PHARMACY ASSOCIATE
(Competency-Based)

APPENDIX A

O*NET CODE 31-9095.00

This training outline is the current standard for Work Processes and Related Instruction. However, changes in technology, regulations, and/or health & safety issues may result in the need for additional on-the-job or classroom training.

WORK PROCESSES

A. Compliance and New Hire Orientation

1. Understand the culture, Service standards, and ethical standards.
2. Understand company policies, procedures, and resources.
3. Comply by Attendance Policy.

B. Telephone Point of Sale Operation

1. Sign onto register.
2. Properly open and close register.
3. Anticipate need for change and request before running out.
4. Call immediately for approval of total of past voids.
5. Process coupons, credit cards and customer loyalty program transactions.
6. Sign off register when not in use.
7. Answer the phones by third ring (or employer-defined number of rings).
8. Use correct verbiage when answering the phone.
9. Use common phone functions, such as: calls to pharmacist; hold, transfer, page, and voicemail.

C. Customer Transactions

1. Use professional and appropriate language.
2. Use customers name in a friendly tone of voice while acknowledging and checking in with them.
3. Offer customer options to meet their needs, including directing them to products in pharmacy area.
4. Transition smoothly from one task to another to properly assist customers.

D. Inputting Prescription Data and Pickups

1. Key information data for entry for a written or electronically transmitted prescriptions for review for licensed personnel.

2. Typing Prescription Labels.

3. Locate prescriptions for patient.

4. Use work queue appropriately.

5. Ask patient or person authorized to act on behalf of the patient to verify appropriate identifying information before selling any prescriptions.

6. Handling or delivering completed prescriptions to the patient or person authorized to act on behalf of the patient, in accordance with state law.

7. Follow Health Insurance Portability and Accountability Act (HIPAA) procedures, including distributing the Notice of Privacy Practices; ask customer to sign acknowledgment log.

8. Check in with waiting customers and provide status of prescription(s).

9. Inform customers according to the messages or the prescription leaflets (where appropriate).

10. Suggest convenience services to patients.

11. Use "dial-a-pharmacy" and pharmacy translations services (if applicable).

12. Advising the patient and or person authorized to act on behalf of the patient of the availability of counseling to be conducted by the licensed personnel. *

*Licensed Personnel includes registered pharmacists and pharmacy interns.

E. Prescription Counting/Communication

1. Counting assigned dosage units per prescription in order (prioritizing waiters first) while placing them in appropriate containers. *

2. Affixing prescription labels to containers.

3. Confirm National Drug Code (NDC) -defined number on stock bottles against prescription leaflets and check bottle expiration date(s). Check expiration dates on all bottles before counting.

4. Use pharmacy automation devices to count prescription and place in appropriate containers. *

5. Getting Drugs from stock and returning stock bottles to shelf except for liquids,   which are to be taken to a licensed pharmacist for verification.

6. Inform customers of partial fill (PFL) and out-of-stock (OOS) prescriptions. Offer to check nearby locations (where possible) for stock to fill prescription(s).

7. Refill labels, paper, and toner in printers.

8. Preparing manual records of dispensing for the signature or initials or the licensed pharmacist.

9. Perform other duties as necessary.

*Under the Supervision of a Licensed Personnel. Licensed Personnel includes Registered Pharmacist.

F. Customer Identification

1. Greet customers promptly.

2. Obtain the following customer information and enter/update as appropriate: name, phone number, date of birth, allergies, health conditions. Provide insurance and HIPAA privacy acknowledgements.

3. Access existing customer by phone number and confirm correct customer using pertinent identifying information (if applicable).

4. Enter prescriptions using Sig Codes and calculations (e.g., Days' Supply) in the appropriate quantity/units for billing.

G. Pharmacy Systems

1. Use keyboard to toggle between applications on computer.

2. Change printer settings when needed.

3. Access store scheduling system to update availability and request time off.

4. Utilize dispensing management system.

H. Third Party Billing

1. Fax or call for prior authorizations to prescriber offices and insurance providers.

2. Contact third party providers to resolve patient insurance issues.

3. Resolve and update third party rejects.

4. Handle prescriptions covered by Workers Compensation to generate reports/explain reports to customers.

5. Perform other tasks as needed.

6. Provide drug pricing information upon customer request and include information about customer membership program savings opportunities.

*Under the Supervision of a Licensed Personnel. Licensed Personnel includes Registered Pharmacist.

I. Drive Thru (where applicable)

1. Work and manage the drive-thru.

2. Assist customer who is picking up a new prescription order or a refill prescription.

3. Handle multiple drive-thru lanes (if applicable).

4. Greet customers using appropriate language.

J. Claims, Inventory, and Returns

1. Maintain inventory and supplies, Customer Focused Replenishment for Pharmacy.

2. Identify elements affecting inventory management and accuracy.

3. Define and describe the relationship between Inventory Level, Balance on Hand, and Balance on Order.

4. Explain the difference between system-generated and store-initiated Cycle counts.

5. Explain the relationship to 11-digit National Drug Code (NDC).

6. Explain the importance of shelf labels.

7. Explain the benefits of Inventory Management Systems

8. Demonstrate proficiency ordering, receiving, and posting claims (if applicable).

9. Process inventory returns.

10. Review "Excess Inventory" and other Key Performance Indicators and resolve

11. prescription issues.

12. Return "unpicked up" scripts that are deleted from ready status and placed back in patient's profile.

13. Perform Bin Reconciliations.

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Approximate Total Hours   1000 – 2080

Apprentices in Competency-Based Programs shall participate in no fewer than 1,000 documented hours of on-the-job training, and until they have demonstrated a competency for each skill in the Work Processes. Competency Assessment referenced in Appendix B.

Apprenticeship work processes are applicable only to training curricula for apprentices in approved programs. Apprenticeship work processes have no impact on classification determinations under Article 8 or 9 of the Labor Law. For guidance regarding classification for purposes of Article 8 or 9 of the Labor Law, please refer to *https://dol.ny.gov/public-work-and-prevailing-wage*.

PHARMACY ASSOCIATE

APPENDIX B

RELATED INSTRUCTION

Workplace Policy, Procedures, and Safety

1. Welcome to the Pharmacy
2. Corporate Integrity Agreement
3. Federal Pseudoephedrine (PSE) Policy
4. DEA and Pharmacy Regulatory Training
5. Preventing Money Laundering
6. Medicare C and D General Compliance Training
7. Pharmacy Basic Workbook
8. Basic Workplace Safety
9. Inventory Management
10. Incorrect Package to Patient Constructive Discipline Policy
11. Pharmacy Hazardous Waste Training
12. State-Specific Pharmacy Training
13. Privacy and HIPAA Security: Retail Pharmacy
14. Diversity and Inclusion Training
15. Recognizing and Preventing Workplace Violence
16. Sexual Harassment Prevention Training – MUST comply with section 201-g of the Labor Law
17. iPLEDGE Risk Evaluation and Mitigation Strategy (REMS) Training Program
18. Ensuring Quality Assurance
19. General Safety Awareness and Emergency Procedure Plan Training
20. Naloxone Customer Care Guide **Licensed or Non-Licensed
21. National Institute for Occupational Safety and Health (NIOSH) Hazardous Drug Handling

Trade Theory and Science

1. Pharmacy Management System
2. Technician Computer Training Programs
3. Continuous Quality Improvement in the Pharmacy

4. Discarded Customer Financial and Patient Registration

5. Extraordinary Customer Care: Service Recovery in Pharmacy

6. Working with Upset Customers

7. Video: Your Signature-Authorization Cards

8. Tamper-Resistant Prescription Policy Acknowledgement

9. Wages Earned and Hours Worked: Team Members

10. Fraud, Waste, and Abuse: Compliance Overview

11. Quality Control

12. Medical Billing

13. Coordination of Benefits

14. Medicare Stars

15. Medicare Part B-Maintaining Accreditation

16. Safe Vaccine Storage and Handling

17. Customer/Patient Membership Program(s)

18. Prescription Flavoring

19. Electronic Prior Authorization

20. Delivering Patient Care

Competency Assessment

1. Test Preparation
2. Written/Practical Proficiency Examination(s)

Other Related Topics as Necessary

144 hours of Related Instruction need to be available for each apprentice for each year.

Appendix B topics are approved by New York State Education Department.