

Provided by: Baxter Regional Medical Center

Criteria Based

Job Description

**TITLE: PHARMACY TECHNICIAN, MEDICATION HISTORY**

**DEPARTMENT: PHARMACY**

**Qualification(s):** High school diploma or GED. Current registration as a Pharmacy Technician in the State of Arkansas or eligible. Pharmacy Technician Certification Board (PTCB) certification required. If not certified at time of hire, must obtain certification within 6 months of hire.

**Experience:** Minimum of two years Pharmacy Technician experience required. Previous retail pharmacy experience including prescription transcription duties preferred. Trained in general use of pharmacy computer systems

**Skills:** Accurate work with careful attention to detail and persistence to get the job done right every time. Working knowledge of common outpatient medication doses and forms preferred. Possess the necessary interpersonal and communication skills required to interact with patients, coworkers and other health professionals. Ability to prioritize work in a high volume work environment. Must be able to write legibly, speak, and read English proficiently. Must be able to operate computer,

calculator, telephone, pager, and other related pharmacy equipment. Adapt to changes in workload and schedule to meet patient needs. Set priorities and solve problems

Responsibilities:

Perform medication history assessments for new admissions to the hospital, providing complete information regarding each medication identified (i.e., drug, dose, route, frequency, indication for PRN, and last dose taken-date/time).

Verify patient allergy information and ensure complete documentation (i.e., substance, allergy category, reaction description)

Coordinate medication history assessment with nursing team.

Document the medication history and allergy information in the electronic medical record accurately and in a timely manner.

Participate in performance improvement activities

Precept Pharmacy Technicians, Pharmacy Students, Pharmacists, and Nurses regarding home medication interviews and documentation

In addition to these specialized responsibilities, the med history pharmacy tech will also be able to function as a standard pharmacy tech:

Assisting pharmacists in preparing and distributing drugs, maintaining the drug inventory and maintenance of records

Responsible for knowledge and application of hospital-wide corporate compliance policies as well as compliance issues for specific areas of accountability

Must work with Compliance Officer and the Compliance Committee to detect, report, and resolve any compliance concerns in a timely manner.

Other duties as assigned

Pharmacy technicians work only under the supervision of a licensed pharmacist

**Contacts:** Reports directly to the pharmacist on service for the Med History team and to other pharmacists while working and to the Director of Pharmacy or his/her designee. Contacts include pharmacists, pharmacy technicians, nurses, physicians, patients and families, allied health professionals, external vendors, and related parties as necessary.

**Work**

**Environment:** Emergency Department, Patient care units, Patient rooms, Pharmacy

Physical and

Other Demands: Requires ability to handle stress; repetitive use of hands and fingers (preparation of IV solutions, use of computer keyboard); ability to work independently; ability to stand (50%) and sit (20%) and walk (30%) throughout shift-walking or standing for long periods of time (4 – 8 hours); ability to lift and carry moderate (e.g. 25 lbs) loads; stooping or kneeling (e.g. to pick up items from floor or on higher/lower shelves); must be able to operate equipment required to perform pharmacy department tasks; work with numerous or constant interruptions; and weekend/holiday/on-call/night shifts may be required; effective communication skills (verbal and written).

Supervises: None.

Occupational

Hazards: Potential for exposure to hazardous or toxic substances (e.g. chemotherapeutic/cytotoxic drugs and cleaning solutions; potential for musculoskeletal injury if proper lifting/carrying techniques are not followed.

## **Compliance**

**As part of its commitment to ethical and legal conduct, the hospital expects all BRMC employees to bring to the attention of the department head, employee hotline (888/506-6444), or compliance officer information regarding any suspected improper conduct.**

**Other duties as assigned.**

Created 6/2011

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 PRIMARY RESPONSIBILITIES

## PERFORMANCE STANDARDS

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| <ol style="list-style-type: none"> <li>1. Interviews patients and their families for the purpose of compiling an accurate and complete list of medications the patient was taking before admission to the hospital and to verify patient's allergy information. Contacts the patient's community pharmacy, physician's office, or other healthcare facility for clarifications if needed. Works closely with the supervising pharmacist.</li> </ol> | <ol style="list-style-type: none"> <li>1. Verifies patient ID using 2 identifiers at beginning of interview</li> <li>2. Identifies themselves to the patient and/or family/caregiver</li> <li>3. Asks the patient if it would be okay to review their home medications</li> <li>4. Asks the patient if it would be okay to discuss home medications in front of others</li> <li>5. Asks the patient if they brought their medications from home to verify</li> <li>6. Asks the patient if they brought their medication list from home to verify</li> <li>7. Asks open-ended questions regarding how the patient takes their home medication</li> <li>8. Reads the patient's name on the prescription bottle during the interview</li> <li>9. Reads the name of the medication, dose, and directions to the patient during the interview</li> <li>10. Asks the patient what community pharmacy they currently use</li> <li>11. Asks the patient if it would be okay to call the community pharmacy to verify medications</li> <li>12. Asked the patient if they are allergic to any medications</li> <li>13. Asks the patient what types of reactions they had to the medications</li> <li>14. Asks the patient when was the last time they took their home medications</li> <li>15. Asks the patient if there are any other medications they left at home (i.e. eye drops, inhalers, insulin, patches, home injections, OTC medications, vitamins, herbals)</li> <li>16. Thanks patient and/or family/caregiver for their time</li> <li>17. Advises patient to please let us know if they need anything</li> <li>18. Transcribes med history patient to computerized patient medication profile accurately and completely, providing complete information regarding each medication identified (i.e., drug, dose, route, frequency, indication for PRN, and last dose taken-date/time).</li> <li>19. Transcribes allergy information to computerized allergy profile accurately and completely, providing complete documentation (i.e., substance, allergy category, reaction description)</li> <li>20. Notifies supervising pharmacist when interview and documentation are complete so that work can be verified.</li> </ol> |
| <ol style="list-style-type: none"> <li>2. Precepts pharmacy technicians,</li> </ol>   | <ol style="list-style-type: none"> <li>1. Teaches individuals or classes how to perform good</li> </ol>   |

pharmacy students, pharmacists, and nurses regarding medication history interview and documentation.

medication history and allergy interviews.

2. Instructs individuals or classes how to properly document medication histories and allergy information in the electronic medical record.

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3. Reports suspected medication errors or adverse drug reactions to the supervising pharmacist.

4. Procures and distributes drug orders per pharmacist or physician request or prearranged work assignment, according to established policies, procedures, and protocols.

1. Fills physician orders, surgical medication kits, medication carts, automated dispensing cabinets, medication requisitions, and specialty items/bins accurately and on a timely basis.
2. Identifies and fills replacement medications on crash carts, emergency drug supplies, surgery carts, and floor stock accurately and on a timely basis.
3. May prepare sterile products (including chemotherapy and/or parenteral nutrition admixtures, if permitted by law) accurately and on a timely basis.
4. Submits all work to a pharmacist for verification before delivery.
5. Delivers medication and supplies to patient care and ancillary areas accurately.

5. Maintains adequate stock of medications and supplies according to established policies, procedures, and protocols.

1. Assists in ordering, receiving, unpacking, and storing pharmaceuticals and supplies in appropriate locations and under proper storage conditions
2. Rotates stock to ensure use before expiration date
3. Identifies and replaces outdates and unusable items.
4. Restocks medication and IV dispensing areas.
5. Prepackages medications in unit of use containers.

6. Contributes to the quality and effective operation of the department

1. Participates in quality improvement, and other related activities of the department. Collects data, conducts monitoring and inspections, and maintains all required logs, records, and documentation as assigned.
2. Participates in the development and implementation or orientation, training, and education programs for medical, nursing, and allied health profession staff.
3. Works under the supervision of the pharmacist on service for

the Medication History service. Organizes and prioritizes work assignments. Ensures pharmacy services are provided in a timely manner.

4. Picks up orders, requisitions, and medications for return from patient care areas when on delivery rounds
5. Enter charges and credits into the computer system accurately.

7. Reports suspected medication errors or adverse drug reactions to the supervising pharmacist.

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8. Procures and distributes drug orders per pharmacist or physician request or prearranged work assignment, according to established policies, procedures, and protocols.
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  3. May prepare sterile products (including chemotherapy and/or parenteral nutrition admixtures, if permitted by law) accurately and on a timely basis.
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9. Maintains adequate stock of medications and supplies according to established policies, procedures, and protocols.
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  4. Restocks medication and IV dispensing areas.
  5. Prepackages medications in unit of use containers.
10. Contributes to the quality and effective operation of the department
  1. Participates in quality improvement, and other related activities of the department. Collects data, conducts monitoring and inspections, and maintains all required logs, records, and

- documentation as assigned.
2. Participates in the development and implementation or orientation, training, and education programs for medical, nursing, and allied health professions staff.
  3. Works under the supervision of the pharmacist on service for the Medication History service. Organizes and prioritizes work assignments. Ensures pharmacy services are provided in a timely manner.
  4. Picks up orders, requisitions, and medications for return from patient care areas when on delivery rounds
  5. Enter medication charges and credits into pharmacy computer system accurately. Generates reports, pick/fill lists, and labels as required.
  6. Answers the telephone, identifying self and department. Directs calls to appropriate staff.
  7. Answers the door in a timely manner.
  8. Makes STAT deliveries to patient care areas when requested.
  9. Organizes and prioritizes work assignments.

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| 11. Maintains current competency | <ol style="list-style-type: none"> <li>10. Keeps pharmacy equipment and areas clean, neat, and well organized.</li> <li>11. Completes all assigned medication/storage area inspections in a timely manner.</li> <li>12. Conducts quality monitors, collects data, and completes documentation as assigned.</li> </ol>  |
| 12. Departmental Standards       | <ol style="list-style-type: none"> <li>1. Maintains current PTCB certification.</li> <li>2. Ensures applicable CE records and licensure are maintained in department files.</li> <li>3. Completes all competency/skills assessment requirements</li> <li>4. Attends all department meetings, orientation, and training sessions. Reviews literature and other materials pertinent to the practice of pharmacy</li> </ol> |
|                                  | <ol style="list-style-type: none"> <li>1. Is punctual and dependable. Absenteeism and tardiness are within policy.</li> <li>2. Maintain a neat, professional and well-groomed appearance.</li> </ol>   |

Observes pharmacy uniform dress code. Wears identification badge.

3. Performs work within specified time frames. Adapts positively to frequent interruptions and changes in workload and/or work schedule.
4. Provides courteous, cooperative, and timely service to patients, visitors, and staff. Demonstrates good written and verbal communications skills.
5. Works cooperatively with medical center and pharmacy staff. Voices concerns and suggestions to appropriate persons in a positive manner.
6. Demonstrates sound professional judgment consistent with training and experience.
7. Maintains strict confidentiality of patients, business matters, guests, and employee information.
8. Complies with all risk management, safety, security, fire, and infection control policies and procedures of the medical center.
9. Fosters a team environment by providing orientation to new team members. Assists co-workers with tasks as time permits.
10. Adheres to medical center policies and procedures. Complies with all applicable federal, state, and local laws, rules, and regulations. Complies with accreditation agency guidelines and recommendations.

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13. Organizational Standards

1. Performance indicates improved pharmaceutical care to patients demonstrated through improved customer satisfaction, concern towards cost-containment, and improvement in quality of pharmacy services to the medical center's patients.
2. Demonstrates ability to address problems in a group setting using individual knowledge of tools and techniques for identification and resolution of problems or issues.
3. Understands and meets customer needs and expectations. The patient, physician, and family members always come first.
4. Demonstrates the values and behaviors of the medical center.

