Pharmacy Ancillary Utilization Application

All utilization plans must be submitted 60 days prior to next Pharmacy Commission business meeting. You can find the Commission meeting schedule on the Department of Health website.

Note: Utilization plans for technicians and assistants must accompany this application.

Select One: □ New  □ Update

1. Demographic Information

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Legal Owner/Operator Name: THE BARTELL DRUG CO.

Pharmacy License #: ALL LOCATIONS - PLEASE SEE ATTACHED DOCUMENT

Pharmacy Name: BARTELL DRUG'S PHARMACY

Physical Address

City

State

Zip Code

County

Facility Phone (enter 10 digit #)

Fax (enter 10 digit #)

2. Facility Specific Information

Number of Employees:

Pharmacists  

Technicians  

Assistants  

3. Key Individuals

Responsible Pharmacist: ____________________________ License #

Signature

I certify I have received, read, understood, and agree to comply with state law and rule regulating this licensing category. I also certify the information herein submitted is true to the best of my knowledge and belief.

Signature of Owner/Authorized Representative of Pharmacy: ____________________________

Date: 8/29/2019

Pharmacy Technician Program Supervisor: ____________________________

Print Name: MYLIND MYUHLEN

Print Title: ____________________________
Request for Consideration by the Pharmacy Quality Assurance Commission

NOTICE
Documents submitted to the Pharmacy Quality Assurance Commission (Commission) are public records, subject to the Public Records Act, chapter 42.56 RCW, and presumptively open to public inspection and copying. The Commission will make meeting materials available for public inspection and copying on the Commission’s website, including records submitted by you concerning your requests for review or approval to the Commission. If you believe any of these records may be exempt from disclosure under RCW 42.56.270(11)* (“Proprietary data, trade secret, or other information that relates to (a) . . . unique methods of conducting business, (b) data unique to [your] product or services), then do not submit the records. Instead, you may seek a court order protecting those records as authorized in RCW 19.108.020(3), providing notice of the proceeding to the Commission. The materials may be submitted to the Commission in a manner consistent with an order of the court when the legal proceeding has concluded.

Requester/Title/Credentials: Mylinh Nguyen/Pharmacy Technician Program Supervisor/PharmD.

Contact Email/Phone #: Mylinh.nguyen@bartelldrugs.com / 206.767.1350

Affiliation: Bartell Drugs

Complete the following fields if this request applies to an active or pending license (includes registration, or certification). If needed, include additional information on separate paper.

License Name:

License/site Address:

License Number:

What is your preferred date to have your request considered by the Commission: 1st Date October 25th, 2019 2nd Date December 20th, 2019

What is your expected outcome by the Commission? □ Action □ Information □ Follow-up □ Report only

Please attach any policies, procedures or other documentation deemed necessary to support this proposal. Visit the commission’s webpage for approved guidelines, review forms or current laws and rules.

This completed form should be no longer than two pages, front to back.

Situation: (Briefly describe the current situation. Give a clear, succinct overview of relevant issues)

Bartell Drugs would like to update the Pharmacy Technician Ancillary Utilization Plan to include the administration of immunizations outlined below. Permitting technicians to administer immunizations, largely considered as a technical skill, has the potential to increase the impact of pharmacist-led immunization services in our local community.

Administration of immunizations: The pharmacist will retain all discretionary functions, including the determination of patient need and clinical decision making. The pharmacy technician may perform all non-discretionary functions, including the preparation and administration of intramuscular (IM) and
Request for Consideration by the Pharmacy Quality Assurance Commission

Subcutaneous (SQ) immunizations/injections. All pharmacy technicians performing these manipulative, non-discretionary functions will have certification of immunization administration training prior to administration of drugs or devices.

**Background:** (Briefly name any laws, rules, or guidelines relevant to the request):

Applicable Laws & Rules: RCW 18.64A.030(1); WAC Chapter 246-863-095, WAC 246-901-020(1)

**Assessment:** (If approved, what would be the expected outcome for patient safety? What is the consequence if this request is not approved?)

If approved, the Pharmacy Technician Ancillary Utilization Plan would be amended for all Bartell locations. Overall patient safety would be increased as each pharmacy professional would be working at the top of their licensure. Technicians performing this non-discretionary function has been shown to be safe and in most other health care settings administration is performed by trained ancillary personnel. This will allow the pharmacist more time, especially during influenza season to focus on DURs, MTM, and other clinical discretionary functions focused on patient safety.

**Request:** (What action(s) are you asking the commission to take? What do you want to happen next?)

Requesting the commission to approve the updated pharmacy technician ancillary utilization plan to include the administration of immunizations. This will permit pharmacy technicians' additional administrative and technical support to allow pharmacists more time to perform direct patient care services. We look forward to providing professional growth to our highly trained ancillary personnel while allowing pharmacists more dedicated time focusing on clinical decision making.

**RECEIVED**

SEP 03 2019
DOH/HSQA/OCS

DOH 690-297 July 2016
Pharmacy Technician Utilization Plan

Existing Version

January 2014
Pharmacy Technician Utilization Plan

The Bartell Drug Company #____, a retail drug location, will be utilizing Pharmacy Technicians within limitations, for the various functions listed below.

Prescription Order Processing:

- Enters prescription data into the computer and monitors label printing
- Transcribes orders—accuracy checked and initialed by licensed pharmacist
- Reviews patient profile to retrieve specific clerical and other information as directed by the pharmacist.
- Calls to and/or from the prescriber’s office dealing with profile information where no interpretation is necessary, i.e., quantity, date last filled, price, etc.
- Performs tasks under pharmacist’s supervision such as obtaining stock bottles for prescription filling and labeling medications for prescriptions.
- 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 verified electronically by a licensed pharmacist.
- Reconstitutes restoration of original form of medication previously altered for preservation and storage by addition of a specific quantity of distilled water or provided diluents requiring no calculation. In all cases, the accuracy of the technician is checked and the work verified by a licensed pharmacist.
- Compounds prescription orders following recipes. In all cases, the accuracy of the technician is checked and the work verified by a licensed pharmacist.

Cashiering/Customer Service:

- Will direct customers to products requested by customers or as recommended by a pharmacist. No OTC recommendations will be made by the technician.
- Hand out refills when specifically requested to do so by a pharmacist where no counseling is deemed necessary.
- Operate cash register and related front counter tasks.
- Files completed prescriptions alphabetically in the will call area for patient pick up

Inventory Control Activities:

- Places drug orders
- Receives and stocks drug orders
- Places special orders for customers as requested
- Routinely cycle counts inventory
- Assuring outdated products are removed from stock and quarantined
- Outdated product processed for credit and returned

Bartell Drug Technician Utilization Plan

RECEIVED
SEP 03 2019
DOH/HSQA/OGS

1/27/2014
Automated Drug Dispensing:

- Automated drug dispensing units may be used in select locations
- The checking and stocking of medications in the automated drug dispensing units will be limited to a pharmacist, pharmacy intern or pharmacy technician.
  - A pharmacy technician checking the accuracy of the medications to be refilled into the automated dispensing units must have met the criteria for specialized functions in WAC 246-901-035 and have documentation of the training on file in the pharmacy.

Record Keeping:

- Files and retrieves various pharmacy records as required
- Files completed prescriptions hard copies
- Maintains third party records including signature logs
- Maintains and files invoices

Handles nonprofessional telephone calls to/from:

- Patients requesting refill of a prescription by number
- Calls to physician's office requesting refill authorizations
  - Refill requests shall be made stating the patient's name, medication and strength, number of doses and prior refills
  - Any additional inquiries by the office concerning the prescription must be referred to the pharmacist
- Calls from physician's office authorizing refills providing no changes in the prescription are involved.
- Calls concerning price information, hours of operation or delivery services
- Calls regarding the availability of goods and services
- Inquires from patients asking if their prescriptions are refillable or the number of refills left
- Calls dealing with the ordering of drugs and supplies from wholesalers

Housekeeping Tasks:

- Dust shelves
- Vacuum and sweep floor
- Empty trash & properly dispose of confidential documents
- Maintain assigned work areas and equipment in clean and orderly condition.
Pharmacy Technician Utilization Plan

Updated Version Request

August 2019
Pharmacy Technician Utilization Plan

The Bartell Drug Company #____, a retail drug location, will be utilizing Pharmacy Technicians within limitations, for the various functions listed below.

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- Transcribes orders—accuracy checked and initialed by licensed pharmacist
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RECEIVED
SEP 03 2019
DOH/HSQA/OCSt

Bartell Drug Technician Utilization Plan
Requested Update 08/29/2019
Automated Drug Dispensing:

- Automated drug dispensing units may be used in select locations
- The checking and stocking of medications in the automated drug dispensing units will be limited to a pharmacist, pharmacy intern or pharmacy technician.
  - A pharmacy technician checking the accuracy of the medications to be refilled into the automated dispensing units must have met the criteria for specialized functions in WAC 246-901-035 and have documentation of the training on file in the pharmacy.

Administration of Immunizations:

- The pharmacist or pharmacy intern will retain the discretionary function to determine patient need and all clinical decision making.
- Preparation and administration of intramuscular (IM) and subcutaneous (SQ) injections
  - A pharmacy technician performing this non-discretionary function must complete a certification of immunization administration program and have documentation of the training on file in the pharmacy.

Record Keeping:

- Files and retrieves various pharmacy records as required
- Files completed prescriptions hard copies
- Maintains third party records including signature logs
- Maintains and files invoices

Handles nonprofessional telephone calls to/from:

- Patients requesting refill of a prescription by number
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Housekeeping Tasks:

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1. **RCW 18.64A.030**  
Rules—Duties of technicians, assistants.

The commission shall adopt, in accordance with chapter 34.05 RCW, rules governing the extent to which pharmacy ancillary personnel may perform services associated with the practice of pharmacy. These rules shall provide for the certification of pharmacy technicians and registration of pharmacy assistants by the department at a fee determined by the secretary under RCW 43.70.250:

(1) "Pharmacy technicians" may assist in performing, under the supervision and control of a licensed pharmacist, manipulative, nondiscretionary functions associated with the practice of pharmacy and other such duties and subject to such restrictions as the commission may by rule adopt.

(2) "Pharmacy assistants" may perform, under the supervision of a licensed pharmacist, duties including, but not limited to, typing of prescription labels, filing, refilling, bookkeeping, pricing, stocking, delivery, nonprofessional phone inquiries, and documentation of third-party reimbursements and other such duties and subject to such restrictions as the commission may by rule adopt.

2. **Per RCW 18.64.011(28),** administration of drugs and devices is defined as part of the practice of pharmacy, and is therefore included in the above statement (highlighted and underlined) as something technicians could assist in performing.

3. **WAC 246-901-020**  
Pharmacy ancillary personnel utilization.

(1) Pharmacy technicians may perform certain nondiscretionary and specialized functions consistent with their training in pharmacy practice while under the immediate supervision of a licensed pharmacist.

(2) The discretionary tasks reserved to a pharmacist are listed in WAC 246-863-095.

(3) Unless authorized as a specialized function according to WAC 246-901-035, the pharmacy technician shall assist a pharmacist in the performance of all tasks except those reserved to a pharmacist in subsection (2) of this section.

(4) Entry of a new medication order into the pharmacy computer system and retrieval of the drug product to fill a prescription are tasks reserved to the pharmacist and pharmacy technician.

(5) The pharmacy assistant may assist a pharmacist in performance of all tasks except those reserved to the pharmacist and pharmacy technician.

(6) Pharmacy ancillary personnel may record or provide medication data when no interpretation is required.

4. **WAC 246-863-095**  
Pharmacist's professional responsibilities.

(1) A pharmacist's primary responsibility is to ensure patients receive safe and appropriate
medication therapy.

(2) A pharmacist shall not delegate the following professional responsibilities:
   (a) Receipt of a verbal prescription other than refill authorization from a prescriber.

   (b) Consultation with the patient regarding the prescription, both prior to and after the
       prescription filling and/or regarding any information contained in a patient medication
       record system provided that this shall not prohibit pharmacy ancillary personnel from
       providing to the patient or the patient's health care giver certain information where no
       professional judgment is required such as dates of refills or prescription price
       information.

   (c) Consultation with the prescriber regarding the patient and the patient's prescription.

   (d) Extemporaneous compounding of the prescription, however, bulk compounding from
       a formula and IV admixture products prepared in accordance with chapter 246-871 WAC
       may be performed by a pharmacy technician when supervised by a pharmacist.

   (e) Interpretation of data in a patient medication record system.

   (f) Ultimate responsibility for all aspects of the completed prescription and assumption of
       the responsibility for the filled prescription, such as: Accuracy of drug, strength, labeling,
       proper container and other requirements.

   (g) Dispense prescriptions to patient with proper patient information as required by WAC
       246-869-220.

   (h) Signing of the poison register and the Schedule V controlled substance registry book
       at the time of sale in accordance with RCW 69.38.030 and WAC 246-887-030 and any
       other item required by law, rule or regulation to be signed or initialed by a pharmacist.

   (i) Professional communications with physicians, dentists, nurses and other health care
       practitioners.

   (j) Decision to not dispense lawfully prescribed drugs or devices or to not distribute drugs
       and devices approved by the U.S. Food and Drug Administration for restricted
       distribution by pharmacies.

(3) Utilizing personnel to assist the pharmacist.
   (a) The responsible pharmacist manager shall retain all professional and personal
       responsibility for any assisted tasks performed by personnel under his or her
       responsibility, as shall the pharmacy employing such personnel. The responsible
       pharmacist manager shall determine the extent to which personnel may be utilized to
       assist the pharmacist and shall assure that the pharmacist is fulfilling his or her
       supervisory and professional responsibilities.

   (b) This does not preclude delegation to an intern or extern.

(4) It is considered unprofessional conduct for any person authorized to practice or assist in
    the practice of pharmacy to engage in any of the following:
(a) Destroy unfilled lawful prescription;
(b) Refuse to return unfilled lawful prescriptions;
(c) Violate a patient's privacy;
(d) Discriminate against patients or their agent in a manner prohibited by state or federal laws; and
(e) Intimidate or harass a patient.

***Per WAC 246-863-095, administration of drugs and devices is NOT listed as a pharmacists' professional responsibility that cannot be delegated, and therefore can be delegated.

5. **WAC 246-901-035**
   Pharmacy technician specialized functions.
   
   A pharmacy technician who meets established criteria for employment, experience, training and demonstrated proficiency may perform specialized functions. The criteria shall be specified in the utilization plan of the pharmacy for pharmacy technicians performing specialized functions required in WAC 246-901-100 (2)(b). Records of pharmacy technician training and of demonstration of proficiency shall be retrievable within seventy-two hours upon request of the board. Specialized functions include the following:

   (1) Unit-dose medication checking. Following verification of the drug order by a licensed pharmacist, a pharmacy technician may check unit-dose medication cassettes filled by another pharmacy technician or pharmacy intern in pharmacies serving facilities licensed under chapter 70.41, 71.12, 71A.20 or 74.42 RCW. No more than a forty-eight hour supply of drugs may be included in the patient medication cassettes and a licensed health professional must check the drug before administering it to the patient.

   (2) Intravenous admixture and other parenteral preparations. A pharmacy technician may prepare intravenous admixtures and other parenteral drugs. A licensed pharmacist must check each parenteral drug prepared by a pharmacy technician.

   ***Per WAC 246-901-035, administration of drugs and devices is NOT listed as a specialized function for pharmacy technicians, and therefore can be included in a traditional Ancillary Utilization Plan.***
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<td>Bartell Fashion Center #11</td>
<td></td>
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<td></td>
<td>125641925</td>
<td>Seattle</td>
<td>WA</td>
<td>98109</td>
<td></td>
<td>206-535-7999</td>
<td>Jakob Frenz</td>
<td><a href="mailto:jakob.frenz@bartelldrug.com">jakob.frenz@bartelldrug.com</a></td>
</tr>
</tbody>
</table>

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