

**Certified Pharmacy Technician in Tech-Check-Tech Practice Model
Job Description**

Name:		Department:	Pharmacy
Title:	Certified Pharmacy Technician Tech-Check-Tech Practice Model	FLSA:	Non-Exempt
Date:		Reports To:	Pharmacy Manager

PURPOSE OF POSITION

Under regular supervision of a pharmacist, prepares medications including measuring, mixing, counting, labeling, and recording amounts and dosages of medications. Ensures customer satisfaction by handling each customer in a professional, courteous, and helpful manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Follows company policies and procedures including register performance, security issues, and confidentiality.

1. Assists the pharmacist by receiving new written prescriptions or refill requests. Helps to verify that the following information is accurate and complete: date of birth (DOB), phone number, address, disease states, allergies, prescriber information, billing information, and the key components to a prescription.
2. Following the completion of proper training, receives new prescriptions over the phone from doctors' offices. Gathers the following information: patient name and DOB, medication name, strength, directions, refills, prescriber's information, etc. Refers all prescriber's office medical questions to the pharmacist.
3. Accesses, inputs, and retrieves patient and prescription information into and from the computer and successfully, efficiently, and accurately bills insurance and generates a label for the medications.
4. Mixes pharmaceutical preparations, fills vials, bubble packs, and/or dads with the correct and right amounts of tablets and capsules, and generates labels for bottles. Alerts the pharmacist if a CII prescription needs to be dispensed as they fill all CII orders. Utilizes technology when available for increased accuracy.
5. Accurately check qualifying refilled prescriptions as part of the Tech-Check-Tech workflow.
6. Prepare all compounds to fulfill waiting orders; this includes but is not limited to weighing/measuring chemical, preparing equipment/supplies for chemical use; completing the compounding process for available chemicals and hormone supplies.
7. Some chemicals are hazardous and require protective wear, which will be supplied to every individual. Each individual is responsible for preparing themselves for the job.

8. Retrieves and files pharmacy prescriptions in the appropriate files.
9. Assists patients and customers by greeting customers, offering assistance, running cash register for over-the-counter and prescription sales, receiving payments, and providing other services requested by customers. Refers the patient to the pharmacist for any medical questions. Assists patients via drive up window to make service more convenient for the customer.
10. Appropriately bags and hangs prescriptions after the pharmacist has checked them. Prepares prescriptions for deliveries and mail outs as necessary.
11. Answers the telephone within two rings and handles requests within their job description including refill requests, new prescriptions, and general questions. Directs prescriber inquiries, prescription transfer requests, and patients' medical questions, etc., to the pharmacist.
12. Maintains store stock of medications by reviewing shipments for completeness, putting price tags on the products and placing the items in their appropriate shelf locations, excluding CII medications.
13. Order, label, and count stock of medications, chemicals, and supplies, and enter inventory data into computer.
14. Maintains inventory levels by following defined ordering practices for warehouse and approved outside vendors.
15. Maintains the pharmacy including performing the following duties:, fill pharmacy supplies, vacuum, dust/face, wipe countertops, clean sink and settee area, straighten counseling area, empty trash and shred bins, clean bathroom, clean hood and anteroom per requirements, etc.
16. Keeps product shelves and counters neat and clean and "faces" shelves by moving items to the front and arranging and stacking them. Checks items' expiration dates and removes expired and short-dated products monthly.
17. Maintains regular and punctual attendance. Develops courteous and professional relationships with patients, customers, and co-workers.
18. Works with pharmacist to ensure proper Medicare DMEPOS paperwork is complete, provide appropriate product to the customer, and maintain accurate billing records.
19. Performs other duties as assigned. Follow all company policies and procedures.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Employee must have a valid driver's license and current car insurance coverage.

EDUCATION and/or EXPERIENCE

High school diploma or GED; strong science background; knowledge of the metric system and good math skills; familiarity with pharmacy terminology, medication names and aseptic techniques desirable; pharmacy technician certification required. The Checking Technician shall work at the participating pharmacy full or part time and:

- Shall have at least 1,000 hours prior technician work experience and successfully complete their necessary location-specific training, and then complete the TCT training.
- If the technician has no prior technician work experience in the pharmacy, they shall work at least 2,000 hours at the pharmacy and successfully complete their necessary location-specific training, and then complete the TCT training.

BOARD OF PHARMACY REGISTRATION

Pharmacy technicians must be certified and registered with the Iowa Board of Pharmacy. Pharmacy technicians are required to register with the Board for identification, tracking, and disciplinary action in addition to verifying competency for the certification. Any new pharmacy technician who has not previously registered with the Board and is not certified as a technician by the National Healthcareer Association (HSA) or the Pharmacy Technician Certification Board (PTCB) must complete the application for Technician Trainee within 30 days of accepting employment. The registration fee must be paid by the employee. The Technician Trainee certification expires one year after issuance, and the technician must be nationally certified by this date in order to maintain employment as a pharmacy technician.

A technician trainee must complete registration as a technician following the successful completion of the certification exam and before the technician trainee registration expires. Failure to renew prior to the technician trainee expiration may result in late fees and/or disciplinary action. The technician registration fee is paid by the employee.

LANGUAGE ABILITY

Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

COGNITIVE DEMANDS

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to handle; reach with hands and arms; and talk or hear. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and distance vision.

ENVIRONMENTAL ADAPTABILITY

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Pharmacy technicians work in clean, well-lighted, and well-ventilated areas. They may spend most of the workday on their feet. Technicians may work evenings, nights, weekends, and holidays. This includes a normal “core” of working hours, but also includes being available in the event of crises, or other emergencies or functions outside the normal “core” hours. The position may include stress due to pressures with dealing with a number of different personalities where patience is required. Frequent work interruptions may occur as well.

Training

A training manual will be provided upon hire. Continual competency and performance checks will occur with a more formal annual review. In a retail site utilizing the tech-check-tech workflow, the technician will be required to complete and pass additional training to successfully participate in the role as a certified pharmacy technician.

ACKNOWLEDGEMENT

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the position. While this list is intended to be an accurate reflection of the current position, GRX Holdings, LLC reserves the right to revise the functions and duties of the position or to require that additional or different tasks be performed as directed by GRX Holdings, LLC. I also understand that this position description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and GRX Holdings, LLC has a similar right.

Employee's Signature

Date

Supervisor Signature

Date

GRX Holdings, LLC is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, GRX Holdings, LLC will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with GRX Holdings, LLC.