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Certified Pharmacy Technician (CPhT)/Pharmacy Technician-in-Training– Mac’s Pharmacy

The Certified Pharmacy Technician will model the mission of Ruby Valley Medical Center. This position reports to the Pharmacist in Charge.

Previous pharmacy experience is not required. Mac’s Pharmacy is willing to train the right candidate who is willing to learn all aspects of the pharmacy, including both pharmacy technician and pharmacy clerk duties, and work toward becoming a Certified Pharmacy Technician.

Job Requirements:

- Assist pharmacists in delivering high-quality pharmaceutical care as directed.
- Accurately enters patient information into pharmacy computer system, updating demographics, proof of income/insurance, and allergy information consistently.
 - Able to access patient information in the electronic medical record as needed.
- Accurately enters prescription information into pharmacy computer system, including correct drug, provider, payment code (340B or retail), origin code, DAW, sig, refills, etc.
- Troubleshoot third party rejections and take appropriate action to get problem resolved.
- Remove a stock bottle from the shelf and count or pour the contents into a suitable container. The stock bottle must be quarantined together with the prescription until the supervising pharmacist performs a final check and maintains appropriate records.
- Affix a prescription label and appropriate pre-selected auxiliary label(s) to the prescription bottle.
- When acting as the fill/check tech, follows through with double checking all data points on the Rx as well as verifying the correct drug (via Fill-Check).
- Maintain prescription records, including prescription numbers, refill data, and other information on the patient profile system.
- Order, receive, and check in pharmaceuticals, updating costs as needed paying careful attention to follow all procedures for 340B account orders vs Retail account orders.
 - Initial and date all invoices with the actual date the drugs were received.
 - Ensure special orders get to the appropriate place.
- Waits on patients at the drop-off window, verifying patient name, birthdate, drug allergies, address, phone number, preferred IVR contact method, insurance information.

- Ring up prescription sales in the point-of-sale system, ensuring proper identification of patient via birthdate and ensuring correct medications by stating the name of each that has been prepared for dispensing.
 - Refers all patients with new prescriptions or questions/concerns about a refill to the pharmacist for counseling.
- Receives and returns phone calls; checks the IVR system regularly for messages.
- Perform end of day reconciliation and prepare daily deposit when needed.
- Files hard copies of Rx's as needed.
- Accurately communicate to provider the need for prescription refill/clarification.
- Always refers patients without medication on hand to a pharmacist (ie no refills, no money, etc.)
- Perform a monthly inspection of drug inventory for expired medications, and return or dispose of properly (follow specific guidance from drug company assistance programs – STC).
- Participate in calling patients prior to med sync fills and ensure that medication fills correspond with medication synchronization processes which have been established for individual patients.
- Assist pharmacist with adherence phone calls; pull any medications that have not been picked up by patient within 10 days of fill, credit-return, remove identifiers, and return to stock as appropriate.
- Assist with inventory verification including perpetual on-hand amounts as well as ensure accurate 340B usage documentation. Assists with audits as directed.
- Complete monthly reports/ prepare statements as assigned
- Assists in keeping the pharmacy clean, neat, and orderly by removing trash/shred as needed, stocking vials, etc.
- Able to accurately look up income, upcoming appointments, allergies and other demographic information in the electronic medical record.
- Responsible for ensuring processes for Medication Assistance Programs offered at Community Health Center Pharmacy are properly administered:
- Share-the-Care: ensure enrollment form and acceptable income information is obtained and reviewed for validity at least yearly. See specific procedures.
 - Mail-out Programs/MAP: ensure patient has an enrollment form on file; is given the correct drug company application form; and provides acceptable proof of income.
 - Notify patients of missing information.
 - Complete the provider information and Rx information based on current Rx in pharmacy and/or current order in patient's medical record.
 - Distribute paperwork for provider to sign.
 - When returned to pharmacy, mail or fax application to company.
 - Files copies of proof of income and application forms in pharmacy.
 - Reorder refills from company as requested by the patient.
 - Document all notes pertaining to MAP process in "Chart" tab in patient profile in Computer Rx.
- Upon receipt of mail-out Medication Assistance Program (MAP) medications for dispensing:

- Unpack medication and verify patient name, drug, and quantity on invoice. Initial and date invoice and then file.
- Ensure auto-contact is set up in the IVR
- Fill Rx in Computer Rx system
- Verify current therapy in medical record as appropriate
- Forward to pharmacist for final check.
- Learn and perform pharmacy clerk duties as part of cross-training, including front counter/patient service, prescription pickup and drop-off, point-of-sale transactions, telephone and IVR functions, filing, and other clerical pharmacy responsibilities. All pharmacy technicians are expected to assist with clerk duties as needed.
- Other pharmacy duties as assigned. In general, duties will be assigned based on the shift the tech is working. However, it is the responsibility of the entire technician team to ensure that all duties are completed.

Minimum Qualifications and/or Licensure:

- High school diploma or equivalent.
- At least 18 years of age.
- Of good moral character.
- No previous pharmacy experience is required.
- Must be willing and able to learn all pharmacy technician and pharmacy clerk duties through on-the-job training.
- Must be willing to obtain a Montana Pharmacy Technician-in-Training License and meet all requirements of that license.
- Ability and willingness to successfully obtain national Pharmacy Technician certification within 6 months of hire.
- Ability to learn pharmacy computer systems, electronic medical records, point-of-sale systems, prescription processing, inventory processes, and other pharmacy workflows.
- Ability to maintain patient confidentiality and perform detail-oriented work accurately.

Preferred:

- Certified Pharmacy Technician License
- Successful completion of one-year Pharmacy Technician Training Program
- One or more years experience and/or training in related health-care environment
- Experience with pharmacy computer systems

Knowledge and Skills Required:

- Proven competencies in performing detail-oriented work with accuracy
- Communication skills: ability to communicate with medical professionals as well as patients in both verbal and written forms.
- Computer skills including MS Word, Excel, Access and the Internet as well as the ability to learn pharmacy-based software programs.
- Language skills: ability to read and comprehend medical jargon, including prescriptions and progress notes.
- Math skills: ability to perform basic pharmaceutical calculations, including quantity, volume, and percentages.
- Proven understanding of performing confidential work.

- Ability to work in a team environment while optimally functioning in a continually changing work environment.
- Willingness and ability to learn pharmacy operations, including technician duties, clerk responsibilities, prescription processing, patient service, inventory, 340B processes, Medication Assistance Programs, and pharmacy computer systems.

Physical Requirements:

- Physical demands: ability to stand for extended periods; perform functions requiring hand and finger dexterity, close vision and depth perception; reach and extend arms and hands; occasionally lift up to 25 pounds.

Signature:_____ **Date:**_____

Print Name:_____