JOB SUMMARY

The Pharmacy Technician Specialist is responsible for providing pharmacy services, including, but not limited to preparing and distributing pharmaceuticals, performing inventory control, compliance audits, and financial transactions, providing customer service, and maintaining pharmacy records. The Pharmacy Technician Specialist works as part of an interdisciplinary patient care team, and under direction of the Clinical Pharmacist(s) and/or Pharmacy Technical Supervisor. The Pharmacy Technician Specialist 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 Pharmacy Technician Specialist 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 Pharmacy Technician Specialist will vary depending on which pharmacy role he/she is employed.

Remote Dispensing Technician
1) Responsible for maintaining competence in all responsibilities of a Retail Technician
2) Works independently and serves as a liaison to clinic staff (physicians and nurses) to support the medication use system
3) Responsible for all clinic relations and for triaging physician and nurse needs since a pharmacist is not available on site.
4) Oversees the entire prescription process within the clinic without onsite pharmacist support.
5) Accountable for inventory management, customer service, and managing the remote dispensing software for patient interactions.
6) Requires specialized training for telepharmacy software for product verification and to facilitate patient counseling on-site.

And/or

Tech-Check-Tech
7) Trained and validated pharmacy technicians to work independently to complete the final accuracy check for first dose and cart fill medications dispensed from semi-automated dispensing technology
8) Requires completion of accredited pharmacy technician training program
9) Must maintain a performance evaluation score of 3
10) Complete and pass an internal practical and written assessment
11) Must obtain a 99.8% accuracy rate for a minimum of 2,500 consecutive doses over a period of five checking sessions

And/or

Technician Trainer
12) Has acquired advanced skills in his/her area of pharmacy and has mastered all tasks and categories of work in multiple areas and functions demonstrating the utmost competency and ability to independently
13) Must maintain a performance evaluation score of 3
14) Facilitates and participates in the training of Dispensing, Preparation and/or Specialist pharmacy technicians
15) Evaluates staff competency in coordination with Pharmacy Manager and/or Technical Supervisor
16) Assists in the provision of employee orientation and training
17) Serves as a lead preceptor and/or conduct didactic training for the technician training program
18) Holds staff and colleagues accountable for their performance
19) Provides specific, ongoing and timely feedback to employees
20) Participates in quality assurance activities related to ensuring maintaining competency for current employees
21) Participates in cross training of current pharmacy technicians to other areas of the department
22) Participates in the creation and maintenance of technician training materials and programming
23) Performs on-line duties as a scheduled technician based on operational need and supervisor discretion

And/or

Allergy Technician
24) Develops patient specific protocols for antigen challenges and testing.
25) Aids in creating complex allergy testing kits that require serial dilutions (complex math calculations).
26) Must understand complex billing and charge transfers for antigens and other immunotherapy related medications.
27) Regularly uses outpatient pharmacy system, HealthLink, and OrderRx.
28) Works independently and serves as a liaison to clinic staff (physicians and nurses) to support the medication use system
29) Uses appropriate sterile compounding technique and completes all regular testing and compliance.
30) Must be an approved driver to use the department car

And/or

Nuclear Medicine
31) Requires specific training on handling radiopharmaceuticals
32) Acts as liaison to radiology department and triaging needs when pharmacist is not available
33) Uses sterile product preparation procedures and follow all regular testing accordingly.
34) Responsible for ordering, receiving, storing and monitoring the inventory for radioactive drugs.
35) Responsible for preparing, compounding and handling radiopharmaceutical kits.
36) Responsible for ensuring accuracy checks for purity and quality of instruments, devices, equipment and products prepared.

And/or

Oncology SPA Technician.
37) Responsible for all hazardous preparations across organization.
38) Requires specific hazardous substance handling training.
39) Uses sterile product preparation procedures and follow all regular testing and compliance accordingly.
40) Responsible for direct product manipulation prior to patient administration and requires complex sterile compounding techniques and mathematical calculations.
41) Responsible for preparing 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.
42) 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 ensuring compliance with FDA regulations.
43) Operates advanced, innovative technology to assist in preparation of sterile products (MedKeeper, IV OncoRobot, etc.)

And/or

Narcotic Vault Technician
44) Works independently and does not operate under direct supervision of a pharmacist
45) Ensures compliance with DEA rules and regulations
46) Distributes and maintains integrity of all narcotic use across UW Health (CSC, AFCH, OPP, Oncology, TAC, OR’s, SPA, Hospice, Clinics, etc.)
47) Completes audits of narcotic utilization
48) Responsible for following up on all narcotic related discrepancies

And/or

Anticoagulation Technician
49) Provide direct patient care for patients receiving care through the UW Health Anticoagulation Clinic by conducting point-of-care INR tests for patients in clinic. Document results in Health Link for pharmacist evaluation and adjustment of anticoagulation therapy.
50) Transcribe INR results from non-UW Health labs into Health Link
UW HEALTH JOB DESCRIPTION

51) Complete referral in Health Link for any patient enrolled into the UW Health Anticoagulation program.
52) Works independently and serves as a liaison to clinic and pharmacy staff to support the medication use system

And/or

Business Integrity Technician
53) Works independently and does not operate under direct supervision of a pharmacist
54) Orders and distributes acute care priced medications to appropriate pharmacy locations
55) Arranges cost transfers for acute care priced medications between pharmacy locations
56) Works directly with pharmacy supply chain to carry out long term purchasing strategy for pharmacy locations
57) Independently responsible for inventory control and distribution of medications purchased under the long term purchasing strategy
58) Performs reimbursement audits for pharmacy locations and resubmits claims to payers, where appropriate, to maximize reimbursement
59) Independently identifies/requests competitive pricing from various suppliers and optimizes medication ordering strategy for pharmacy locations
60) Ensures optimal utilization of product ordering groups and site-specific medication inventory levels through the pharmacy inventory control portal
61) Tracks inventory transfers between pharmacy locations and completes cost transfers for these transactions
62) Ensures maximal reimbursement from Medicaid for medications administered in outpatient clinics by ensuring billing through the pharmacy benefit
63) Holds pharmacy staff members accountable to following purchasing and billing strategy policies and procedures

And/or

Agrace HospiceCare Technician
64) Works independently and oversees the medication use process, not always under direct supervision of a pharmacist
65) Serves as a liaison to hospice staff (providers and nurses) to support the medication use system and drug distribution
66) Customer service liaison to Agrace HospiceCare leadership team, physicians and nurses
67) Responsible for logistics for the distribution of pharmaceuticals, to and from University Hospital across Agrace HospiceCare facilities:
68) This includes, but is not limited to, oversight and management of automated dispensing cabinets, assuring accurate and correct shipping manifests, assuring package integrity, assuring appropriate packaging of hazardous drugs, overseeing inventory management principles and billing quality assurance
69) Oversees, distributes and maintains the integrity of controlled substance use between UW Health and Agrace HospiceCare
70) Responsible for following up on controlled substance related discrepancies in areas of responsibility
71) Works independently to complete the final accuracy check for batch fill for automated dispensing cabinet medications dispensed from semi-automated dispensing technology
72) Has acquired advanced skills in his/her area of pharmacy and has mastered all tasks and categories of work in multiple areas and functions demonstrating the utmost competency
73) Facilitates and participates in the cross training of Dispensing, Preparation and/or Specialist pharmacy technicians in this area of practice
74) Assists in the provision of employee orientation and training
75) Provides specific, ongoing and timely feedback to employees

And/or

Sterile Product Area Quality Control Technician - Pharmacy Services Building (PSB) only
76) Works with Pharmacy Manager of Pharmacy Enterprise Building (PEB) to ensure that policies and procedures are current and that all compounding activities are in compliance with USP, state, and federal regulations
77) Coordinates regular sterility and stability testing of stock sterile product in compliance with USP, state, and federal regulations
78) Oversees all documentation related to stock sterile product production and facility controls
79) Management of end product quarantine process and provides final product release prior to distribution
80) Performs all testing associated with quality control and environmental sampling programs
81) Ensures all compounding and testing records are accurate and complete
UW HEALTH JOB DESCRIPTION

82) Requires significant working knowledge of sterile product stock production operations
83) Operates advanced, innovative technology to assist in preparation of stock sterile products

And/or

Stockroom – Pharmacy Service Building (PSB) Lead
84) All activities of a pharmacy technician preparation – Stockroom – CSC Lead AND as they relate to the PSB
85) All activities of a pharmacy technician preparation – Inventory Control as they relate to the PSB
86) Additional activities include
   a. Responsible for logistics for distribution of pharmaceuticals across the pharmacy enterprise that leave from the PSB
      i. This includes, but is not limited to, assuring accurate and correct shipping manifest, assuring package integrity, and assuring appropriate packaging of hazardous drugs
   b. In partnership with the narcotic technician at the PSB, is responsible for assuring compliance with all DEA manufacturer and distributor regulations
   c. Accountable for the recall process (RASMAS) for all UW Health locations
   d. Serves as a super-user the automated packaging machine
   e. Serves as a super-user for Enterprise Medication Manager (EMM) which is the system used to manage shipping and cost transfer logistics

Perform additional duties as assigned.

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

JOB REQUIREMENTS

<table>
<thead>
<tr>
<th>Education</th>
<th>Minimum</th>
<th>High School Diploma or equivalent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Preferred</td>
<td>Completion of an accredited pharmacy technician training program</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Work Experience</th>
<th>Minimum</th>
<th>One (1) year experience as a pharmacy technician or completion of accredited pharmacy technician training program</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Preferred</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Licenses &amp; Certifications</th>
<th>Minimum</th>
<th>Certified Pharmacy Technician</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Preferred</td>
<td></td>
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</tbody>
</table>

Required Skills, Knowledge, and Abilities

- Attention to detail
- Customer service skills
- Excellent verbal and written communication skills
- Ability to work independently as well as part of a team
- Time and task management, prioritizing, and organizational skill
- Ability to prioritize and problem solve
- Ability to mathematically compute and convert drug concentrations and doses.
- Ability to type
- 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.

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,

<table>
<thead>
<tr>
<th>Infants (Birth – 11 months)</th>
<th>Adolescent (13 – 19 years)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toddlers (1 – 3 years)</td>
<td>Young Adult (20 – 40 years)</td>
</tr>
<tr>
<td>Preschool (4 – 5 years)</td>
<td>Middle Adult (41 – 65 years)</td>
</tr>
<tr>
<td>School Age (6 – 12 years)</td>
<td>Older Adult (Over 65 years)</td>
</tr>
</tbody>
</table>

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.
# UW HEALTH JOB DESCRIPTION

## 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.*

<table>
<thead>
<tr>
<th>Physical Demand Level</th>
<th>Occasional Up to 33% of the time</th>
<th>Frequent 34%-66% of the time</th>
<th>Constant 67%-100% of the time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sedentary:</strong> 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.</td>
<td>Up to 10#</td>
<td>Negligible</td>
<td>Negligible</td>
</tr>
<tr>
<td><strong>Light:</strong> 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.</td>
<td>Up to 20#</td>
<td>Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls</td>
<td>Negligible or constant push/pull of items of negligible weight</td>
</tr>
<tr>
<td><strong>Medium:</strong> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying of objects weighing up to 25 pounds.</td>
<td>20-50#</td>
<td>10-25#</td>
<td>Negligible-10#</td>
</tr>
<tr>
<td><strong>Heavy:</strong> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.</td>
<td>50-100#</td>
<td>25-50#</td>
<td>10-20#</td>
</tr>
<tr>
<td><strong>Very Heavy:</strong> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.</td>
<td>Over 100#</td>
<td>Over 50#</td>
<td>Over 20#</td>
</tr>
</tbody>
</table>

List any other physical requirements or bona fide occupational qualifications:

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.