

Job Title: Pharmacy Technician

Department: Pharmacy

Immediate Supervisor Title: Pharmacy Manager and Chief Operations Officer

Job Supervisory Responsibilities: None

General Summary: A non-exempt, pharmacy technician position is to perform duties under the supervision of the pharmacist related to the operation of the pharmacy.

Essential Job Responsibilities:

1. As defined by the NC Board of Pharmacy, "Pharmacy technicians may perform certain nondiscretionary and specialized functions consistent with their training in pharmacy practice while under the immediate supervision of a licensed pharmacist."
2. Provides customer service for patients who present to the pharmacy utilizing good verbal technique via phone or in person.
3. Provides translation services for those patients not fluent in English.
4. Accepts written prescriptions from patients, obtains pertinent data for prescription processing,
5. Operates pharmacy computer system and technology, for input of patient data, prescription information, processing insurance, maintaining pricing, and other related activities.
6. Communicates with pharmacist, information needed to appropriately dispense medications and in a cost-effective manner.
7. Retrieves the prescribed drug from pharmacy stock as needed.
8. Counts or measures prescribed quantities of medication as needed.
9. Places the prescribed quantities of medication into the proper prescription container and affixes appropriate labels as needed
10. Reconstitutes pre-measured oral medications as needed
11. Processes prescriptions utilizing the pharmacy software and technology systems, and clinic software systems
12. Files the completed prescriptions alphabetically for pick-up
13. Hands out completed refills to the patient when no counseling is necessary
14. Operates the cash register and related tasks
15. Prepares daily transaction reports.
16. Retrieves daily cash from accounting, responsible for collecting payment for medication dispensed to patients and reconciling cash at end of day.
17. Places, receives and processes pharmaceutical and supply orders as directed by the pharmacist and as outlined in the pharmacy policies and procedures guidelines.
18. Prepares and submits third party billing forms, as directed by the pharmacist, which may include resubmission of adjustments for unpaid or erroneous claims, by electronic or hardcopy means.

19. Maintains stock of vials, ovals, lids, paper bags and other pharmacy and office supplies needed for appropriate workflow. Also assures ordering of these supplies as needed.
20. Participates in the strategic goals and objectives of the pharmacy department.
21. Is responsible for knowledge of and compliance with Engelhard Medical Center health care and pharmacy department requirements for fire/safety/disasters, hazardous materials, infection control, use of personal protective equipment, general housekeeping practices and confidentiality issues.
22. Assists with training and orientation of new pharmacy employees or students.
23. Maintains yearly competencies.
24. Other duties as assigned by pharmacist or pharmacist manager
25. Participates in quality assurance programs, activities and projects supporting the vision and mission of the pharmacy and clinic.
26. Participates in Patient Centered Medical Home Team collaboration as needed.

Education: High school diploma or equivalent

Experience: Minimum of one year of related experience

Other Requirements: Licensed as a Pharmacy Technician in North Carolina.

Performance Requirements:

Knowledge:

1. Knowledge of medical terminology
2. Knowledge of computers, including Microsoft Office Products and the ability to learn pharmacy software
3. Knowledge of clinic's Electronic Medical Record software

Skills:

1. Skill in working in team environment and with public.
2. Skill in data entry, basic computer usage as well as equipment related to work
3. Skill in using analytical, problem-solving, organizational, and communication techniques.
4. Skill in handling cash

Abilities:

1. Ability to effectively work in a multi-task environment
2. Ability to prioritize work load
3. Ability to perform moderately difficult technical and clerical work
4. Ability to communicate and work effectively with staff and patients
5. Ability to meet and deal tactfully with the public and in a user-friendly manner
6. Ability to follow oral and written instructions
7. Ability to coordinate eye-hand movements and to use manual dexterity.

Equipment Operated: Standard pharmacy items such as packaging and dispensing equipment. Standard office equipment including computers, fax machines, copiers, printers, telephones, etc. Point of sale equipment including cash register and credit card machine terminal.

Work Environment: Pharmacy and medical office settings. Frequent contact with public. Occasional exposure to communicable diseases, toxic substances, medicinal preparations, and other conditions common to a pharmacy. Possible exposure to drug vapors or particles (powdered antibiotics that are reconstituted, for example). Possible indirect exposure to blood borne pathogens and infectious disease via patient contact exposure. Possible exposure to potentially hazardous chemicals: such as, chemotherapeutic agent preparation (exposure is minimal with appropriate use of personal protective equipment).

Mental/Physical Requirements: Standing for extended periods, bending, stooping, twisting, and reaching. The employee frequently is required to use hands to finger, handle, or feel; reach with hands and arms. The employee is frequently required to talk and hear, and specific vision abilities required by this job include close vision. May experience occasional stress from dealing with heavy workload.