



JOB DESCRIPTION

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|---------------------------------------|-------------------------------------|-------------------------------------|
| Pharmacy Technician, Certified | Supervisor: | <input checked="" type="checkbox"/> |
| | | Applicant Initial |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Employee Name | Employee Signature | Date |

Position Summary Under the direct supervision of the Pharmacist on Duty, performs assigned duties in support of the Pharmacy Department with an emphasis on accuracy, timeliness, and patient safety.

Essential Functions: While one of the technician’s priorities will be to promote the mission, vision, and values of Heart of Florida, the Pharmacy Technician will also be responsible for:

- Enters and maintains prescription data using computer system.
- Answers incoming phone calls and re-directs clinical questions to the Pharmacist.
- Contacts physician offices or hospitals to clarify prescription information.
- Sells Pharmacist-verified prescriptions to patients with premium customer service. Regularly rotates stock to minimize expired products. Ensures removal and disposition of expired/damaged products in a timely manner, and resolves discrepancies.
- Maintains appropriate stock levels of formulary medications.
- Assists the Pharmacist in maintaining appropriate inventory records, including supplier invoices as required by policy and state and federal regulations.
- Assists in performing yearly Controlled-Substance inventory and annual medication inventory.
- Records refrigerator temperatures daily, ensuring that medications are stored at appropriate temperatures per log policy.
- Communicates effectively with nurses, physicians, and ancillary services to meet the needs of these departments and assists the Pharmacist in maintaining a positive working relationship and image of the pharmacy department.
- Demonstrates an ability to be flexible, organized. Ability to function under stressful situations.
- Performs all tasks in a safe manner that is consistent with company policies, as well as state and federal laws.
- Ensures patient confidentiality.
- Manages and operates all equipment safely and correctly.
- Performs other duties as assigned by Pharmacist on Duty
- Adheres to Heart of Florida dress code and maintains neat and clean appearance.
- Biennially completes 20 hours of continuing education courses (See P&P Manual.)
- Maintains patient confidentiality at all times.
- Reports to work on time and as scheduled and wears work ID badge while on duty.
- Maintains regulatory requirements, including all state, federal and local regulations.
- Represents the organization in a positive and professional manner at all times.
- Complies with all organizational policies and standards regarding ethical business practices.
- Participates in performance improvement and continuous quality improvement activities as directed.

- Attends regular staff meetings and in-services.

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 occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The Pharmacy Technician may be exposed to communicable diseases.

Work Environment Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment may include demanding, high-stress situations. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Confidentiality

Demonstrates knowledge and understanding of patient privacy rights. Maintains confidentiality of all medical, financial, and other sensitive materials and information in printed, electronic or verbal form, which may jeopardize the privacy of patients and/or employees. Accesses and uses the minimum necessary patient identifiable information to perform job responsibilities and duties and only for authorized purposes.

Knowledge, Skills and Abilities

Knowledge of pharmaceutical services.

Strong organizational and interpersonal skills including effective verbal and written skills.

Ability to determine appropriate course of action in more complex situations.

Ability to work independently, exercise creativity, be attentive to detail and maintain a positive demeanor.

Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work.

Ability to maintain confidentiality of all medical, financial and legal information.

Ability to complete work assignments accurately and in a timely manner as deemed by the Pharmacist on duty.

Ability to handle difficult situations involving patients, physician, or others in a professional manner.

Ability to maintain harmonious working relationships, working together in a spirit of teamwork and cooperation.

Education

Registration with the Florida State Board of Pharmacy or within thirty (30) days of employment

Proof of Certification by the Pharmacy Technician Certification Board (PTCB.)

Experience

One year experience as a Pharmacy Tech