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: Tim's Pharmacy and Gift Shop  Credential # (if applicable): ________________

Location Address: 106 1st St S, Yelm WA 98597

Mailing Address (if different: ________________________________________________________________

Name of Program Director: Sarah Tracy  Phone Number: 360-458-8467

Email Address for Director: waquinby@gmail.com

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></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>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>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.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>6. Specify the names, license numbers, and training experience of the Director and all program instructors. Describe training responsibilities and functions</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>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; &amp; (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</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td>x</td>
<td></td>
</tr>
</tbody>
</table>

**Additional requirements for CTJ programs:**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Yes</th>
<th>No</th>
</tr>
</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>
<td>The requirement for 12 hours of individualized instruction is specific for pharmacies licensed in WA.</td>
</tr>
<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>
<td>Ancillary personnel utilization plans are required of all pharmacies licensed in WA. [RCWs - 18.54.011, 18.64A; &amp; WACs – 246-863, -869, -901]. <a href="http://www.doh.wa.gov/hsqa/Professions/Pharmacy/default">http://www.doh.wa.gov/hsqa/Professions/Pharmacy/default</a></td>
</tr>
</tbody>
</table>
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.]

<p>| | | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>x</td>
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</tbody>
</table>

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></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. 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>
<td></td>
</tr>
<tr>
<td>3. 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>
<td></td>
</tr>
<tr>
<td>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 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>
<td></td>
</tr>
<tr>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. If the vocational or academic institution is accredited by an accreditation organization and/or licensed in a state, provide this information.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Additional requirements for online programs:

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

#### Check One

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

### 1. Demographic Information

<table>
<thead>
<tr>
<th>UBI #</th>
<th>Federal Tax ID (FEIN) #</th>
</tr>
</thead>
<tbody>
<tr>
<td>600371244</td>
<td>91-1119476</td>
</tr>
</tbody>
</table>

#### Legal Owner/Operator Name

- Jeff Hawaii

#### Mailing Address

- PO Box 5120

##### City

- Yelm

##### State

- WA

##### Zip Code

- 98597

##### County

- Thurston

##### Phone (enter 10 digit #)

- (360) 458-8467

##### Cell (enter 10 digit #)

- (360) 458-8467

##### Fax (enter 10 digit #)

- (360) 458-3973

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

- Tim's Pharmacy and Gift Shop Ltd.

#### Physical Address

- 106 1st Street S.

##### City

- Yelm

##### State

- WA

##### Zip Code

- 98597

##### County

- Thurston

##### Facility Phone (enter 10 digit #)

- (360) 458-8467

##### Cell (enter 10 digit #)

- (360) 458-3973

##### Fax (enter 10 digit #)

- (360) 458-3973

#### Mailing Address

- PO Box 5120

##### City

- Yelm

##### State

- WA

##### Zip Code

- 98597

##### County

- Thurston

#### Email address

- tim@timpharmacy.com

#### Web Address

- www.timpharmacy.com
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

<table>
<thead>
<tr>
<th>Name of Contact Person</th>
<th>Title</th>
<th>Physical Address</th>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Will Quiqby</td>
<td>Pharmacist</td>
<td>106 1st street S</td>
<td>Yelm</td>
<td>WA</td>
<td>98597</td>
<td>Thurston</td>
</tr>
</tbody>
</table>

Email Address: W.a.q.i.1@y.m.a.il
Phone (enter 10 digit #): (360) 458-8967

4. Program Director Information

Attached additional pages if the training program uses multiple directors.

<table>
<thead>
<tr>
<th>Name of Program Director</th>
<th>Title</th>
<th>Physical Address</th>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sarah Tracy</td>
<td>Pharmacist</td>
<td>106 1st street S</td>
<td>Yelm</td>
<td>WA</td>
<td>98597</td>
<td>Thurston</td>
</tr>
</tbody>
</table>

Email Address: chris.sarah.tracy@comcast.net
Phone (enter 10 digit #): 360-481-3300

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></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
6. Signature

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.

Sarah Tracy
Print Name

Program Director/authorized representative

1/21/19
Date

Pharmacist
Print Title

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Additional Forms and Resources

- Pharmacy Webpage
- Guidelines to Implementation

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DOH/HSQA/OCS
**Director's Certification**

**Pharmacy Technician Education and Training**

This form is used to report education and training received through a Pharmacy Quality Assurance Commission approved Technician Training Program.

The Director's Certification form must be completed and signed by the training program director as identified and on file with the Department of Health, Pharmacy Quality Assurance Commission. Any sections left blank will result in an incomplete or deficient application.

Note: The designated program director must sign the certification.

I declare under penalty of perjury under the laws of the state of Washington the following is true and correct:

I attest that the applicant has successfully completed the Pharmacy Quality Assurance Commission approved program of study and training to become a pharmacy technician.

I attest that the program consisted of the required instructional and supervised practical hours required; not to exceed 12 months. The program included at a minimum the following topics:

1. Legal aspects of pharmacy practice such as law and rules governing practice.
2. Hygiene/aseptic techniques and safety considerations.
3. Terminology, abbreviations and symbols.
5. Drug dosage forms, routes of administration and drug product packaging, weighing and measuring, packaging and labeling, drug nomenclature, drug standards and information sources.
6. Pharmaceutical calculations.
7. Identification of drugs by trade and generic names, and therapeutic classifications.
8. Ordering, restocking, and maintaining drug inventory.
10. Communication techniques and confidentiality of information.

<table>
<thead>
<tr>
<th>Applicant's Name:</th>
<th>Ashley Wood</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dates of instructional and supervised practical training as a pharmacy technician:</td>
<td></td>
</tr>
<tr>
<td>Start Date (MM/DD/YYYY):</td>
<td>June 8, 2018</td>
</tr>
<tr>
<td>Completion Date (MM/DD/YYYY):</td>
<td>10/12/2018</td>
</tr>
<tr>
<td>Is this pharmacy technician training program credentialed or approved by the Pharmacy Quality Assurance Commission?</td>
<td>Yes</td>
</tr>
<tr>
<td>Credential/Approval number</td>
<td>(enter n/a if this does not apply)</td>
</tr>
<tr>
<td>Training Program or Pharmacy Name:</td>
<td>Tim's Pharmacy</td>
</tr>
<tr>
<td>Pharmacy License Number (if applicable):</td>
<td>NHKCF0002080</td>
</tr>
<tr>
<td>Address:</td>
<td>104 1st St</td>
</tr>
<tr>
<td>City</td>
<td>Lynnwood</td>
</tr>
<tr>
<td>State</td>
<td>WA</td>
</tr>
<tr>
<td>Zip Code</td>
<td>98036</td>
</tr>
<tr>
<td>Director's Name (printed):</td>
<td>Sarah Tracy</td>
</tr>
<tr>
<td>Director's License Number(s):</td>
<td>P000720486</td>
</tr>
<tr>
<td>Director's Email:</td>
<td><a href="mailto:Tim@Timspharmacy.com">Tim@Timspharmacy.com</a></td>
</tr>
<tr>
<td>Director's Phone Number:</td>
<td>(260) 958-8467</td>
</tr>
</tbody>
</table>

**RECEIVED**

FEB 08 2019

DOH/HSQA/OCS

**Date (mm/dd/yyyy):** 01/21/2019
Tim’s Pharmacy & Gift Shop

Pharmacy Technician Training Program

Section I

The Director of the Pharmacy Technician training is:
Sarah Tracy, PharmD, RPh, PH00020486, PH60007331

Experience: 22 years as a pharmacist, Pharmacy Practice and Family Medicine residency training, served as preceptor for the training of several pharmacy technicians and assistants and pharmacist interns

Additional preceptors involved in technician training include:
Debby Holliday, RPh, PH00010248, PH60008538
Michael Sharpe, PharmD, RPh, PH00016536, PH60307372

Experience: Collectively, our staff of pharmacists have over 80 years of retail pharmacy experience and have worked with techs, assistants, pharmacist interns and residents.

Section II

The Pharmacy Technician training will be provided at the following Class A Pharmacy site:

Tim’s Pharmacy and Gift Shop, Ltd. Dba:
Tim’s Pharmacy and Gift Shop, Ltd. (CF.00002080)
106 1st St S
Yelm, WA 98597
Phone: 360-458-8467 Fax: 360-458-3973
### Section III

**Pharmacy Technician Training Schedule**

<table>
<thead>
<tr>
<th>Subject</th>
<th>Weeks</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orientation to pharmacy practice</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>Pharmacy law—state &amp; federal</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>Pharmaceutical terminology, basic pharmaceutics</td>
<td>4</td>
<td>15</td>
</tr>
<tr>
<td>Calculations</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>Prescriptions/ 3rd party processing</td>
<td>4</td>
<td>20</td>
</tr>
<tr>
<td>Medication errors &amp; safety</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>Non-dispensing duties</td>
<td>4</td>
<td>20</td>
</tr>
<tr>
<td>Basic Pharmacology</td>
<td>4</td>
<td>20</td>
</tr>
<tr>
<td>OTC drugs</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>Pharmaceutical compounding</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>Pharmacy computer system</td>
<td>6</td>
<td>20</td>
</tr>
<tr>
<td>Communications/Customer Service</td>
<td>4</td>
<td>2</td>
</tr>
</tbody>
</table>
Section IV
Instruction & Program Administration

- This will be an “On-The-Job” (OJT) training program, consisting of a minimum of 520 hours of supervised work experience and will include didactic instruction and 12 hours of individualized instruction provided when the Trainer is not working “on-line”. All work experience will be supervised by pharmacists and directly apply to the state training program requirements.
- Trainees will be employees of the Pharmacy
- Trainees will be registered as Pharmacy Assistants with Washington State
- Trainees will provide proof of high school graduation or a GED prior to beginning Program
- Trainees will be counted in ratio of 3 pharmacy technicians to 1 pharmacist
- Trainee will complete “Cultural Competency in Health Services & Care” training
- Program will adequately prepare trainee to pass an approved national pharmacy technician certification examination prior to license application
- Trainees will have at least a minimum of 8 hours of instruction designated for review of relevant Washington State pharmacy law, which will be in addition to a review of federal laws
- Trainees will finish the OJT training in 12 months or less
- Trainees will take & pass (80% or greater) quizzes at the end of each Section as well as a Final Exam with passing score of at least 75%
- Program Director will notify the Commission in writing or email prior to any significant changes to the OJT Program
- All Trainee-specific records will be retained on site for a minimum of 2 years and be made readily available to the Commission within 72 hours upon request
- Training will include job functions that are unique to the Pharmacy’s practice setting as documented in the Pharmacy’s AUP’s
- Trainees will be evaluated on attendance, punctuality, honesty and interpersonal relations
Section V

References:

6. Veterinary Information Network www.vin.com
7. Drugs.com, an online reference http://www.drugs.com/
8. https://www.doh.wa.gov/licensesPermitsandCertificates/FacilitiesNewReneworUpdate/Pharmacy/Laws Washington Dept. of Health link to Pharmacy Law
Ancillary Personnel Utilization Plan
Pharmacy Assistants

1. Places, receives, unpacks and stores drug order
2. Files and retrieves various pharmacy records as required
3. File completed prescriptions alphabetically on the shelf for patient pick up
4. Maintains assigned work areas and equipment in clean and orderly condition
5. Hands out refills when specifically requested to do so by a pharmacist where no counseling is deemed necessary
6. Handles non-professional phone calls to/from:
   a) Patients requesting refill of a prescription by number
   b) Calls to physician's office requesting refill authorization:
      i Refill requests shall be made stating the patient's name, date of birth, medication and strength, number of doses and date of prior refills
      ii Any additional inquiries by the office concerning the prescription must be referred to the pharmacist
7. Calls from the physicians' office authorizing refills providing no changes in the prescription are involved
8. Calls concerning price information
9. Counts and pours from stock bottles for individual prescriptions. This function is performed under direct supervision of a licensed pharmacist and the accuracy of the prescription via an automated pill counting machine such as a Kirby-Lester
10. May generate a label for refill prescriptions only where there is no change in the prescription
11. May replace stock bottles back into the store inventory, but may not obtain stick bottles for prescription filling
Ancillary personnel Utilization Plans

Pharmacy Technicians

1. Places, receives, unpacks and stores drug orders
2. Checks and pulls outdated medications and places in outdates box for return
3. Files and receives various pharmacy records as required
4. Files completed prescriptions alphabetically on the shelf for patient pick up
5. Maintains assigned work areas and equipment in clean and orderly condition
6. Hands out refills when specifically requested to do so by a pharmacist where no counseling is deemed necessary
7. Handles non-professional phone calls to/from:
   a. Patients requesting refills of a prescription by number
      i. Calls to physician's office requesting refill authorization
      ii. Any additional inquiries by the office concerning the prescription must be referred to the pharmacist
   b. Calls from physician's office authorizing refills providing no changes in the prescription are involved
   c. Calls concerning price information
   d. Calls regarding business hours or delivery services
   e. Calls regarding the availability of goods and services --- these might require transferring the call to another person
   f. Inquiries from the 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
8. Counts and pours from stock bottles for individual prescriptions under the direct supervision of a licensed pharmacist and the accuracy of the prescription contents is checked and initialed by a licensed pharmacist. Counting is either by hand or via the use an automated pill counting machine such as a Kirby-Lester
9. Performs tasks under the pharmacist's supervision such as obtaining individual labeled medications for prescriptions, obtains stock bottles for prescription
10. Reconstitutes medications in storage by addition of a specific quantity of 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
11. Enters prescription data into the computer and monitors label printing
12. In the event of a drug-drug interaction, duplicate drug warning, geriatric/pediatric dose alert, etc., technician will alert pharmacist for review before proceeding
13. Transcribes orders—accuracy checked and initialed by a licensed pharmacist
14. Reviews patient profile to retrieve specific clerical and other information as directed by the pharmacist
15. Calls to and/or from the physician's office dealing with profile information where no interpretation is necessary, i.e., quantity, date last filled, etc.
16. Packages medications in both single drug and multiple-drug style bubble packaging. This function is performed under the direct supervision of a licensed pharmacist and the accuracy of the content is checked and initialed by a licensed pharmacist.
17. Prepares simple compounds requiring the mixture of multiple pre-packaged liquids, crushing tablets to be compounded into suspensions, and mixing multiple pre-packaged creams or ointments together. This function is performed under the direct supervision of a licensed pharmacist and the accuracy of the contents is checked and initialed by a licensed pharmacist.
Review Questions

1. Within an institutional practice setting, the pharmacy department is responsible for all of the following, except:
   a. administering medications to patients.
   b. selecting proper medications.
   c. distributing medications to patients.
   d. procuring and storing medications.

2. Which of the following is not included on a medication order?
   a. Medical record number
   b. Allergies
   c. Patient's blood type
   d. Patient's location

3. What is the first thing a technician should do upon receiving a medication order in the pharmacy?
   a. Triage it for completeness and priority
   b. Ask the pharmacist to look at it
   c. Call the prescribing physician
   d. Fill the prescription

4. What is an automatic stop order?
   a. Coordinated method of dispensing medications
   b. Schedule for administering medications
   c. Procedure that automatically stops a medication order following a duration of therapy
   d. Criteria for stopping medication therapy

5. Which of the following is not true about the floor-stock system?
   a. There is an increased potential for errors.
   b. There is decreased inventory control.
   c. The system is inconvenient for nurses.
   d. The prescription is checked by a pharmacist when a request is received from the patient care area.

6. Which is not a benefit of a unit-dose drug distribution system?
   a. Medication errors are reduced.
   b. Patient billing is more accurate.
   c. More time is spent charting medications.
   d. Control of medication use on the nursing units is improved.