WASHINGTON STATE BOARD OF PHARMACY
Review Form
PHARMACY TECHNICIAN TRAINING PROGRAMS

<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></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></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></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></td>
</tr>
<tr>
<td>5. Director of the program is a registered pharmacist. For WA</td>
<td>x</td>
<td></td>
</tr>
</tbody>
</table>

WAC 246-901-060 states proof of passing an NCCA-accredited national certification exam is required for licensure (effective 1/1/09).
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 & can have licenses in more than one state). 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.

Program directors of WA state
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 | x |

| 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 | x |

| 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. | x |

| 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. | x |

| 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. | x |

| 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. | x |

| Additional requirements for OTJ programs: | Yes | No |

| 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. | x |

| 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. | x |

| 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. | |

| 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. | |

| 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. | |
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.]

| x | These plans must describe the manner in which ancillary personnel will be utilized. This requirement only applies to pharmacies licensed in WA. |

**Additional requirements for academic programs:**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

1. 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.

2. The vocational program consists of a minimum of 800 hours of instruction and includes a mandatory externship of a minimum of 160 hours.

3. A comprehensive training manual is provided and includes the following: list of faculty (names, licenses, training experience, & program responsibilities); institutional policies & procedures; description of the Advisory Committee functions & list of members; complete curriculum description & goals; training and testing methods; description of facilities (e.g., drug preparation labs, computer labs, etc.) & equipment used; description of the quality assurance program; and anything else relevant to the program and its administration and operations.

4. 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.

5. 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.

6. If the vocational or academic institution is accredited by an accreditation organization and/or licensed in a state, provide this information.

**Additional requirements for online programs:**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

1. Online programs must meet the same requirements as academic programs.

2. Program staff must be available to students on a 24-hour basis daily, with a policy & procedure in places for this. INCLUDE THE POLICY & PROCEDURE FOR THIS.
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, 2003, 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.
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

- [X] Original
- [ ] Renewal

### Check One

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

### 1. Demographic Information

- **UBI #**: 662962703
- **Federal Tax ID (FEIN) #**: 203913176

**Legal Owner/Operator Name**

- Shorewood Communications

**Mailing Address**

- PO Box 230
- **City**: Eastsound
- **State**: WA
- **Zip Code**: 98245
- **County**: San Juan

**Phone (enter 10 digit #)**: 360-376-2230

**Cell (enter 10 digit #)**: 360-376-2230

**Fax (enter 10 digit #)**: 866-357-8746

**Legal Name of Institution or Employer-based Program**

- Ray's Pharmacy

**Physical Address**

- 68 N Beach Rd
- **City**: Eastsound
- **State**: WA
- **Zip Code**: 98245
- **County**: San Juan

**Facility Phone (enter 10 digit #)**: 360-376-2230

**Cell (enter 10 digit #)**: 360-376-2230

**Fax (enter 10 digit #)**: 866-357-8746

**Mailing Address**

- PO Box 230
- **City**: Eastsound
- **State**: WA
- **Zip Code**: 98245
- **County**: San Juan

**Email address**: raysrx@hotmail.com

**Web Address**
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  Marjorie Blaine  Title  pharmacist in charge

Physical Address  68 North Beach Rd  Eastsound  WA  98245  San Juan

Email Address  raysrx@hotmail.com  Phone (enter 10 digit #)  360 376 2230

4. Program Director Information

Attached additional pages if the training program uses multiple directors.

Name of Program Director  Marjorie Blaine  Title  pharmacist in charge

Pharmacist Credential Number  PH-0040240  Preceptor Certification Number  PH-00229747

Physical Address  68 North Beach Rd  Eastsound  WA  98245  San Juan

Email Address  raysrx@hotmail.com  Phone (enter 10 digit #)  360 376 2230

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>RECEIVED</td>
<td>OCT-04-2019</td>
<td>DOH/HSQA/OCS</td>
<td></td>
</tr>
</tbody>
</table>
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.

Marjorie Blaine  
Program Director/authorized representative

9-30-19  
Date

Marjorie Blaine  
Print Name

Pharmacist in charge  
Print Title

Additional Forms and Resources

Pharmacy Webpage
Guidelines to Implementation

RECEIVED
OCT 04 2019
DOH/HSQA/OCS
Application for Training Program Pharmacy # TRNG.TG.61009411-PTEC-O

Subject: Application for Training Program Pharmacy # TRNG.TG.61009411-PTEC-O

Dear Shorewood Communications Inc:

Thank you for submitting your application for a Training Program Pharmacy credential. To continue our review, we must receive:

Current Training Program Application – Please go to our website at www.doh.wa.gov to print out the training program application form. Complete the form and return to our office by mail.

Please submit the above information along with a copy of this letter to:

Washington State Department of Health
P.O. Box 47877
Olympia, WA 98504
Email: HSQA@doh.wa.gov

If you have questions, please call the customer service center at 360-236-4985. You can also check the status of your application online using our Provider Credential Search portal.

Sincerely,

Kathi Miller
Health Services Consultant
Foodfiles Credentialing
HSQA Office of Customer Service
Washington State Department of Health

Kathi.miller@doh.wa.gov
360-236-4985 | www.doh.wa.gov

https://outlook.live.com/mail/inbox/id/AQMkADAwATZiZmYAZC1jNDc4LTIzODQtM... 9/30/2019
To whom it may concern:

Enclosed is our proposal for an on-the-job pharmacy technician training program, as well as our Technician Utilization Plan. Please review and respond.

Marjorie Blaine
Pharmacist-in-charge
Ray's Pharmacy
68 North Beach Rd
PO Box 230
Eastsound, WA 98245
(360)376-2230
raysrx@hotmail.com
TRAINING PROGRAM FOR PHARMACY TECHNICIAN

SECTION I

Director: Marjorie Blaine, PharmD
License Number: PH60040240
Preceptor Number: PH60229747
Training experience: Trained two technicians in previous position at Walmart, and one pharmacy intern

SECTION II

Facilities
Ray’s Pharmacy
68 North Beach Rd
Eastsound, WA 98245
(360)376-2230
License Number: PHAR.CF00058623
Class A Pharmacy

SECTION III

Resources
Washington Pharmacy Laws, accessible online at https://www.doh.wa.gov/LicensesPermitsandCertificates/FacilitiesNewReneworUpdate/Pharmacy/Laws
Resources, continued

Clinical Pharmacology, Elsevier Inc, accessible online at https://www.clinicalkey.com/pharmacology/

Pharmacist’s Letter, Therapeutic Research Center, accessible online at https://pharmacist.therapeuticresearch.com/Home/PL/

Training Schedule

<table>
<thead>
<tr>
<th>Subject</th>
<th>Weeks</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmacy practice and the career of pharmacy technician</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>Pharmacy laws</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>Research and references</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>Terminology and abbreviations</td>
<td>4</td>
<td>16</td>
</tr>
<tr>
<td>Calculations</td>
<td>6</td>
<td>20</td>
</tr>
<tr>
<td>Processing prescriptions</td>
<td>4</td>
<td>16</td>
</tr>
<tr>
<td>Routes and formulations</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>Nonsterile compounding</td>
<td>4</td>
<td>16</td>
</tr>
<tr>
<td>Basic biopharmaceutics</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>Common drugs and their uses</td>
<td>4</td>
<td>16</td>
</tr>
<tr>
<td>Sterile compounding and aseptic techniques</td>
<td>4</td>
<td>16</td>
</tr>
<tr>
<td>Hospital Pharmacy</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>Inventory management</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Financial issues</td>
<td>1</td>
<td>4</td>
</tr>
</tbody>
</table>

Program Administration

The trainee is to register with the Board of Pharmacy as a pharmacy assistant. The program will run for 40 weeks of part-time on the job training, for a minimum of 520 hours. 4 hours each month will be devoted to individual instruction of the trainee, when the instructor is not responsible for the prescription department. Only one person is to be trained. Proof of high school graduation is required for the trainee to enter the program. The program must be completed in less than 12 months.

Instruction Process

*The Pharmacy Technician* will be used as a training manual. Trainee will be evaluated with written and oral quizzes, and a bimonthly performance evaluation. All evaluations will be maintained at the pharmacy for a period of 2 years following completion of the training program. The Pharmacy Quality Assurance Commission will be notified if there are any changes to the program. A national certification exam (trainee’s choice of CPTE or ExCPT) will serve as a final examination. A passing score is required.
Technician Utilization Plan

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. Voids fills and returns medications to stock when not picked up.

D. Enters patient and prescription data into the computer, monitors label printing. Transcribes orders - accuracy checked and initialed by licensed pharmacist.

E. Maintains assigned work areas and equipment in clean and orderly condition.

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

G. Reviews patient profile to retrieve specific clerical and other information as directed by a pharmacist.

H. Handles phone calls to/from:
   1. Patients requesting a refill of a prescription.
   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, business hours, or availability of goods and services.
   5. Patients asking if their prescriptions are refillable or the number of refills left, etc.
   6. Calls dealing with the ordering of drugs and supplies from wholesalers and distributors.
7. Calls to/from the physician's office dealing with profile information where no interpretation is necessary, such as quantity, date of last fill, price, etc.

8. Calls to insurance claims processors for billing assistance.

I. Faxes computer-generated refill requests to physician's office

J. Checks shelves for outdated medications, removes from stock and processes for return or disposal.

K. Greets patients at prescription counter, accepts refill requests, assists customers in locating products in store.

L. Performs tasks under pharmacist's supervision such as obtaining individual prepackaged, labeled medications for prescriptions, obtains stock bottles for prescription filling, obtains patient specific information (address, other medications, allergies, etc.) and enters such information into the patient's computer profile.

M. 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.

N. 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 all cases, the accuracy of the technician is checked and initialed by a licensed pharmacist.

O. Extemporaneous compounding of prescriptions under the direct supervision of a licensed pharmacist in accordance with written policies and procedures whereby the accuracy, correct procedure and preparation, and safety of pharmaceutical constituents can be verified by the pharmacist.
REVIEW QUIZ

Pharmacy Calculations

1. The doctor orders 1/2 gr codeine. How many milligrams is this equivalent to?
   a. 16.2 mg
   b. 32.4 mg
   c. 64.8 mg
   d. 97.6 mg

2. If the temperature in the refrigerator is 45 degrees Fahrenheit, to the nearest whole degree, what is the temperature in Celsius?
   a. 5 degrees
   b. 6 degrees
   c. 7 degrees
   d. 10 degrees

3. A solution of haloperidol contains 2 mg/mL of active ingredient. How many grams would be in 240mL of this solution?
   a. 4.8g
   b. 0.48g
   c. 0.048g
   d. 0.0048g

4. The physician orders ferrous sulfate 300 mg po qd. You have on the shelf ferrous sulfate 220 mg/5 mL. How many mL are required for one dose?
   a. 5.4 mL
   b. 8.4 mL
   c. 6.8 mL
   d. 13.4 mL

5. Using the information in question 4, approximately how many mL are required to fill a 30 day supply?
   a. 162 mL
b. 252 mL

c. 205 mL

d. 402 mL

6. What volume of a 25 mg/mL solution is needed to deliver a 20mg dose?

a. 1.25 mL

b. 0.8 mL

c. 0.2 mL

d. 0.25 mL

7. If 0.44 mg of sodium fluoride is equal to 0.2 mg of fluoride, how many mg of fluoride are in 2.2 mg of sodium fluoride?

a. 1 mg

b. 2 mg

c. 5 mg

d. 20 mg

8. You have an ampule of digoxin injection that contains 500 mcg in 2 mL. What volume is needed to deliver a dose of 0.125 mg?

a. 0.124 mL

b. 0.25 mL

c. 0.5 mL

d. 0.75 mL

9. The doctor changes a prescription for 150 mL of amoxicillin 250mg/5mL to 250 mg chewable tablets. How many chewable tablets should be dispensed?

a. 15 tablets

b. 30 tablets

c. 45 tablets

d. 60 tablets

10. If the dose of a drug is 500 mg and the drug is available as 400mg/5mL, how many teaspoonfuls are
needed for the required dose?

a. 1.25 teaspoonsful

b. 2.5 teaspoonsful

c. 4 teaspoonsful

d. 5 teaspoonsful