

Family Health Centers – Job Description

JOB TITLE: Pharmacy Assistant

DEPARTMENT: Pharmacy

Revised Date: January, 2013

FLSA STATUS: Non-Exempt/Hourly

REPORT TO: Pharmacy Manager

PRIMARY ACCOUNTABILITY:

Responsible for phone reception, cashiering, prescription mailing duties as well as prescription filling as needed.

PRIMARY DUTIES AND RESPONSIBILITIES

1) Data entry for refill prescriptions

- a) Updates patient information as necessary.
- b) Asks patient to verify and find needed demographic and chronic disease information
- c) Basket all prescription materials for forwarding to counting station.

2) Appropriately bills prescriptions

- a) Selects the correct type of billing
- b) Responds to third-party error messages
- c) Reprocesses billing as needed

3) Prepares prescriptions for filling:

- a) Counts and pours from a stock bottle
- b) Applies the appropriate label
- c) Assures the correct NDC is used to fill the prescription
- d) Applies the counter check procedure as a first check
- e) Marks opened bottles
- f) Files and retrieves pharmacy records as needed
- g) Places filled medications into a basket for pharmacist check

4) Process prescription at point of sale (POS)

- a) Shelves the completed prescriptions alphabetically for pick-up
- b) Operates the cash register and related tasks
- c) Hands out completed refills to the patient when no counseling is necessary
- d) Records sale according to the type of payment

5) Manages the Mail Service (Okanogan)

- a) Checks the prescriptions in the mail envelope against name and number
- b) Determines payment status on each envelope and records it
- c) Places them in appropriate tote
- d) Places postage on the envelope and seals it

6) Management of Medication Inventory

- a) Add new and adjust current medication information in the pharmacy system
- b) Adjust inventory counts as needed
- c) Receives, processes and organizes stock medications
- d) Processes outdates and returns per procedures
- e) Check Distributor for product adjustments as needed

7) Maintains assigned work areas and equipment in clean and orderly condition

- a) Garbage and shredding is dealt with daily

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- b) Floors are swept/vacuumed at least weekly
- c) Counters are cleaned daily

8) Prepares daily reports as assigned

- a) Prepares daily transaction reports.

9) Handles non-professional phone calls to/from:

- a) Patient requesting refills of the prescription with a number
- b) Patients regarding pricing information
- c) Patients regarding hours of operation
- d) Patients regarding goods and services
- e) Patients asking if their prescriptions are refillable or number of refills
- f) Wholesaler dealing with the ordering of drugs or supplies.

10) Attendance:

- a) Ensures attendance and hours worked are accurately recorded in a computerized time management system
- b) Properly manages paid vacation and sick leave
- c) Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends

General Development

1. Requires basic organizational skills, typically to organize own work
2. Job duties require the ability to work independently and as part of a team
3. Job duties are typically performed in response to workflow or ongoing direction by supervisors or others
4. Employees are able to effectively select from alternatives to situations encountered on the job
5. Employees focus is primarily on their own work
6. Duties require the compilation of information

PROFESSIONAL & TECHNICAL KNOWLEDGE

Possesses a basic level of written and oral communication skills, computational and computer skills, and mathematical knowledge, typically acquired through completion of high school or GED program. The position requires Spanish/English bilingual fluency.

LICENSE/CERTIFICATION

Must be able to obtain a Washington State Pharmacy Assistant certification

TECHNICAL SKILLS

1. Ability to create, send and manage email in Outlook and data entry in Excel
2. Fluent in the refill functions of Pharmacy Management software

COMMUNICATION SKILLS

- 1) Employee is required to effectively communicate using FHC's core values; the **Core Dimensions**
 - a) **Respect**—using manners and appropriate language; maintaining a person's dignity and confidentiality; giving credit where due; asking others for their input and feedback
 - b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact

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- c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)
 - d) **Specificity**—what details can you give so someone knows what “excellence” looks like; models or samples; one-on-one mentoring; alternate plans
- 2) Job duties require the employee to effectively communicate basic or non-technical information to co-workers and others
 - 3) Job duties require the effective communication of information in English and translation into Spanish (including electronic)
 - 4) Job duties require employee to provide excellent customer service to all internal and external customers

WORK ENVIRONMENT

Work is performed in a professional office environment within the clinic

TYPICAL PHYSICAL DEMANDS

| Physical Requirements | N/A | Rarely (1-12%) | Occasionally (13-33%) | Frequently (34-66%) | Regularly (67-100%) |
|--|-----|--------------------|---------------------------|-------------------------|-------------------------|
| Standing | | | | | x |
| Walking | | | | | x |
| Climbing | | x | | | |
| Sitting | | x | | | |
| Stooping / Kneeling | | | | x | |
| Lift/Carry up to 15 lbs. | | | x | | |
| Lift/Carry up to 30 lbs. | | x | | | |
| Lift/Carry up to 50 lbs. | | x | | | |
| Push/Pull up to 25 lbs. of exertion | | x | | | |
| Push/Pull up to 50 lbs. of exertion | | x | | | |
| Work below waist level | | x | | | |
| Work at waist to shoulder level | | | | | x |
| Work above shoulder level | | | x | | |
| Reach further than arm's length | | | x | | |
| Fingering | | | | | x |
| Grasping / Holding | | | | | x |
| Talking | | | | | x |
| Hearing | | | | | x |
| Seeing | | | | | x |
| Work in confined spaces | | | x | | |
| Exposed to extreme temperatures | x | | | | |
| Operate tools or machinery (incl. office equip.) | | | | | x |
| Operate motorized vehicles/equipment | x | | | | |
| Work at heights balancing | x | | | | |
| Use/exposed to hazardous substances | | | | | x |

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This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

Signature below acknowledges that I have received a copy of my job description.

Employee Signature

Date

Witness Signature

Date