

The Pharmacy Technician

Standard 1: Personal/Interpersonal Knowledge and Skills

ENTRY-LEVEL

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| 1.1 | Demonstrate ethical conduct. | p. 55 |
| 1.2 | Present an image appropriate for the profession of pharmacy in appearance and behavior. | pp. 19-22 |
| 1.3 | Demonstrate active and engaged listening skills. | p. 32 |
| 1.4 | Communicate clearly and effectively, both verbally and in writing. | pp. 29-32 |
| 1.5 | Demonstrate a respectful and professional attitude when interacting with diverse patient populations, colleagues, and professionals. | p. 19 |
| 1.6 | Apply self-management skills, including time, stress, and change management. | |
| 1.7 | Apply interpersonal skills, including negotiation skills, conflict resolution, customer service, and teamwork. | p. 21-22, pp. 29-38 |
| 1.8 | Demonstrate problem solving skills. | p. 21 |

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| 1.9 | Demonstrate capability to manage or supervise pharmacy technicians in matters such as conflict resolution, teamwork, and customer service. | p. 21, p. 35 |
| 1.10 | Apply critical thinking skills, creativity, and innovation. | p. 27, p 39 |
| 1.11 | Apply supervisory skills related to human resource policies and procedures. | p. 156 |
| 1.12 | Demonstrate the ability to effectively and professionally communicate with other healthcare professionals, payors and other individuals necessary to serve the needs of patients and practice. | pp. 29-32 |

Standard 2: Foundational Professional Knowledge and Skills

ENTRY-LEVEL

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| 2.1 | Explain the importance of maintaining competency through continuing education and continuing professional development. | pp. 22-26 |
| 2.2 | Demonstrate ability to maintain confidentiality of patient information, and understand applicable state and federal laws. | p. 37, pp. 146-147 |
| 2.3 | Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment. | pp. 16-17 |
| 2.4 | Describe wellness promotion and disease prevention concepts. | p. 17 |
| 2.5 | Demonstrate basic knowledge of anatomy, physiology and pharmacology, and medical terminology relevant to the pharmacy technician's role. | pp. 83-90, p. 364 |
| 2.6 | Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of settings. | pp. 264-334 |
| 2.7 | Explain the pharmacy technician's role in the medication-use process. | pp. 127-137 |
| 2.8 | Practice and adhere to effective infection control procedures. | pp. 628-630 |

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| 2.9 | Describe investigational drug process, medications being used in off-label indications, and emerging drug therapies. | p. 111, pp. 131-132, p. 191 |
| 2.10 | Describe further knowledge and skills required for achieving advanced competencies. | pp. 22-26 |

2.11 Support wellness promotion and disease prevention programs. p. 17

Standard 3: Processing and Handling of Medications and Medication Orders

ENTRY-LEVEL

- 3.1 Assist pharmacists in collecting, organizing, and recording demographic and clinical information for the Pharmacists' Patient Care Process. p. 151
- 3.2 Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety. pp. 127-137
- 3.3 Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices. pp. 140-142
- 3.4 Prepare patient-specific medications for distribution. p. 136, p. 162
- 3.5 Prepare non-patient-specific medications for distribution.
- 3.6 Assist pharmacists in preparing, storing, and distributing medication products including those requiring special handling and documentation. pp. 127-137
- 3.7 Assist pharmacists in the monitoring of medication therapy. p. 12, p. 123
- 3.8 Maintain pharmacy facilities and equipment. pp. 249-252
- 3.9 Use information from Safety Data Sheets (SDS), National Institute of Occupational Safety and Health (NIOSH) Hazardous Drug List, and the United States Pharmacopeia (USP) to identify, handle, dispense, and safely dispose of hazardous medications and materials. p. 42, p. 232, p. 626
- 3.10 Describe Food and Drug Administration product tracking, tracing and handling requirements. p. 42
- 3.11 Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies. p. 42, p. 164
- 3.12 Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or identification of another problem. p. 192
- 3.13 Use current technology to ensure the safety and accuracy of medication dispensing. pp. 162-163
- 3.14 Collect payment for medications, pharmacy services, and devices. pp. 137-139
- 3.15 Describe basic concepts related to preparation for sterile and non-sterile compounding. p. 169, p. 233
- 3.16 Prepare simple non-sterile medications per applicable USP chapters (e.g., reconstitution, basic ointments and creams). p. 97, p. 239, p. 255
- 3.17 Assist pharmacists in preparing medications requiring compounding of non-sterile products. p. 169
- 3.18 Explain accepted procedures in purchasing pharmaceuticals, devices, and supplies. p. 187
- 3.19 Explain accepted procedures in inventory control of medications, equipment, and devices. p. 181
- 3.20 Explain accepted procedures utilized in identifying and disposing of expired medications. p. 168
- 3.21 Explain accepted procedures in delivery and documentation of immunizations. p. 148
- 3.22 Prepare, store, and deliver medication products requiring special handling and documentation. pp. 132-137

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- 3.23 Prepare compounded sterile preparations per applicable, current USP Chapters. p. 233

3.24	Prepare medications requiring moderate and high level non-sterile compounding as defined by USP (e.g., suppositories, tablets, complex creams).	p. 168
3.25	Prepare or simulate chemotherapy/hazardous drug preparations per applicable, current USP Chapters.	pp. 256-257
3.26	Initiate, verify, and manage the adjudication of billing for complex and/or specialized pharmacy services and goods.	p. 130
3.27	Apply accepted procedures in purchasing pharmaceuticals, devices, and supplies.	p. 187
3.28	Apply accepted procedures in inventory control of medications, equipment, and devices.	p. 181
3.29	Process, handle, and demonstrate administration techniques and document administration of immunizations and other injectable medications.	p. 148
3.30	Apply the appropriate medication use process to investigational drugs, medications being used in off-label indications, and emerging drug therapies as required.	p. 111
3.31	Manage drug product inventory stored in equipment or devices used to ensure the safety and accuracy of medication dispensing.	pp. 188-190

Standard 4: Patient Care, Quality and Safety Knowledge and Skills

ENTRY-LEVEL

4.1	Explain the Pharmacists' Patient Care Process and describe the role of the pharmacy technician in the patient care process.	pp. 16-17
4.2	Apply patient- and medication-safety practices in aspects of the pharmacy technician's roles.	pp. 139-141
4.3	Explain how pharmacy technicians assist pharmacists in responding to emergent patient situations, safely and legally.	p. 43, p. 163, p. 624
4.4	Explain basic safety and emergency preparedness procedures applicable to pharmacy services.	p. 624
4.5	Assist pharmacist in the medication reconciliation process.	
4.6	Explain point of care testing.	p. 149
4.7	Explain pharmacist and pharmacy technician roles in medication management services.	pp. 16-17
4.8	Describe best practices regarding quality assurance measures according to leading quality organizations.	p. 236

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4.9	Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals.	p. 166
4.10	Perform point-of-care testing to assist pharmacist in assessing patient's clinical status.	p. 149
4.11	Participate in the operations of medication management services.	pp. 127-137, pp. 619-620
4.12	Participate in technical and operational activities to support the Pharmacists' Patient Care Process as assigned.	p. 151
4.13	Obtain certification as a Basic Life Support Healthcare Provider.	p. 25

Standard 5: Regulatory and Compliance Knowledge and Skills

ENTRY-LEVEL

5.1	Describe and apply state and federal laws pertaining to processing, handling and dispensing of medications including controlled substances.	p. 127, p. 193
5.2	Describe state and federal laws and regulations pertaining to pharmacy technicians.	pp. 42-50
5.3	Explain that differences exist between states regarding state regulations, pertaining to pharmacy technicians, and the processing, handling and dispensing of medications.	p.193
5.4	Describe the process and responsibilities required to obtain and maintain registration and/or licensure to work as a pharmacy technician.	pp. 22-25
5.5	Describe pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.	p. 127
5.6	Describe Occupational Safety and Health Administration (OSHA), National Institute of Occupational Safety and Health (NIOSH), and United States Pharmacopeia (USP) requirements for prevention and treatment of exposure to hazardous substances (e.g., risk assessment, personal protective equipment, eyewash, spill kit).	pp. 626-628
5.7	Describe OSHA requirements for prevention and response to blood-borne pathogen exposure (e.g., accidental needle stick, post-exposure prophylaxis).	pp. 626-628
5.8	Describe OSHA Hazard Communication Standard (i.e., "Employee Right to Know").	p. 627
ADVANCED-LEVEL		
5.9	Participate in pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.	pp. 42-50, pp. 626-628
5.10	Describe major trends, issues, goals, and initiatives taking place in the pharmacy profession.	p. 13