	Policies		
Title:	Pharmacy Technician Job Description		
Policy No:	2.12	Revision No.	0
Prepared By & Date: Micah Lansford 8/1/17		Approved By & Date: Micah Lansford 8/1/17	

I. **Purpose:** This policy describes the job description and qualifications of the Pharmacy Technician.

II. **Scope:** This policy applies to all personnel and potential applicants applying for the position of Pharmacy Technician.


III. **Definitions:**

Pharmacy Technician: Receives and fills prescription requests for patients under the supervision of the Pharmacist-in-Charge (PIC) and maintains patient profiles.

IV. **Policy:** The Pharmacy Technician must meet the following requirements:

1.0 **Duties and Responsibilities:** Specific duties will include, but not be limited to:


- Retrieving, pouring, counting, labeling, and reconstituting prescription medications
- Accessing, inputting, and retrieving information through the Pharmacy's computer network to maintain accurate records
- Creating accurate prescription labels
- Obtaining refill authorizations from prescribers
- Processing and preparing third-party insurance claims
- Communicating with physicians, patients, and third-parties, such as insurers
- Maintaining accurate patient/ client profiles
- Maintaining Pharmacy inventory
- Preparing reports related to sales, usage, and inventory
- Complying with established procedures, rules, and regulations
- Providing completed orders to customers
- Answering phones and directing customer calls to the appropriate personnel
- Maintaining and cleaning equipment, work areas, and shelves
- Accepting prescriptions to be filled and ensuring that the PIC has the data necessary to fill the orders
- Greeting and assisting customers
- Recordkeeping related to inventories, receipts, purchases, and deliveries

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- Collecting co-payments
- Packaging and labeling products under the supervision of the PIC
- Restocking shelves
- Unpacking and organizing incoming merchandise, including sorting items that require special handling
- Checking for outdated medications and notifying the PIC of low inventories
- Understanding confidentiality with respect to patient/ client care; complying with all federal and state laws applicable to the confidentiality of protected health information (PHI) and electronic protected health information (EPHI); and following HIPAA guidelines regarding readily identifiable protected health information
- Working as a team and communicating clearly
- Helping customers locate over-the-counter products
- Handling customer problems/ concerns in a calm manner and referring them to the pharmacist accordingly
- Notifying the pharmacist of any problems or malfunctions
- Checking refrigerator and freezer temperatures
- Properly processing pseudoephedrine sales
- Properly processing Medicare DME claims
- Promoting teamwork
- Providing professional services

2.0 Skills and Specifications

- Ability to read and transcribe pharmaceutical information
- Ability to act as a team player
- Organizational and time management skills
- Ability to work in a fast-paced environment
- Ability to multitask
- Excellent oral and written communication skills

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- Excellent customer service skills
- Computer skills as necessary to operate Pharmacy management software and other necessary programs
- Punctuality
- Telephone skills
- Self-motivated

3.0 Education and Qualifications

- High school diploma or equivalency
- At least 18 years of age
- Prior experience as a clerk
- Pharmacy technician license from the Board of Pharmacy in the state of employment
- Ability to work a flexible schedule, including evenings and weekends
- Ability to communicate effectively with customers and employees
- Ability to stand for long periods of time
- Ability to sit for intermittent periods of time
- Ability to bend, reach, climb, and squat frequently
- Ability to type and operate a computer
- Ability to speak on the telephone
- Ability to lift, push, or pull a minimum of 40 lbs.
- Ability to read, write, speak, and understand English