

Family Health Centers – Job Description

JOB TITLE: Pharmacy Technician

DEPARTMENT: Pharmacy

Revised Date: February 2018

FLSA STATUS: Non-Exempt/Hourly

REPORT TO: Pharmacy Manager

PRIMARY ACCOUNTABILITY:

Pharmacy technician's support licensed pharmacists to provide medication and other health care products and services to patients.

PRIMARY DUTIES AND RESPONSIBILITIES

- 1. Responsible for the intake of new and refill prescriptions**
 - a. Maintains patient profiles.
 - b. Uses the electronic health record (EHR) to verify compliance with 340B regulations.
 - c. Verifies the accuracy, completeness, and clinical appropriateness of prescriptions.

- 2. Responsible for prescription adjudication.**
 - a. Assesses the correct billing type
 - b. Processes prior authorizations
 - c. Resolves issues when they arise (e.g. third-party claim denials) and reprocesses billing as needed

- 3. Responsible for prescription filling.**
 - a. Responsible for a second assessment of prescriptions for accuracy.
 - b. Selects appropriate medication, verifying NDC and expiration date.
 - 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 appropriated marked.

- 4. Assists with prescription release to patient at point of sale (POS)**
 - a. Ensures Pharmacist is notified when prescription requires counseling.
 - b. Fluent in cash handling processes and register reconciliation.

- 5. Manages Inventory**
 - a. Assess inventory needs.
 - b. Add new and adjust current medication information in the pharmacy system
 - c. Adjust inventory counts as needed in the pharmacy system.
 - d. Receives processes and organizes stock medications.
 - e. Processes outdates and returns per procedures.

- 6. Maintains a safe and clean pharmacy by complying with procedures, rules and regulations.**

- 7. Prepares daily reports as assigned such as Days End report and controlled substance transmission.**

- 8. Attendance**
 - a. Ensures attendance and hours worked are accurately recorded in a computerized time management system
 - b. Properly manages PTO hours.

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- c. Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends

GENERAL DEVELOPMENT

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

PROFESSIONAL & TECHNICAL KNOWLEDGE

Possess a basic level of written and oral communication skills, computational and computer skills, and mathematical knowledge. Requires competencies commensurate with the successful completion of PTCB Certification Exam.

LICENSE AND CERTIFICATION

Washington State Pharmacy Technician Certification is required

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
- 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 written (including electronic) correspondence
- 4) Job duties require employee to provide excellent customer service to all internal and external customers

WORK ENVIRONMENT

Work is performed in an 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 | | | |

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| | | | | | |
|--------------------------------------------------|---|---|---|---|---|
| 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*