

Technical Standards for Pharmacy Technology

Technical Standard	Example
<p>Cognitive ability</p> <ul style="list-style-type: none"> • Demonstrate critical-thinking ability sufficient for collecting, analyzing, and integrating information and knowledge to process primary care provider orders and promote positive patient outcomes and professional behavior safely and accurately. • Exhibit ability to follow policies and procedures required by clinical and academic settings. • Exhibit ability to organize and prioritize tasks. • Exhibit ability to function effectively under stress and time constraints. • Exhibit awareness of and ability to work with diverse populations. • Exhibit ability to follow policies and procedures required by clinical and academic settings. 	<ul style="list-style-type: none"> • Demonstrate problem-solving abilities (measure, calculate, reason, prioritize, and synthesize data) • Understand and recall complex information and apply it to new situations. • Perform calculations. • Organize and prioritize multiple tasks, and integrate and analyze written, verbal, and observed data regarding patient care. • Manage distractions. • Follow a process from start to finish utilizing sequential established policies and procedures. • Utilize sound judgment and safety precautions. • Understand the rationale for and comply with HIPAA standards, especially confidentiality. • Process prescriptions and/or prepare compound medications. • Demonstrate the ability to be familiar with and acquire a knowledge base of brand/generic names of the most prescribed medications. • Demonstrate the ability to read and interpret handwritten prescriptions. • Process prescriptions in an accurate and timely manner that matches the level of training and pharmacy's demands. • Demonstrate the ability to assist accurately with all patient care duties and pharmacy procedures

<p>Communication ability</p> <ul style="list-style-type: none"> • Demonstrate the ability to speak, read, comprehend, and write English at a level that meets the need for clear and effective communication with instructors, peers, other health care professionals, and patients. • Demonstrate the ability to adjust non-verbal and verbal language appropriately to meet the needs of multilingual and culturally diverse patients, families, and colleagues. 	<ul style="list-style-type: none"> • Understand written and verbal English communication and follow directions explicitly. • Read and interpret common medical/pharmacy abbreviations. • Understand patient information and provide verbal feedback. • Interact and establish rapport with individuals, families, and groups from diverse populations. • Read and respond to professional emails in a timely manner. • Provide explanations and teaching. • Demonstrate empathy
<p>Interpersonal skills and behavior</p> <ul style="list-style-type: none"> • Demonstrate emotional and psychological stability sufficient to function under stress and to adapt to ever-changing situations. • Follow a professional code of ethics. 	<ul style="list-style-type: none"> • Display a caring attitude. • Demonstrate professional behavior in the classroom, lab, and clinical settings, including appropriate personal hygiene, timeliness, preparation, and concentration. • Demonstrate empathy for patients and peers, exhibit sensitivity to the needs of others and treat all with dignity and respect. • Demonstrate awareness of others' reactions and understanding of why they react the way they do. • Respond calmly to and remain focused during stressful situations. • Respond professionally and appropriately to emergency situations. • Maintain composure in clinical and didactic environments. • Establish productive working relationships.

	<ul style="list-style-type: none"> • Work independently or in a team • Interpret non-verbal communication
<p>Visual ability</p> <ul style="list-style-type: none"> • Demonstrate visual acuity sufficient for reading, evaluating, and processing prescriptions, labels, and packages of all types. 	<ul style="list-style-type: none"> • Read numbers and letters in fine print, such as would appear on prescription labels and patient package inserts, accurately. • Differentiate solid dosage forms by size, shape, and color. • Demonstrate the ability to accurately distinguish demarcations and be able to calibrate all equipment used to weigh, measure, and dispense medication. • Read Roman numerals accurately. • Read medication labels and draw up and read syringe volumes accurately. • Perform visual inspections of preparations for discolorations, precipitations, bubbles, clumps, etc., on compounded sterile and not-sterile preparations
<p>Auditory ability</p> <ul style="list-style-type: none"> • Demonstrate hearing acuity sufficient to communicate and interact with patients, pharmacists, and other health care professionals. 	<ul style="list-style-type: none"> • Hear and communicate clearly in person and by telephone. • Hear conversations well enough to communicate with patients, peers, instructors, and other health care providers. • Listen for awareness of equipment function or malfunction and/or emergency signals
<p>Tactile ability</p> <ul style="list-style-type: none"> • Demonstrate tactile ability sufficient for preparation and compounding of sterile and non-sterile products. 	<ul style="list-style-type: none"> • Manipulate syringes and dispose of needles safely. • Manipulate vials, ampules, and medication packaging.

<ul style="list-style-type: none"> • Demonstrate the ability to put on and remove personal protective equipment, or PPE. 	<ul style="list-style-type: none"> • Calibrate and use the equipment. • Demonstrate the ability to put on and remove gloves, gown, shoe covers, mask, protective eyewear, and head covering.
<p>Olfactory ability</p> <ul style="list-style-type: none"> • Demonstrate olfactory ability sufficient to detect unusual odors/smells in the environment. 	<ul style="list-style-type: none"> • Detect malodorous or unusual odors of medicines. • Distinguish smells which adversely affect the environment (fire, noxious fumes, etc.) • Tolerate exposure to various chemical odors
<p>Strength and mobility</p> <ul style="list-style-type: none"> • Demonstrate physical abilities and strength sufficient to perform clinical and administrative duties. • Demonstrate strength sufficient to lift heavy objects. • Demonstrate the ability to move in tight quarters. • Demonstrate the ability to freely walk, stand, sit, squat, balance, climb, reach, grip, lift, pull and push as needed in the performance of clinical duties. 	<ul style="list-style-type: none"> • Demonstrate the ability to maneuver in small spaces (walk, stand and bend over) • Demonstrate the ability to withstand repetitive hands, fine motor movements and manual dexterity without incident. • Squat, bend/stop, reach above shoulder level, kneel, and use the standing balance to place medications in the proper place. • Lift and/or carry up to 50 pounds safely and exert up to 100 pounds force for push/pull utilizing a cart with wheels
<p>Motor skills</p> <ul style="list-style-type: none"> • Demonstrate gross and fine motor abilities sufficient to effectively prepare, package, carry and deliver medications in a timely manner. 	<ul style="list-style-type: none"> • Demonstrate physical ability sufficient to maneuver in small spaces (including standing, walking, bending and range-of-motion of extremities) • Calibrate, adjust, use, and clean equipment.

	<ul style="list-style-type: none"> • Demonstrate fine motor skills required to safely manipulate syringes and needles. • Manipulate vials, ampules, and medication packaging. • Load paper and labels in the printer or automated medicated dispensing machines • Demonstrate keyboarding skills sufficient to complete data entry and/or clinical duties in a timely manner. • Perform cardiopulmonary resuscitation (CPR) on a patient if needed
<p>Physical endurance</p> <ul style="list-style-type: none"> • Demonstrate sufficient physical endurance to complete assigned periods, the required shift and assigned tasks 	<ul style="list-style-type: none"> • Work eight- to 12-hour shifts on day or evening rotations. • Sit or stand for extended periods of time, including up to 12 hours. • Carry at least 20 pounds while walking for extended periods of time. • Climb stairs
<p>Environmental tolerance</p> <ul style="list-style-type: none"> • Demonstrate the ability to work in the pharmaceutical environment. • Demonstrate sensitivity and ability to protect self and others from environmental risks and hazards. • Demonstrate the ability to tolerate prolonged periods of time amidst artificial lighting, air conditioning, dust and odors, residue from cleaning products, noise, and congested workplaces. • Demonstrate the ability to wear personal protective equipment (PPE) 	<ul style="list-style-type: none"> • Wear gloves, mask, head covering, protective eyewear and gown for extended periods of time during patient treatment, educational study, and labs. • Perform frequent evaluation and correction of the facility for vapors/fumes, excessive noise, and facility cleanliness in the performance of patient care. • Use MSDS (materials safety data sheets) for specific drugs, chemicals, and common environmental handouts

<p>for extended periods of time during work, educational study, and labs.</p> <ul style="list-style-type: none">• Demonstrate awareness that the health care environment may contain latex and other allergens, including medication (topical and ingestible), chemical and mundane; tolerance of such allergens in the workplace must also be demonstrated.	
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