<td>x</td>
<td>Program directors of WA state</td>
</tr>
</tbody>
</table>
state—the director must also be a licensed preceptor. WAC 246-901-050 states that the "director shall be a pharmacist." Pharmacists directing or supervising the training of pharmacy technicians must meet the same requirements as those of pharmacy intern preceptors. The program direction or delegates must sign off on an applicant's application verifying successful completion of the program.

6. Specify the names, license numbers, and training experience of the Director and all program instructors. Describe training responsibilities and functions.

7. Length of the program is 12 months or less for whatever is sufficient to meet the requirements in hours and/or credits for either OJT or academic programs. Note that there are 3 types of programs that are recognized: (1) OJT programs at licensed pharmacies; (2) academic programs; & (3) online programs. NOTE: Anyone who works in a pharmacy in WA must be licensed in WA. Trainees are licensed as pharmacy assistants and can only work as technicians.

8. The training and resource materials are current, relevant and are listed by title and publication date, with a description of how they will be used.

9. The minimum passing score for a final exam other than the PTCE or ExCPT is 75%. However, an option is to use proof of passing an NCCA-accredited national technician exam as your program's final examination.

10. The Pharmacy Commission must be notified in writing or email prior to any significant changes to the program, including change in the Director, course content, and time frames.

11. All student-specific records must either be retained on-site and kept for a minimum of 2 years, as well as be made available within 72 hours upon request.

### Additional requirements for OTJ programs:

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Yes</th>
<th>No</th>
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</thead>
<tbody>
<tr>
<td>1. The program consists of 520 total hours of supervised work experience which includes: didactic instruction and 12 hours of individualized instruction provided when the trainer is not working 'on-line'. All work experience within this time frame must be supervised by pharmacists and be part of the training program requirements.</td>
<td>x</td>
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<tr>
<td>2. The program must also include training on job functions that are unique to a particular practice setting (eg, preparing parenteral products; extemporaneous compounding; providing long term care services; etc.). These job functions must be documented on the ancillary utilization plans submitted for review.</td>
<td>x</td>
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</tr>
</tbody>
</table>

programs must also be licensed as preceptors. [WAC 246-858]
The Board must be notified immediately of any changes in program director or delegates and must have an updated list at all times.

Eg, 520 hours for OJT programs to include didactic training & supervised work experience training at the pharmacy. 30 credits for academic, vocational, technical, online, and similar types of programs.

The passing scores for the PTCE and ExCPT are each calculated in different ways and not by percentage.

Changes in director and/or other training personnel do not require resubmission of the entire program for approval.

These records must be readily retrievable.

The requirement for 12 hours of individualized instruction is specific for pharmacies licensed in WA.

Ancillary personnel utilization plans are required of all pharmacies licensed in WA. [RCW 18.54.011, 18.64A; & WACs 246-863, -869, -901].

http://www.doh.wa.gov/hsqa/Professions/Pharmacy/default
3. The utilization plans for ancillary personnel are included, namely, pharmacy assistants and technicians. [See the web document on 'Developing a Pharmacy Technician Training Program' for resources.]

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<th>t.htm</th>
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<tbody>
<tr>
<td>x</td>
<td>These plans must describe the manner in which ancillary personnel will be utilized. This requirement only applies to pharmacies licensed in WA.</td>
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</table>

### Additional requirements for academic programs:

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>The academic program consists of a minimum of 2 quarters equal to 30 quarter credits (or equivalent in semester hours) and includes a mandatory externship of a minimum of 160 hours.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>The vocational program consists of a minimum of 800 hours of instruction and includes a mandatory externship of a minimum of 160 hours.</td>
<td></td>
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<tr>
<td>3.</td>
<td>A comprehensive training manual is provided and includes the following: list of faculty (names, licenses, training experience, &amp; program responsibilities); institutional policies &amp; procedures; description of the Advisory Committee functions &amp; list of members; complete curriculum description &amp; goals; training and testing methods; description of facilities (eg, drug preparation labs, computer labs, etc.) &amp; equipment used; description of the quality assurance program; and anything else relevant to the program and its administration and operations.</td>
<td></td>
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<tr>
<td>4.</td>
<td>The externship is described by practice site and number of hours spent at each site, as well as description of tasks, expectations and required outcomes. Students in externships are evaluated by their externship site supervisor and their academic program instructor (based on a midterm and final clinical evaluation form, as well as the student’s work reports, attendance and performance). Students evaluate their externship experience and include a self-evaluation of each experience. The program’s policy and procedure for dealing with negative evaluations of students and by students is included.</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Program requirements and expectations are included with a description of what constitutes misconduct and how it is handled. One example would be the criteria for expulsion from the program.</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>If the vocational or academic institution is accredited by an accreditation organization and/or licensed in a state, provide this information.</td>
<td></td>
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</tbody>
</table>

### Additional requirements for online programs:

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Online programs must meet the same requirements as academic programs. INCLUDE THE POLICY &amp; PROCEDURE FOR THIS.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Program staff must be available to students on a 24-hour basis daily, with a policy &amp; procedure in places for this.</td>
<td></td>
</tr>
</tbody>
</table>
**ADDITIONAL REQUIREMENTS**

1. All programs are approved for a 5-year period and must be submitted for renewal before their expiration date. Typically programs that are submitted for renewal do not have to be presented at a board meeting for re-approval. However, if such a program is completely revamped, a determination will be made if formal board approval will be necessary, at which time your program would be notified.

2. For OJT programs offered through pharmacies that are licensed in Washington and for academic/vocational programs based in Washington, the documented director (or delegates) of a training program must sign the ‘Director’s Certification’. The director may designate delegates who can sign this section of the application on his or her behalf, but a letter must be submitted to the board by the director of the program stating who these delegates are and the effective dates. Any changes to this document must be submitted in writing. If either a director’s or delegate’s names are not on record with the board, this will cause delays in the processing of applications.

3. For pharmacies licensed in Washington, you must maintain an on-site file containing all documentation related to your approved technician training program, including your most current approved ancillary utilization plans. This documentation will be requested as part of the inspection process.

4. Anyone who works in a pharmacy in WA must be licensed in WA. Trainees must first be licensed as pharmacy assistants and can only work as technicians-in-training when they are being trained! Trainees cannot ‘fill in’ as technicians ‘as needed’. Their work experience must be part of the approved training program. And, since proof of passing one of the NCCA-accredited national certification exams is a requirement for licensure, trainees should be preparing for an exam while they’re in training. The training program should be preparing them to take an exam. The national exam should be taken sooner rather than later, meaning that your trainee can’t be a tech-in-training indefinitely, especially after they have completed the training program. At the latest, trainees should be ready to take a national exam when they have just completed a training program.

5. Always remember to access the Board of Pharmacy website for the most current pharmacy technician or assistant applications, as the applications are periodically updated. The same applies for the most current information on Board of Pharmacy laws, rules, policies, guidelines, and the like.

6. Training programs that are reviewed as part of a specific applicant’s application process will only be approved for that applicant. Out-of-state training programs that are interested in obtaining board approval must submit all the documentation requirements listed in the review form above.

*Note: ‘Formal’ academic programs include the following settings: universities; community colleges; technical colleges; technical/community colleges; vocational/technical schools. These are institutional-based programs, whereas OJT programs are employer-based.*
NEW REQUIREMENT FOR ALL TRAINING PROGRAMS APPROVED in WASHINGTON

Cultural Competency Resources

The legislature finds that it shall be a priority for the state to develop the knowledge, attitudes, and practice skills of health professionals and those working with diverse populations to achieve a greater understanding of the relationship between culture and health and gender and health. By July 1, 2008, each program with a curriculum to train health professionals for employment in a profession credentialed by a disciplining authority under chapter 18.130 RCW shall integrate into the curriculum instruction in multicultural health as part of its basic education preparation curriculum.

The Washington State Department of Health (department) is pleased to announce a new resource to help health care providers serving diverse populations of patients. A law passed in 2006 requiring all health care providers licensed by the department to receive multicultural health awareness education and training. The Cultural Competency in Health Services and Care – A Guide for Health Care Providers is a tool in that effort. The law did not mandate anything more specific than this. There are no requirements for how the training is conducted, what resources should be used, and number of contact hours or credits. There are many resources for this. A sampling of resources is listed on the review form.

This guide is intended to increase the knowledge, understanding, and skills of those who provide health care in cross-cultural situations. The guide is available on our Web page. We hope it will broaden your awareness of health disparities, provide a better understanding of why cultural competency is important, and illustrate some of the resources available to you. There are several online resources that offer continuing education credits. There are also resources with important information and statistics on the populations you serve.
Pharmacy Technician Education and Training Program Approval Form

The complete program of study including resource materials, content of instruction, and detailed program administration must accompany this application as well as a description of the criteria for admission or selection into the training program, and details on how the program will measure the student’s proficiency.

Application Type

- [ ] Original
- [ ] Renewal

School/One:

- [ ] Association
- [ ] Corporation
- [ ] Federal Government Agency
- [ ] Limited Liability Company
- [ ] Limited Liability Partnership
- [ ] Non-Profit Corporation
- [ ] Public Hospital District
- [ ] Municipality (City)
- [ ] Municipality (County)
- [ ] Partnership
- [ ] Sole Proprietor
- [ ] State Government Agency
- [ ] Tribal Government Agency
- [ ] Trust

I. Demographic Information

<table>
<thead>
<tr>
<th>UBI #</th>
<th>Federal Tax ID (FEIN) #</th>
</tr>
</thead>
<tbody>
<tr>
<td>601-352-250</td>
<td>91-1537371</td>
</tr>
</tbody>
</table>

Legal Owner/Operator Name

Moses Lake Community Health Center

Mailing Address

605 S Coolidge Street

City State Zip Code County
Moses Lake WA 98837 GRANT

Phone (enter 10 digit #) 509-764-7426

Cell (enter 10 digit #) n/a

Fax (enter 10 digit #) 509-765-0779

Legal Name of Institution or Employer-based Program

Moses Lake Community Health Center

Physical Address

605 S Coolidge Street

City State Zip Code County
Moses Lake WA 98837 GRANT

Facility Phone (enter 10 digit #) 509-764-7426

Cell (enter 10 digit #) n/a

Fax (enter 10 digit #) 509-765-0779

Mailing Address

605 S Coolidge Street

City State Zip Code County
Moses Lake WA 98837 GRANT

Email address
lobrien@mlchc.org

Web Address
www.mlchc.org
2. Type of Program

Please check which type of pharmacy technician education and training program or school.

☐ Formal/Academic Training  ☑ On-the-job Training at a licensed pharmacy  ☐ Vocational Training
☐ Military Training  ☐ Other, explain

3. Contact Information

Name of Contact Person
Laura Lea O'Brien

Title
Pharmacist

Physical Address
605 S Coolidge Street

City
Moses Lake

State
WA

Zip Code
98837

County
GRANT

Email Address
lobrien@mlchc.org

Phone (enter 10 digit #)
509-764-7426

4. Program Director Information

Name of Program Director
Laura Lea O'Brien

Title
Pharmacist

Pharmacist Credential Number
PH00016931

Preceptor Certification Number
PH60006142

Physical Address
605 S Coolidge Street

City
Moses Lake

State
WA

Zip Code
98837

County
GRANT

Email Address
lobrien@mlchc.org

Phone (enter 10 digit #)
509-764-7426

5. Additional Pharmacies and Program Directors

List all pharmacies associated with this training program.

<table>
<thead>
<tr>
<th>Pharmacy Name and Address</th>
<th>Pharmacy License #</th>
<th>Program Director</th>
<th>Pharmacist's License #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quincy Community Health Center Pharmacy</td>
<td>Phar.CF 60881127</td>
<td>Stephanie Mills</td>
<td>PH00020636</td>
</tr>
</tbody>
</table>

RECEIVED
AUG 30 2019
DOH/HSQA/OCS
I certify that I have received, read, understood, and agree to comply with state laws and rules regulating education and training programs. I also certify that the information herein submitted is true to the best of my knowledge and belief.

Laura Lea O’Brien

Date

Laura Lea O'Brien

Print Name

Pharmacist

Print Title

Additional Forms and Resources:

Pharmacy Webpage

Guidelines to Implementation

RECEIVED
AUG 30 2019
DOH/HSCA/OCS
Moses Lake Community Health Center
Pharmacy Technician Training Program

The technician training program approved by the Board of Pharmacy will be utilized for teaching qualified, deserving candidates the skills and knowledge to be a Pharmacy Technician. Ancillary Utilization plans for both Assistants and Technicians will be used. The On-the-Job training program will last for a minimum of 20 weeks, but not to exceed one year; no more than two candidates will be trained at any given time. Teaching materials will include worksheets, reading, references, online training, one-on-one discussions with the program director, supervised work experience at two different sites with multiple preceptors, written and practical quizzes and exams, and a 75% passing score on the Pharmacy Certified Technician Certification Exam. A written evaluation will be performed on the trainee; trainees will be given an opportunity to evaluate the program and preceptors. The trainee must also pass the PTCE exam.

Candidate Requirements:
Candidates for Pharmacy Technician training must be a licensed Pharmacy Assistant, at least 18 years old and possess a high school diploma or GED. After completion of the program, the candidate must take and pass a Board-Approved national examination and submit to the required background checks.

The Board will be notified in writing or e-mail prior to any significant changes to the program, including a change in director, course content, and time frames.

SECTION 1: Director, Instructors & Facilities

Program Director: Laura Lea O’Brien, Staff Pharmacist #PH00016931

- Registered Pharmacist in Washington State for 26 years, exclusively in outpatient pharmacy settings
- Immunization certified
- Preceptor #PH60006142 since November 1995.
- Member of WSPA and A.PhA.
- Assisted in the training of Pharmacy Technician students from Columbia Basin Job Corps while employed at Moses Lake Community Health Center, and Walgreens (2002-present).
- Served as Preceptor since 1995 to multiple pharmacy interns & externs from Washington State University & University of Washington while employed at Moses Lake Clinic Pharmacy, Payless (Rite Aid), Moses Lake Community Health Center, and Walgreens.
- Developed and presented Poison Prevention class for Immanuel Lutheran Preschool, 2006-Present
Additional instructors:

RUTH TADEMA, Staff Pharmacist License # PH60085894
- Pharm.D - Washington State University College of Pharmacy and Pharmaceutical Sciences, 2009
- B.S. - Washington State University, 2008
- Preceptor license: PH60379532
- Member of WSPA and APhA
- NAPLEX Item writer since 2017
- Community pharmacy experience for 10+ years in Washington State

JAMIE BOWERS, Clinical Pharmacist License: PH00040100
- Preceptor Preceptor #PH60010052 since 5-6-2004,
- Doctor of Pharmacy, Washington State University College of Pharmacy 2001
- Registered Pharmacist in Washington State for 17 years in an ambulatory care setting.
- Certified in: Immunizations, emergency contraception, tobacco cessation, and utilizing and prescribing naloxone for opioid overdose.
- Wrote several collaborative drug therapy agreements which have been approved and are currently being utilized at our pharmacy.
- Voting member of Community Health Plan of Washington’s Pharmacy and Therapeutic Committee from 2003-2006 and 2013-present.
- Voting member of Moses Lake Community Health Center’s Pharmacy and Therapeutic Committee from 2002-present.
- Member of the Washington State Pharmacists Association and the American Pharmacists Association.

JENNIFER BISIG, Staff Pharmacist #PH00022198
- Doctor of Pharmacy, University of Washington, 2000
- Preceptor #PH60008157
- Registered Pharmacist in Washington State for 19 years in hospital, community practice and retail settings
- Immunization certified
- Assisted in the training of pharmacy students from UW and WSU in retail and community practice settings at both Safeway Pharmacy and Columbia Basin Health Association
- Assisted in the training of pharmacy technicians in retail setting at Safeway Pharmacy

STEPHANIE MILLS, Staff Pharmacist #PH00020636
- BS Biology, Chemistry Minor, WSU 1997
- Bachelor of Pharmacy, Washington State University 1997
- Doctor of Pharmacy, WSU 1998
- Preceptor #PH60008098
- Registered Pharmacist in Washington State for 22 years in hospital & outpatient pharmacy settings
- Immunization certified
- Assisted in the training of Pharmacy students from WSU & UW and Pharmacy technicians since 1999 in both hospital and community practice settings (Columbia Basin Hospital, Moses Lake Clinic, Ephrata Drug, Heartland Pharmacy, Shopko, Moses Lake Community Health).
- Facilitate Senior Medication and Healthcare Roundtables at Quincy Community Center.
- Volunteer Speaker at Ephrata High School, Health class, Drugs Of Abuse and Misuse.
All instructors will assist in on-the-job training; Offline Classroom discussions will be led by Laura Lea O'Brien and Stephanie Mills. The 12 hours of offline contact will be organized by the program director to ensure topics are coordinated with the online instruction modules. We will provide experience between both Moses Lake and Quincy locations to gain knowledge of different sites and patient populations.

The Program Director and Instructors will be available by email and by phone.

**Section II: FACILITIES and Resources**

Moses Lake Community Health Center Pharmacy
Phar.CF 00056451
605 S Coolidge
Moses Lake, WA 98837
Phone: (509-764-7426)

Quincy Community Health Pharmacy
Phar.CF 60881127
1450 First Street
Quincy, WA 98848
Phone: (509) 787-0735

Director of Pharmacy: R.Don Dann, Pharm.D (oversees both sites)

**RESOURCES and Training Materials:**

- Washington Technician Law | 0130-0000-17-084-H03-T | Release Date: 7/18/2017 | Expiration Date: 7/18/2020 Activity type: Knowledge (8 Hours Law CE). This certificate program is designed for Technicians to get 8 hours of Washington Law and consists of 7 sessions.
- HIV/AIDS training is a requirement of Pharmacy Assistant registration and is therefore considered completed.
- Cultural Competency in Health Care Services and Care: http://www.doh.wa.gov/Protals/1/Documents/Pubs/631013.pdf
- Corporate Compliance and Ethics 2015 Relias Learning LLC Cary, NC
- HIPAA: The Basics 2015 Relias Learning, LLC Cary, NC

Any and all training manuals will be updated upon the release of newer editions.
Section III: Instruction and Program Administration

Program will include on-the-job competencies that correlate with each didactic section of the Pharmacy Certified Technician Training Manual. Competencies must be verified by a preceptor in addition to passing the didactic portion in order to complete the course.

Candidate(s) will be given written quizzes at the end of each 1-2 week unit and must pass with 75% or higher before moving onto the next unit.

Records documenting the candidate's information, proof of high school graduation or GED, tests taken, hours of recorded work with preceptors, proof of passing Board-approved national exam, completed background checks and all program requirements will be kept on site at Moses Lake Community Health Center Pharmacy for a minimum of 3 years.

CONTENT OF INSTRUCTION (16-40 HOURS PER WEEK)

- PHARMACY PRACTICE (1 week):
  - introduction to the roles and duties of the pharmacy Technician
  - pharmacy Terminology
- PRACTICE AREAS (1 week):
  - Community Pharmacy vs. Health-System, Consultant, & Long-term care;
  - Third Party Insurance Issues
  - Basic compounding knowledge, hygienic, aseptic, & sterile technique
  - terminology and abbreviations
  - product packaging and labeling
  - reconstitution
  - medical equipment
- PRACTICE ESSENTIALS (1 Week)
  - Patient & Medication Safety
  - Law and Ethics for Pharmacy Technicians
  - Pharmacy Operations & Administration
  - Emergency Preparedness
  - Immunizations
  - Poisonings & Emergency medicine
- PHARMACY LAW (2 weeks)
  - Legend Drug Act
  - Controlled Substance Act
  - Pharmacy Assistants vs Pharmacy Technicians
  - Other statutes applicable to pharmacy practice, federal/state regulations, and guidelines/interpretive statements
- PHARMACEUTICAL CALCULATIONS (2 weeks)
  - Basic Mathematics, including but not limited to fractions, decimals, percentages, and proportions
  - Weights & Measures (including conversion among Avoirdupois, Apothecary, and Metric systems)
- HUMAN SYSTEMS & PHARMACY INTERVENTION (12 weeks)
  - How Medications Work
  - Drugs & Drug Names
- Central Nervous System, Peripheral Nervous System, and Musculoskeletal Medications
- Cardiovascular Medications
- Respiratory System Medications
- Digestive System Medications
- Endocrine and Reproductive System Medications
- Anti-Infective Medications
- Chemotherapeutics and Immune System modulators
- Anti-Coagulants
- Vitamins, Minerals, and Herbal supplements

- PHARMACY COMPUTER SYSTEMS AND INVENTORY CONTROL (1 week)
  - Prescription processing software; processing a prescription order
  - Third Party Billing
  - Wholesaler software/inventory management
  - Automation systems (i.e. Parata)
  - EMR

- In addition, there will be technical training on all proprietary systems used in pharmacy, including but not limited to: PioneerRx, Cardinal Order Express, Eyecon, & Parata
- Additional topics that will be provided by instructors will include 340B pricing, auditing, and inventory management.

Program Administration

The Technician in training candidate(s) will obtain a minimum of 520 hours of qualified work experience performing the duties of a technician in the pharmacy, under the supervision of licensed pharmacy preceptor(s). There shall also be a minimum of 12 hours of individual discussion.

Trainees will be evaluated on attendance, punctuality, honesty, and interpersonal relations.

Instruction Process:

This training program will involve written and oral quizzes in each of the outlined categories. The candidate(s) will review each unit with an instructor prior to sitting for a quiz or exam.

On-the-job observation and performance evaluation will be performed regularly.

Course Completion

The program will last a minimum of 20 weeks and provide a minimum of 520 hours of on-the-job training instruction. The candidate(s) will experience hours at both the Moses Lake and Quincy sites; both will have preceptor/instructor pharmacists capable of training and signing off on hours.

The Technician in training candidate(s) will be counted in the Pharmacist to Pharmacy Technician Ratio in accordance with WAC 246-901-130.

The course will be considered finished upon the candidate(s)'s completion of law certificate, completion of individual instruction, and a passing score on the Pharmacy Technician Certification Exam (as written by Pharmacy Technician Certification Board).
Attachments:

Moses Lake Community Health Center Pharmacy Ancillary Personnel Utilization Plan for Technicians and Assistants
Moses Lake Community Health Center Pharmacy Ancillary Personnel Utilization Plan

Technicians

A. Places, receives, unpacks, and stores drugs.
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 not counseling is deemed necessary.
F. Handles non-professional phone calls to/from:
   a. Patients requesting refill of a prescription number.
   b. Calls to physician’s office requesting refill authorization.
      i. Refill requests shall be made stating the patient’s name, medication and strength, number of doses, and date of prior refills.
      ii. Any additional inquiries by the physician’s office concerning the prescription must be referred to the pharmacist.
   c. Calls from the physician’s office authorizing refills providing no changes in the prescription are involved.
   d. Calls concerning price information.
   e. Calls regarding business hours or delivery services.
   f. Inquiries from patients asking if their prescriptions are refillable or the number of refills left, etc.
   g. Calls dealing with the ordering of drugs and supplies from wholesalers and distributors.
G. Operates cash register and relates counter tasks.
H. Counts and pours from stock bottle 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. Constitutes restoration or original from or medication previously altered for preservation and storage of a specific quantity of distilled water or
provided diluent requiring no calculations. In 100% of cases the accuracy of the technician is checked and the work initialed by a licensed pharmacist.

J. Enters the prescription data into 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 office dealing with the profile information as directed by the pharmacist.

N. Preforms tasks under the pharmacist’s supervision such as obtaining individual prepackaged, labeled medications for prescriptions, obtains stock bottle for prescription filling.

(1) The commission may give conditional approval for the pilot or demonstration projects for innovation in the utilization of pharmacy ancillary personnel.

Assistants

A. Places, receives, unpacks, and stores drugs 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 orderly condition.

E. Hands out refills when specifically requested to do so by pharmacist where no counseling is deemed necessary.

F. Handles non-professional calls to/from:
   a. Patients requesting a refill of a prescription by a number.
   b. Calls to physician’s office requesting refill authorization:
      i. Refill requesting shall be made stating the patient’s medication and strength, number of doses and the date of prior refills.
      ii. Any additional inquiries by the office concerning the prescription must be referred to the pharmacist.
   c. Calls from physician’s office authorizing refills providing no changes in the prescription are involved.
   d. Calls concerning price information.
e. Calls regarding business hours and delivery services.
f. Calls regarding the availability of goods and services—these might require the transferring the call to another person.
g. Inquiries from patient asking if their prescriptions are refillable or the number of refills left, etc.
h. 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 content is checked and initials by a licensed pharmacist.
I. May generate a label from a refill prescriptions only where there is no change on the prescription.