Competencies for Emergency Department Technicians

Technician Name: _____
Manager Signature: _____
Date All Competencies Completed: _____

Date Completed: _____

Competencies for Emergency Department Technicians Checklist

Systems Competencies
☐Understands use of T-System
- Achieves 100% correct on free response questions

☐Understands use of WebCIS
- Achieves 100% correct on free response questions

☐Understands use of PharmNet
- Achieves 100% correct on free response questions

☐Understands use of Pyxis
- Completes Pyxis training
- Achieves 100% correct on multiple choice questions

Customer Service Competencies
☐Complete LMS module
☐Works well with others including nurses, physicians, and other technicians

Case-Based Scenarios
☐Familiar with Top 200 Medications including brand, generic, and indication
- Achieves > 90% correct on matching questions
- Achieves > 80% correct on multiple choice questions

☐Understands basics of medication histories
- Achieves > 80% correct on multiple choice questions

Practical Exam (completed by pharmacist)
☐Demonstrate selection of patient to interview
- Appropriately triage 5 patients from T-system

☐Demonstrate retrieval of previous medication lists prior to interview
- Obtain 5 medication lists from T-system
- Obtain 3 medication lists from Webcis

☐Demonstrate appropriate questioning
- Demonstrates open-ended question technique during medication history

☐Comfortable talking to patients and calling pharmacies
- Demonstrates completion of 5 patient medication histories
- Demonstrates completion of 3 pharmacy phone calls

☐Demonstrate medication entry into Webcis
- Demonstrates completion of 3 medication list entries into Webcis

☐Able to efficiently manage time
- Goal of 2 histories per hour over a monthly basis

☐Demonstrate ability to solve Pyxis concerns
- Demonstrate restock of Pyxis
- Demonstrate or state how a discrepancy would be resolved in Pyxis

Technician Name: _____

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Understands use of T-System

1) In T-System, describe where you would find a medication list:

2) In T-System, describe where you would find the severity level of each patient:

3) In T-System, describe where you would find if the patient is waiting on a bed (or waiting to be admitted):

Understands use of WebCIS

1) In WebCIS, describe where you would look for a medication list:

2) In WebCIS, describe where you would look for the most recent clinic note:

3) In WebCIS, describe where you would look for the patient's pharmacy:

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Understands use of PharmNet

1) In PharmNet, what are the steps that you must take to print a Medication Administration Record (MAR)? After the MAR is printed, what is the last step?

2) In PharmNet, describe the steps to print another label for a missing dose of medication:

3) In PharmNet, describe how to tell the location that a particular medication is coming from:

Understands use of Pyxis

1) What do you do if the Pyxis machine freezes?
   a. Call the narcotics/Pyxis technicians
   b. Press "Ctrl" + "Alt" + "Delete" all at once
   c. Push the restart button on the back right of the Pyxis
   d. Ask the nurse to wait 10 minutes as the machine usually unfreezes after this time.

2) What do you do if a cubie drawer fails repeatedly?
   a. Tell the nurse to be careful when getting medications out of that cubie
   b. Pull the cubie and contact Informatics technicians for replacement
   c. De-stock the medication in that cubie and put them in the ED Tech office
   d. Leave it for the next person restocking the Pyxis to fix

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Date Completed: _____

Familiar with Top 200 Medications including brand, generic, and indication

1. _____ Norvasc	a. glimepiride
2. _____ Lipitor	b. oxycodone/acetaminophen
3. _____ Lovenox	c. clopidogrel
4. _____ Seroquel	d. tamsulosin
5. _____ Altace	e. amlodipine
6. _____ Percocet	f. furosemide
7. _____ Lasix	g. levetiracetam
8. _____ Coumadin	h. gabapentin
9. _____ Cozaar	i. escitalopram
10. _____ Tylenol	j. atorvastatin
11. _____ Colace	k. warfarin
12. _____ Tenormin	l. docusate
13. _____ Flomax	m. omeprazole
14. _____ Plavix	n. fluticasone/salmeterol
15. _____ Prilosec	o. atenolol
16. _____ Lexapro	p. losartan
17. _____ Amaryl	q. ramipril
18. _____ Neurontin	r. enoxaparin
19. _____ Advair	s. acetaminophen
20. _____ Keppra	t. quetiapine

1) One indication for lisinopril is:
   - a. High cholesterol
   - b. High blood pressure
   - c. Pain
   - d. Depression

2) One indication for naproxen is:
   - a. High cholesterol
   - b. High blood pressure
   - c. Pain
   - d. Depression

3) One indication for atenolol is:
   - a. High cholesterol
   - b. High blood pressure
   - c. Pain
   - d. Depression

4) One indication for fluoxetine is:
   - a. High cholesterol
   - b. High blood pressure
   - c. Pain
   - d. Depression

5) One indication for Lipitor is:
   - a. High cholesterol
   - b. High blood pressure
   - c. Pain
   - d. Depression

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Familiar with Top 200 Medications including brand, generic, and indication

6) The generic name of Proventil is:
    a. ipratropium   c. formoterol
    b. fluticasone   d. albuterol

7) The generic name of Flonase is:
    a. ipratropium   c. formoterol
    b. fluticasone   d. albuterol

8) The generic name of Duragesic is:
    a. hydromorphone   c. fentanyl
    b. oxycodone   d. hydrocodone

9) The generic name of Wellbutrin is:
    a. sertraline   c. bupropion
    b. citalopram   d. fluoxetine

10) The generic name of Ambien is:
    a. zolpidem   c. diphenhydramine
    b. eszopiclone   d. clonazepam

11) The generic name of Flexeril is:
    a. metaxalone   c. acetaminophen
    b. cyclobenzaprine   d. fosphenytoin

12) The generic name of Levaquin is:
    a. levofloxacin   c. levetiracetam
    b. lisinopril   d. labetolol

11) The generic name of Prograf is:
    a. mycophenolate   c. pravastatin
    b. paroxetine   d. tacrolimus

12) The generic name of Zofran is:
    a. zolpidem   c. methotrexate
    b. olanzapine   d. ondansetron

13) The generic name of Zantac is:
    a. ranitidine   c. risperidone
    b. zaleplon   d. metoclopramide

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Familiar with Top 200 Medications including brand, generic, and indication

14) An indication for metformin is:
      a. Pain   c. Seizures
      b. Diabetes   d. Infection

15) An indication for Advair is:
      a. High cholesterol   c. COPD
      b. Depression   d. Heart failure

16) An indication for amiodarone is:
      a. Irregular heart beat   c. Gout
      b. Asthma   d. High blood pressure

17) An indication for Xanax is:
      a. Acid Reflux   c. Anxiety
      b. Infection   d. Thyroid Disorder

18) An indication for Augmentin is:
      a. COPD   c. Diabetes
      b. High blood pressure   d. Infection

19) An indication for Synthroid is:
      a. Thyroid disorder   c. Heart failure
      b. Irregular heart beat   d. Pain

20) An indication for Coumadin is:
      a. DVT   c. Anxiety
      b. Infection   d. Asthma

UNC
HEALTH CARE

Technician Name: _____

Date Completed: _____

Understands basics of medication histories

1) Patient hands you a medication list including: oxycodone 5 mg 1-2 tabs Q4-6H PRN pain, Cymbalta 60 mg daily, aspirin 81 mg daily, amlodipine 10 mg daily, furosemide 80 mg daily, metformin 1000 mg BID, lisinopril 20 mg daily, simvastatin 10 mg daily. He said he was just at his doctor's office and everything is accurate except that his doctor told him to take cut his fluid pill in half each day instead of taking the whole thing. The medication he should be cutting in half is:
   a. Cymbalta
   b. Amlodipine
   c. Furosemide
   d. Metformin

2) Patient tells you that they are taking metoprolol XL. This means that you enter:
   a. Metoprolol succinate
   b. Metoprolol tartrate

3) A patient mentions that his doctor told him to take a baby aspirin once a day for his heart. He is taking:
   a. Aspirin 12.5 mg daily
   b. Aspirin 50 mg daily
   c. Aspirin 81 mg daily
   d. Aspirin 325 mg daily

4) A patient tells you that she was taking brand Zoloft for years but they just switched her to the generic. She said the brand was more expensive so she does not want to be put on that again but she cannot remember the name of the generic. It is:
   a. Venlafaxine
   b. Sertraline
   c. Escitalopram
   d. Fluoxetine

5) You talk with a patient who provides you a medication list that includes furosemide 40 mg daily, ramipril 5 mg daily, Lipitor 80 mg daily, spironolactone 25 mg daily, glyburide 5 mg XL daily, metformin 1000 mg BID, vitamin B12 injections monthly, calcium citrate 500 mg BID, Plavix 75 mg daily, omeprazole 20 mg daily. The patient says that her sugar has been so good that they stopped one of her diabetes medications. She does remember that she is still taking metformin. You know that the medication that was stopped was:
   a. Furosemide
   b. Ramipril
   c. Glyburide
   d. Plavix

6) You talk with a patient who tells you that he takes four medications. He does not know the names of them or have any of his bottles, but they are all white pills. He is not accompanied by anyone. What is your next step?
   a. Record four white pills
   b. Write "unable to capture" in medication history
   c. Call patient's pharmacy
   d. Talk to an emergency room physician

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Understands basics of medication histories

7) Which of the following is/are example(s) of an open-ended question?
   a. Are you still taking furosemide?
   b. What medications are you taking?
   c. What over the counter medications are you taking?
   d. Do you take metoprolol once a day?
   e. Two of the above

8) Which of the following is an example of a leading question?
   a. Do you take aspirin?
   b. What supplements do you take?

9) When you first entered the room to ask a patient about his medications. He replies, "I have already told two other people what I am taking". What do you do?
   a. Record what the nurse wrote in T-System in WebCIS and on your medication history record sheet
   b. Write "unable to capture" in medication history and quickly move to the next patient
   c. Look at medication tab in WebCIS and record it on your medication history record sheet
   d. Politely explain that while he may have told other people, you want to ensure that he has the correct medications on his list and proceed with your interview