

## UW HEALTH JOB DESCRIPTION

### PHARMACY TECHNICIAN - DISPENSING

Job Code: 510004	FLSA Status: Non-Exempt	Mgt. Approval: S. Rough	Date: July 2019
Department : Pharmacy		HR Approval: J. Olson	Date: July 2019

#### JOB SUMMARY

The Dispensing Pharmacy Technician is responsible for providing pharmacy services including, but not limited to, distributing pharmaceuticals, performing inventory control, completing compliance audits and financial transactions, providing customer service, and maintaining pharmacy records. The Dispensing Pharmacy Technician works as part of an interdisciplinary patient care team under the direction of the Clinical Pharmacist(s) and/or Pharmacy Technical Supervisor. The Dispensing Pharmacy Technician may assist in the on-line training of staff under the direction and guidance of a Pharmacy Technical Supervisor and/or Pharmacy Technician Trainer.

The Dispensing Pharmacy Technician is designed to utilize and extend knowledge and competency while performing technical pharmacy functions of the Ambulatory Pharmacy, Inpatient Pharmacy, Pharmaceutical Research Center, or Drug Policy Program.

#### MAJOR RESPONSIBILITIES

Major responsibilities of the Dispensing Pharmacy Technician will vary depending on which pharmacy role he/she is employed.

##### AFCH/University Hospital/TAC Carousel Technician

- 1.) Receive, distribute, manage, and store pharmaceutical products and supplies throughout the institution. Distribution and management of pharmaceutical supplies include the following:
  - a. Exchange medication carts
  - b. Complete unit dose cartfill and first dose dispensing activities using pharmacy automation (RxRobot and Med Carousel)
  - c. Receive, fill, issue, and store pharmaceutical products and supplies
  - d. Charge and/or credit patients for medications used in patient care areas
  - e. Initiate transfer of patient's drugs, profile, as applicable
  - f. Complete the necessary dispensing records
  - g. Assist with pharmacy automation via Robot and Med Carousel
  - h. Receive, issue, and store pharmaceutical products and supplies and receive and fill new orders
  - i. Check expiration dates
  - j. Perform audits as necessary
  - k. Restock Emergency Boxes and Trays
  - l. Monitor drug product quality
  - m. Rotate stock on a regular basis

And/or

##### AFCH/University Hospital/TAC Delivery Technician

- 1.) Receive, distribute, manage, and store pharmaceutical products and supplies throughout the institution. Distribution and management of pharmaceutical supplies include the following:
  - a. Exchange medication carts
  - b. Deliver medication to many different inpatient and ambulatory patient care areas
  - c. Receive, fill, issue, and store pharmaceutical products and supplies
  - d. Restock floor stock medications using both manual and automated systems
  - e. Charge and/or credit patients for medications used in patient care areas
  - f. Initiate transfer of patient's drugs, profile, as applicable
  - g. Put away all medication orders except chemotherapy and Total Nutrient Admixtures
  - h. Complete medication compliance checks on the units
  - i. Pull discontinued medications from the patient drawers
  - j. Provide hourly medication deliveries to patient units
  - k. Maintain inpatient care area floor stock
  - l. Complete the necessary dispensing records
  - m. Assist with pharmacy automation via Robot and Med Carousel
  - n. Check expiration dates
  - o. Perform audits as necessary
  - p. Restock Emergency Boxes and Trays
  - q. Monitor drug product quality
  - r. Rotate stock on a regular basis

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### And/or

#### Central Unit Dose Technician

- 1.) Receive, distribute, manage, and store pharmaceutical products and supplies throughout the institution. Distribution and management of pharmaceutical supplies include the following:
  - a. Exchange medication carts
  - b. Complete unit dose cartfill and first dose dispensing activities using pharmacy automation (RxRobot and Med Carousel)
  - c. Deliver medication to many different inpatient and ambulatory patient care areas
  - d. Receive, fill, issue, and store pharmaceutical products and supplies
  - e. Charge and/or credit patients for medications used in patient care areas
  - f. Initiate transfer of patient's drugs, profile, as applicable
  - g. Pull discontinued medications from the patient drawers
  - h. Maintain inpatient care area floor stock
  - i. Complete the necessary dispensing records
  - j. Receive, issue, and store pharmaceutical products and supplies and receive and fill new orders
  - k. Restock Emergency Boxes and Trays

### And/or

#### Packaging Technician

- 1.) Receive, distribute, manage, and store pharmaceutical products and supplies throughout the institution. Distribution and management of pharmaceutical supplies include the following:
  - a. Exchange medication carts
  - b. Deliver medication to many different inpatient and ambulatory patient care areas
  - c. Receive, fill, issue, and store pharmaceutical products and supplies
  - d. Complete the necessary dispensing records
  - e. Prepare medications by repackaging oral suspensions, solutions, inhalants, and tablets into unit dose packaging
  - f. Assist with pharmacy automation via Robot and Med Carousel
  - g. Receive, issue, and store pharmaceutical products and supplies and receive and fill new orders
  - h. Check expiration dates
  - i. Perform audits as necessary
  - j. Restock Emergency Boxes and Trays
  - k. Monitor drug product quality
  - l. Rotate stock on a regular basis

### And/or

#### Automated Dispensing Cabinet Technician

- 1.) Receive, distribute, manage, and store pharmaceutical products and supplies throughout the institution. Distribution and management of pharmaceutical supplies include the following:
  - a. Exchange medication carts
  - b. Complete unit dose cartfill and first dose dispensing activities using pharmacy automation (RxRobot and Med Carousel)
  - c. Receive, fill, issue, and store pharmaceutical products and supplies
  - d. Restock floor stock medications using both manual and automated systems
  - e. Charge and/or credit patients for medications used in patient care areas
  - f. Initiate transfer of patient's drugs, profile, as applicable.
  - g. Put away all medication orders except chemotherapy and Total Nutrient Admixtures
  - h. Complete medication compliance checks on the units
  - i. Pull discontinued medications from the patient drawers
  - j. Order and stock medications in automated dispensing cabinets on the inpatient care units as needed
  - k. Maintain inpatient care area floor stock
  - l. Complete the necessary dispensing records
  - m. Receive, issue, and store pharmaceutical products and supplies and receive and fill new orders
  - n. Check expiration dates
  - o. Perform audits as necessary
  - p. Restock Emergency Boxes and Trays
  - q. Monitor drug product quality
  - r. Rotate stock on a regular basis

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**And/or**

### **Stockroom**

- 1.) Sort all incoming pharmaceutical orders in an efficient and accurate manner for each location
- 2.) Ensure accuracy of cost accounting throughout the entire central pharmacy and clinic medication use system
- 3.) Accurately compile and issue orders on a daily basis for all customers
- 4.) Work with transportation to ensure safe, timely, and proper delivery for all products

**And/or**

### **Pharmacy Tamper-Evident & Repackaging Technician – Pharmacy Services Building (PSB) only**

- 1) Responsible for repackaging bulk products into unit dose systems
- 2) Direct product manipulation prior to patient administration and requires non-sterile compounding techniques
- 3) Responsible for all tamper-evident packaging of end products
- 4) Operates advanced, innovative technology to assist in preparation of unit dose systems and tamper-evident packaging (Vertical L-Bar Sealer, Fluidose, etc.)
- 5) Handling of controlled substances in accordance with pharmacy department policies and procedures
- 6) Ensure compliance with all applicable laws, regulations, and policies in applicable areas of work including documentation and maintaining accurate record keeping

**And/or**

### **SPA (Stock)**

- 1.) Requires specialized pharmacy technician training. Must understand sterile product preparation procedures and follow all regular testing and compliance accordingly.
- 2.) Completes direct product manipulation prior to patient administration and requires complex sterile compounding techniques and mathematical calculations
- 3.) Responsible for product preparation and quality assurance. Testing requires documenting all product lot numbers, quarantining of prepared products, completing sterility testing, following up and maintaining accurate record keeping to ensure compliance with FDA regulations
- 4.) Completes assessment of drug inventory levels on a weekly basis to ensure adequate levels are maintained
- 5.) Responsible for drug accountability record completion/investigation and reconciliation to ensure a 100% cradle to grave accountability

**And/or**

### **SPA (University Hospital, AFCH, and/or TAC SPA)**

- 1.) Requires specialized pharmacy technician training. Must understand sterile product preparation procedures and follow all regular testing and compliance accordingly.
- 2.) Completes direct product manipulation prior to patient administration and requires complex sterile compounding techniques and mathematical calculations
- 3.) Prepares a variety of products including specialized dilutions, intravenous bags, injections, custom dialysis solutions, epidurals, specialty infusions, patient-controlled-analgesic products, large and small volume parental products, and narcotic orders
- 4.) Responsible for product preparation and quality assurance. Testing requires documenting all product lot numbers, quarantining of prepared products, completing sterility testing, following up and maintaining accurate record keeping to ensure compliance with FDA regulations.
- 5.) Operates advanced, innovative technology to assist in preparation of sterile products (MedKeeper, Baxa Compounder etc.)

**And/or**

### **Triage Pharmacy Technician**

- 1) Works independently and serves as a liaison to all inpatient staff (pharmacists, nurses, etc.) calling central pharmacy
- 2) Must understand Delivery, CUD, Packaging, & Carousel
- 3) Responsible for ensuring accurate generation of reports to ensure removal, transfer, or return of medications
- 4) Communicates directly with nursing staff to triage missing medications for patients while balancing established

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distribution workflows of central pharmacy

- 5) Responsible for facilitating loan-borrow program between affiliate organizations

**And/or**

### **Retail Pharmacy Technician**

- 1) Prepare medications in the Ambulatory Pharmacy areas
- 2) Enter patient data, interpret and enter prescription information, price non-standard prescriptions for uncoded items, prepare patient billing information, generate a prescription label and patient receipts, select and use pharmacy pay codes, payers, and plans appropriate to each type of transaction
- 3) Responsible for multiple components of the prescription filling process in the pharmacy: order entry & transcription, billing third party prescription benefits, troubleshooting insurance issues, preparing and dispensing prescription products, inventory management, customer service, and cash handling
- 4) Assist with preparation, measuring, compounding, and labeling of the prescription which includes the mixing of oral suspensions, measuring liquid medications, counting the required capsules or tablets and compounding ointments, creams, lotions, oral syringes, and vials under the pharmacist's supervision. Participate in the double check system for all prescriptions filled
- 5) Prepare mail-out prescriptions and expedite processing according to hospital and pharmacy policies
- 6) Facilitate cost-effective delivery and mailing of prescriptions through UW delivery drivers or mail services
- 7) Responsible for non-sterile compounding of products for take-home prescriptions
- 8) Serve as first point of contact for patients and other health care providers when interacting with the pharmacy. Interact with hundreds of patients on a daily basis to ensure accurate, efficient, and patient-centered service.
- 9) Assist patients with prescriptions and over-the-counter sales, obtaining pharmacist approval where required or requested
- 10) Assist in the inventory control of pharmaceuticals in the Ambulatory Pharmacy Areas
- 11) Responsible for prescription inventory management, submitting orders with wholesalers and suppliers, managing over-the-counter inventory and supplies, and any automation (e.g., Parata) associated with inventory management
- 12) Assist patients over the telephone while using proper telephone etiquette
- 13) Provide information to outpatients, trainees, and those who telephone the Ambulatory Pharmacy Areas. Screen and direct phone calls appropriately.
- 14) Process cash and credit card transactions, audit pharmacy activity, and calculate selected statistical indicators of Ambulatory Pharmacy activity.
- 15) Reconstitute and prepare injectable chemotherapy medications
- 16) Prepare injections under a sterile vertical-flow containment cabinet using proper sterile technique and safety precautions. Accuracy is of extreme importance with chemotherapeutic drugs due to their low therapeutic index.

**And/or**

### **Pharmacy Technician Trainee**

- 1.) Perform all duties associated with the Pharmacy Technician Training Program.

Perform additional duties as assigned.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

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### JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent
	Preferred	Completion of an accredited pharmacy technician training program
Work Experience	Minimum	
	Preferred	Previous pharmacy technician experience
Licenses & Certifications	Minimum	
	Preferred	Certified Pharmacy Technician
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Attention to detail</li> <li>• Customer service skills</li> <li>• Excellent verbal and written communication skills</li> <li>• Ability to work independently as well as part of a team</li> <li>• Time and task management, prioritizing, and organizational skill</li> <li>• Ability to prioritize and problem solve</li> <li>• Ability to mathematically compute and convert drug concentrations and doses</li> <li>• Ability to type</li> <li>• Previous experience with computers, preferably using Microsoft Office and other Windows based system. Ability to use computer for order entry, inventory control, billing, and record keeping.</li> </ul>

### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
X <b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide			

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occupational qualifications:	
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Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.