

Family Health Centers – Job Description

JOB TITLE: Pharmacy Assistant

DEPARTMENT: Pharmacy

Revised Date: May 2018

FLSA STATUS: Non-Exempt/Hourly

REPORT TO: Pharmacy Manager

PRIMARY ACCOUNTABILITY:

The Pharmacy Assistant supports the dispensing and clinical functions of the pharmacy by working to the limits of their licensure.

PRIMARY DUTIES AND RESPONSIBILITIES

1) Responsible for the intake of refill prescriptions

- a) Reviews refill requests for appropriateness.
- b) Submits refill requests through the Electronic Health Records (EHR)
- c) Maintains patient profiles.
- d) Uses EHR to verify compliance with 340B regulations.

2) Responsible for prescription adjudication

- a) Assesses the correct billing type
- b) Process prior authorizations
- c) Resolve issues when they arise (e.g., third-party claims denials) and reprocesses billing as needed.

3) Responsible for prescription filling.

- a) Responsible for a second assessment of prescription accuracy prior to filling.
- b) Verifies the correct NDC and expiration date of product.
- c) Accurately re-packages and labels medication.
- d) Reconstitutes a prepared product that does not require calculation under direct supervision.
- e) Ensures opened stock bottles are appropriately marked.
- f) Restocks bottles after use.
- g) Appropriately stages completed prescription for will-call or mailing.

4) Prescription release to patient at the point of sale (POS).

- a) Ensures pharmacist is notified when prescription requires counseling.
- b) Fluent in cash handling processes and register reconciliation
- c) Assures the accuracy of prescriptions released through reconciliation of release to patient functionality within pharmacy management system.
- d) Assures appropriateness of releasing the prescriptions to the person presenting for pick up (i.e., using a double identifier for patient or patient's agent).

5) Manages the Mail Service

- a) Assesses the accuracy and completeness of an order for mailing.
- b) Ensures payment is received and recorded prior to mailing.
- c) Maintains the accuracy of the legal dispensing record of mailed prescriptions.
- d) Processes package through postal metering and record system.
- e) Delivers processed packages to the post office on a daily basis.

6) Management of Medication Inventory and Pharmacy Supplies

- a) Add new and adjust current medication information in the pharmacy management system
- b) Receives, processes and organizes stock medications
- c) Processes outdates and returns per procedures

Family Health Centers – Job Description

- d) Processes Return to Stock prescriptions through the pharmacy management system and returns to physical inventory.
- e) Orders, receives, processes and organizes pharmacy supplies.
- 7) **Maintains a safe and clean pharmacy by complying with procedures, rules and regulations.**
- 8) **Prepares daily reports as assigned**
- 9) **Appropriately manages internal and external customers' phone inquiries.**
- 10) **Attendance:**
 - a) Ensures attendance and hours worked are accurately recorded in a computerized time management system
 - b) Properly manages PTO.
 - 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. Requires an operational knowledge of state and federal pharmacy law, as well as a solid understanding of the 340B Drug Purchasing Program. Requires an operational knowledge of medication names (brand and generic) and their uses.

LICENSE/CERTIFICATION

Must be able to maintain a Washington State Pharmacy Assistant certification

TECHNICAL SKILLS

1. Ability to work in a variety of computer applications.

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
 - 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

Family Health Centers – Job Description

- 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

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

Family Health Centers – Job Description