

**Job Class Profile: Pharmacy Technician****Pay Level: CG-27 Point Band: 534-577**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	3	4	6	3	2	3	2	4	
Points	187	50	25	29	90	43	62	43	43	572

**JOB SUMMARY**

The Pharmacy Technician provides pharmaceutical services in compounding, preparing, dispensing, distributing, ordering, storing and controlling of pharmaceutical products including narcotic and controlled medications under the supervision of a Clinical Pharmacist.

**Key and Periodic Activities**

- Receives and interprets medication requests through order entry, types medication labels, and where necessary prepares stop orders, affixes caution notices to labels, and dispenses medications.
- Manually transcribes written requests of prescriptions into a computer.
- Repacks and labels medications and assists the pharmacist in dispensing (counting and pairing), labeling, and checking medications.
- Performs inventory of medications used, debit and credit used/unused medication to the patient's computer medication profile and ensures appropriate charges are sent to the various departments.
- Operates single dose dispensing machines with prepack medications for single dose dispensing or performs prepack blistering medications to be dispensed.
- May do inventory management of drugs such as compile a list of medications required in department, complete and send purchase order to vendor or order desk for supplies, and upon receipt checks medication against invoice, notes any discrepancies, stock shelves, and sends invoices to the finance department. May also rotate medication stock and place on shelving units.
- Under the direction of a pharmacist prepares various solutions (i.e. total parental nutrition, and chemotherapy medications).
- Compounds medications, creams, and ointments.
- Delivers narcotics, controlled drugs, and prescriptions to patient care areas, or ships drugs to various healthcare facilities in the region.
- Checks the work of other technicians (tech check tech system) when preparing medications.
- Checks and replenishes medications in medical departments and ambulances.
- Completes paperwork to Health Canada for compassionate medications on behalf of patients.
- Checks and restocks all emergency drug boxes used throughout the building, ensures

### Key and Periodic Activities

- appropriate medications are maintained within these boxes, and replenish as required.
- Fills and dispenses medications for patients who leave the hospital on short visits.
- Prepares monthly claims for third party billing (insurance companies) and the Newfoundland and Labrador Prescription Drug Program for payment of medications that were dispensed to outpatients who have drug coverage. Assess statements from insurance companies to ensure claims are paid and investigate any discrepancies.
- Monitors and removes expired medications from the pharmacy department. Determines drugs that could be returned for credit to drug companies and destroys remaining.
- Completes monthly audits on drug inventories.
- Performs some minor cleaning of instruments or equipment, as required.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- Pharmaceutical knowledge of methods and techniques in the preparation and dispensing of drugs
- Computer programs for dispensing and recording medications
- Industry knowledge related to insurance coverage
- Medical terminology
- Pharmacokinetics
- Drug formulary

#### Formal Education and/or Certification(s):

- Minimum: 2 year Pharmacy Technician Diploma Program

#### Years of Experience:

- Minimum: Less than 1 year of experience

#### Competencies:

- Ability to work in a team environment
- Computer skills
- Technical skills for dispensing and preparing IV solutions, compounds, etc.
- Calibrate and operate pharmacy machines
- Aseptic techniques

### Interpersonal Skills

- A range of interpersonal skills are used to listen, ask questions and gather information from pharmacists or other healthcare staff, provide routine information, direction, and to communicate complex information to others. Also, required to instruct, teach, coach or mentor new staff or students, to address issues and/or solve problems with coworkers, and to deal with upset or angry people. Skills are most frequently used to listen and communicate with nursing staff regarding medication issues.
- Communications occur with patients, employees within the immediate work area and

department (other pharmacy technicians, pharmacists), supervisor/manager and with suppliers/contractors, students and sales representatives.

- The most significant contacts are with nursing staff to clarify orders, prescription problems or missing medications, with manager/supervisor for daily work schedules, direction and for information related to policies and procedures; and the pharmacist for direction of work activities.

## EFFORT

### Physical Effort

- The demands of the job occasionally result in considerable fatigue, requiring periods of rest and a need for strength and/or endurance.
- Constantly lifts objects less than 10 lbs, regularly lifts stock between 10-25 lbs, and occasionally lift objects over 50 lbs (i.e. boxes of medications).
- Occasionally performs inventory activities involving working in awkward or cramped positions requiring bending, stretching, and lifting objects.
- Majority of work tasks require constant standing or walking about the department or hospital; however, sitting is required to perform work on the computer.
- Constantly uses fine finger precision when working on the computer and when performing activities such as dispensing, repacking medications, etc., and constantly uses hand tools, gross motor skills and machinery that require very controlled movement.

### Concentration

- **Visual concentration** required to read patient prescriptions, medication profiles, and to check the names, strength, and volume of medications requested.
- **Auditory concentration** is required to listen to information, instructions, and direction from pharmacists.
- **Other sensory demands such as smell** is used to detect drugs that produce unpleasant odours that may have expired or when mixing medications to distinguish one drug from other.
- **A higher level of alertness and concentration and exact results and precision** are required when filling, labeling, and dispensing medications. The activities that require a higher level of alertness, concentration and vigilance, and attentiveness is required when working on the unit dose machine, when mixing toxic drugs like chemotherapy, and to ensure that the right patient receives the correct medication and dosage.
- **Lack of control over the work pace** due to the unpredictable patient admission rates and the number of emergencies that may happen. There are service **interruptions** that contribute to the tight **time pressures** to fill prescription requests. There are timeframes around the delivery of medications to ensure completion of patients' therapy and treatments.
- **Eye/hand coordination** is required for computer work and to dispense medications.
- **Exact results and precision** is required when filling, labeling, and dispensing medications

### Complexity

- Work tasks and activities are quite different, but allow the technician to use similar skills and knowledge.
- Typical challenges or problems include compounding prescription orders that are non-

commercial or situations where there are discrepancies in a patient's medication profile versus what is ordered. Other typical problems are related to missing medications and trying to solve these issues.

- Problems are often solved by speaking with the pharmacist or coworkers, and asking for their assistance; however, there are also guides/tools that are available such as books on formulary compounding, medications, and drug reference books (i.e. The Compendium of Pharmaceuticals and Specialties) as well as policies and procedures.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are highly controlled and monitored.
- Independently can order adequate amounts of medications that are normally kept on shelves; fill or adequately supply nursing units with the appropriate amounts of medications; recycle medications and prepare third party (insurance) billing of drugs.
- Approval from the supervisor is required for order of medications not normally stocked in the pharmacy and that require special authorization. All medications must be checked by a pharmacist prior to being dispensed.
- There is some discretion to exercise within predetermined limits and procedures when checking the work of other technicians as part of the normal work processes, or when determining what medications need to be prepacked or compounded.
- The types of information, advice or recommendations provided relates to the orientation of new technicians or students.

### Impact

- Work tasks and activities can either negatively or positively impact the quality of care provided to the patient.
- Tasks and activities have a significant impact on the immediate work area, within the department, and an extreme impact on patients.
- The resources that are impacted as a result of work tasks are processes and systems, material resources, human resources, finances, health and safety, and corporate image.
- Errors that impact patients are medication errors which could result when medications are mixed, or dispensed improperly, labelled, or given out incorrectly. However, the work is highly monitored and controlled.
- Mistakes in preparing and dispensing of medications are normally mitigated, as there is another pharmacy technician who checks the work prior to the pharmacist doing the final check for accuracy.
- Errors are usually identified in the department first, typically within hours of problem identification, or it would be identified by the nursing staff within 24 hours of identification.

### Development and Leadership of Others

- Not responsible for the supervision of staff.
- May provide development and leadership responsibilities such as advice, guidance, feedback, orientation to new employees. May also provide on the job training to new technicians and students, and check the work of other technicians, as part of the regular pharmacy procedures.

May provide a team leader role in assisting the pharmacist with problem solving or scheduling.

## WORKING CONDITIONS

### Environmental Working Conditions

- Safety precautions and equipment are required when exposed to toxic drugs and include wearing a specialized gown, gloves and to use equipment under a fume hood (i.e. biological safety cabinet). Other safety requirements, recommendations and/or precautions that are considered when handling these toxic drugs include reassignment of duties for those technicians who may be pregnant, breast-feeding or are trying to conceive.
- There is limited likelihood for minor job-related injury or illness, fractures, and partial or total disability.
- Occasionally prepares, compounds or dispenses toxic drugs, IV mixtures, etc., and delivers these medications to departments where they are exposed to hazardous chemicals, poisonous substances and infectious diseases. Occasionally, exposed to unusual/distracting noise, computer glare, sharp objects and awkward or confining workspaces.