

# PHARMACARE SERVICES

## Job Description Standards of Performance

(Revised 08-12-03)

**Position:** Pharmacy Technician

**Reports to:** Director of Pharmacy or Staff Pharmacist

**License:** Current Pharmacy Technician Certification as required by State law

**Education:** High school diploma or equivalent

**Status:** Hourly Non-Exempt

### **Job Summary:**

To assist the pharmacist(s) in storing, preparing, dispensing, reconciling, and charging of all medication to the nursing units and treatment areas serviced by the pharmacy. To assist the pharmacist(s) in maintaining an adequate drug inventory and quality control procedures. Pharmacy Technician shall work under the direct supervision of a licensed registered pharmacist, and will only perform activities that are in compliance with the State Board of Pharmacy practices.

### **Knowledge/Skills Required:**

1. Computer-literate
2. Communication (verbal and written)

### **Attitude/Traits/Appearance:**

1. Courteous
2. Cooperative
3. Mature
4. Punctual
5. Neat and professional
6. Accurate
7. Detail-oriented

### **Physical/Mental Requirements:**

1. Adequate range of motion and mobility required
2. May require lifting/carrying moderate loads (40 pounds)
3. Must be physically able to operate the equipment used for the job
4. Sitting, standing, bending, stooping, and the ability to carry items weighing up to 40 pounds
5. Talking and the ability to express and exchange ideas by means of language
6. Hearing and the ability to perceive sound
7. Near acuity with clarity of vision at 2 feet or less required
8. Ability to read, record, or type data quickly and accurately
9. Ability to collect and analyze data and verbal information to reach logical conclusions
10. Ability to determine the time, place, and sequence of operations or actions required
11. May be required to stand for long periods of time (4 to 8 hours)
12. May be required to handle a heavy work volume

### **Environmental/Working Conditions:**

1. Working long hours between breaks or meals may be required
2. Ability to appropriately cope with stress
3. May be exposed to noise of varying intensities
4. Constant contact with co-workers
5. Exposure to fluctuations in temperature may be required
6. Exposure to outdoor environment

### **Equipment Requirements:**

Ability to use fax, telephone, copy machine, computer, and calculator (balance and/or scale, IV hood, and automated dispensing machine (If required))

### **Occupational Demands:**

1. Awareness of the possible exposure to hazardous and/or biological materials
2. Ability to appropriately handle hazardous and/or biological materials

### **Critical Demands:**

1. Ability to prioritize work and handle stress
2. Ability to work cooperatively as a team member of both the department and the hospital

**Age-Specific Statement (Check One):**

( ) Individual has regular, clinical contact with patients and must demonstrate knowledge and skills in caring for patients (or assisting in caring for patients) of different age groups. Individual must demonstrate the ability to care for and utilize resources for patients to promote a cost-effective and efficient environment for patients in the following age groups:

- ( ) Newborn
- ( ) Child
- ( ) Adolescent
- ( ) Adult
- ( ) Geriatric

( ) Individual has contact with patients in a non-clinical setting and must understand and demonstrate appropriate behavior when interacting with patients in the following age groups:

- ( ) Newborn
- ( ) Child
- ( ) Adolescent
- ( ) Adult
- ( ) Geriatric

( ) Individual has no contact with patients.

**Basic Functions:**

1. Regular attendance is required to perform the essential duties and responsibilities of this position.
2. Maintains performance levels that support the mission and philosophy of PharmaCare Services of providing exceptional patient care and satisfaction
3. Employee must maintain confidentiality of patient and employee information, as well as all PharmaCare Services proprietary information at all times.
4. Attends compliance-related in-services (evidenced by attending mandatory corporate compliance in-service, and/or hospital orientation, and/or mandatory staff in-services)

**Duties and Responsibilities:**

1. Accurately fills unit-dose medication orders and delivers medications to nursing units in a timely manner after pharmacist has checked them
2. Makes timely rounds to each nursing unit as directed by the pharmacist, to deliver medications, IVs, Auto Stop Reports, MARs, etc. and to pick up orders and credits
3. Completes all credits returned to pharmacy timely and accurately; accurately and appropriately returns medications to stock before leaving for the shift
4. Complies with policy and procedures when issuing and charging requisitioned drugs to other hospital departments and clinics; maintains appropriate records of requisitions as designated in pharmacy's policy and procedures

5. Demonstrates the ability to maintain appropriate inventory levels by recording all drugs and supplies needed on the appropriate document for wholesaler ordering
6. Accurately completes assigned monthly Unit Inspections on a timely basis
7. Assists pharmacist in cartfill, by generating necessary reports, and accurately filling, exchanging, and billing; appropriately documents and files cartfill reports
8. Maintains floor stock systems within the hospital and clinics by accurately reconciling, restocking and charging for medications removed
9. Accurately completes daily billing procedures as assigned
10. Complies with Rules and Regulations of the State Board of Pharmacy in accurately preparing IVs as assigned, utilizing aseptic technique, under the supervision of a pharmacist
11. Accurately performs assigned duties/projects as specified by the director or staff pharmacist in a timely manner
12. Performs other duties as assigned by appropriate management

### **Behavioral Expectations:**

1. Compassion - Demonstrates sensitivity for the needs of others by showing appreciation and respect for the dignity of all persons. Shows concern for the feelings of others through actions that express thoughtfulness, attentiveness and confidentiality
2. Service - Anticipates and responds to the needs of patients, visitors, physicians, employees, volunteers and the community. Recognizes the needs of others and takes appropriate steps
3. Communication - Expresses and receives, through word, body language and listening skills, all information needed for job performance. Presents information (verbal and/or written) in a clear and concise manner that is easy to hear or read and understand
4. Fairness - Displays open-mindedness and objectivity in relations with patients, visitors, physicians, employees, volunteers and the community. Treats all persons justly acting without self-centeredness, prejudice and favoritism
5. Courtesy - Demonstrates the hospitality of PharmaCare through words and behavior. Displays friendliness, kindness and appropriate manners in interactions with patients, visitors, physicians, employees, volunteers and the community.
6. Teamwork - Promotes a spirit of unity which enables the group to work together to achieve a common goal. Takes initiative to perform job and/or assist co-workers, supporting the work of others in accomplishing the mission of the Company
7. Stewardship - Demonstrates efficient and careful use of materials and human resources to carry out the mission of the department and PharmaCare, in a resourceful and creative manner. Effectively utilizes and is not wasteful of human and financial resources, equipment, supplies, building, and property
8. Flexibility - Displays open-mindedness and adaptability by adjusting to meet the needs of the department and PharmaCare. Receives in a positive manner suggestions for improvement and necessary changes in scheduling, procedures and assignments
9. Professionalism - Presents a positive image of himself/herself and of PharmaCare. Exhibits behaviors, which demonstrate competence, reliability, self-control, honesty, and appropriate overall appearance while rendering service

10. Concern for Environment - Demonstrates responsibility for maintaining an environment, which is conducive to the work of PharmaCare. Takes necessary measures to assure work area and the Company, as a whole is kept safe, neat, quiet and clean

**Marginal Functions:**

A review of this job description may have omitted some of the marginal functions of the position that are incidental to the performance of the job duties and responsibilities. This position description, in no way, states or implies that these are the only duties and/or responsibilities to be performed by the employee in this position. The employee in this position will be required to follow any other job-related instructions and to perform any other job-related duties requested by his/her supervisor.

I acknowledge that my employment relationship with PharmaCare Services, unless otherwise provided in writing, shall be defined as “employment-at-will” where either party may dissolve the relationship at any time.

I have reviewed this job description and understand that it is my responsibility to perform up to the high standards set forth by PharmaCare Services.

\_\_\_\_\_  
Technician Printed Name

\_\_\_\_\_  
Technician Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director of Pharmacy Signature

\_\_\_\_\_  
Date