

# DRAFT NEW TRADE

## PHARMACY TECHNICIAN (RETAIL) (Competency-Based)

### APPENDIX A

O\*NET CODE 29-2052.00

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 with 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. Prescription Refills and Pickups

1. Complete data entry for new prescriptions.
2. Locate prescriptions for patient.
3. Use work queue appropriately.
4. Ask customer to verify appropriate identifying information before selling any prescriptions.
5. Ask customers if they have any problems with each prescription sale; and/or direct patient to pharmacist(s) for consultation in accordance with law.
6. Mix and reconstitute medications and/or retrieve refrigerated medications after processing payment (if applicable).
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).

#### E. Prescription Fills/Communication

1. Fill prescriptions in order. Prioritize waiting customers as needed.
2. 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 filling.
3. Use pharmacy automation devices to fill prescription containers.
4. Return stock bottles to shelf except for liquids, which are to be taken to registered pharmacist for verification.
5. 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).
6. Refill labels, paper, and toner in printers.
7. Perform other duties as necessary.

#### 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.

#### 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. Prescriptions and Compounds for Payment

1. Enter compounds into Pharmacy Management System (if applicable).
2. Update Workers Compensation Board (WCB)/Medical Doctors (MDs) taxes and follow up with MD (if applicable).
3. File prescription hard copies according to standard company and/or state procedures.
4. Deny prescriptions when necessary.
5. Provide drug pricing information upon customer request and include information about customer membership program savings opportunities.

#### K. 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 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 prescription issues.
11. Return “unpicked up” scripts that are deleted from ready status and placed back in patient’s profile.
12. Perform Bin Reconciliations.

L. Immunizations and Vaccinations

1. Offer immunizations to customers.
2. Demonstrate awareness of which immunizations are dispensed and administered at your store, other stores, and within the company.
3. Understand which vaccines require prescriptions from physicians and which vaccines may use standing order protocol.
4. Understand how immunization responsibilities are divided between Pharmacists and Technicians.
5. Demonstrate familiarity with and follow all state regulations.
6. Understand the workflow (overall steps) for handling all immunizations.
7. Process Flu/Non-Flu immunization.

M. Immunization Storage

1. Maintain storage areas at the proper temperatures and rotate vaccines according to expiration dates (if applicable).
2. Maintain stock of immunization supplies.
3. Keep immunization area neat and clean.
4. Process All Other Types of immunizations (for example: Zostavax, Tetanus, Meningitis, Hepatitis A, and Hepatitis B).
5. Process other types of immunizations using standard protocol.

Approximate Total Hours	1000-2080
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**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>*

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### APPENDIX B

#### RELATED INSTRUCTION

##### Workplace Policy, Procedures, and Safety

Welcome to the Pharmacy  
Corporate Integrity Agreement  
Federal Pseudoephedrine (PSE) Policy  
DEA and Pharmacy Regulatory Training  
Preventing Money Laundering  
Medicare C and D General Compliance Training  
Pharmacy Basic Workbook  
Basic Workplace Safety  
Inventory Management  
Compounding and Processing Non-Sterile Preparations  
Incorrect Package to Patient Constructive Discipline Policy  
Pharmacy Hazardous Waste Training  
State-Specific Pharmacy Training  
Privacy and HIPAA Security: Retail Pharmacy  
Diversity and Inclusion Training  
Recognizing and Preventing Workplace Violence  
Sexual Harassment Prevention Training – MUST comply with section 201-g of the  
Labor Law  
iPLEDGE Risk Evaluation and Mitigation Strategy (REMS) Training Program  
Ensuring Quality Assurance  
General Safety Awareness and Emergency Procedure Plan Training  
Naloxone Customer Care Guide  
National Institute for Occupational Safety and Health (NIOSH) Hazardous Drug  
Handling

##### Trade Theory and Science

Pharmacy Management System  
Technician Computer Training Programs  
Continuous Quality Improvement in the Pharmacy  
Discarded Customer Financial and Patient Registration  
Extraordinary Customer Care: Service Recovery in Pharmacy  
Working with Upset Customers

Video: Your Signature-Authorization Cards  
Tamper-Resistant Prescription Policy Acknowledgement  
Wages Earned and Hours Worked: Team Members  
Fraud, Waste, and Abuse: Compliance Overview  
Quality Control  
Medical Billing  
Coordination of Benefits  
Medicare Stars  
Medicare Part B-Maintaining Accreditation  
Safe Vaccine Storage and Handling  
Immunization Training (varies by store)  
Customer/Patient Membership Program(s)  
Prescription Flavoring  
Electronic Prior Authorization  
Delivering Patient Care

Competency Assessment

Exam Preparation  
Pharmacy Technician Pre-Assessment  
Pharmacy Technician Post-Assessment  
Pharmacy Technician Certification Board (PTCB) Exam

Other Related Topics as Necessary

A minimum of 144 hours of Related Instruction must be available to each apprentice.