



## DIVISION SCOPE OF SERVICE

**Division:** EAST FLORIDA

**Classification:** PHARMACY TECHNICIAN

**Applicant Name:**

**Pharmacy Technician:**

The Pharmacy Technician must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.

**Definition of Care or Service:**

The Pharmacy Technician performs functions related to pharmaceutical preparation and distribution. Scope of Service may include but are not limited to:

- Delivers prescriptions and interacts with patients within a hospital setting. Connects the patient to the retail store pharmacist via telephone to complete consultation
- Engages customers and patients by greeting them and offering assistance with products and services. Resolves customer issues and answers questions to ensure a positive customer experience.
- Models and shares customer service best practices with all team members to deliver a distinctive and delightful customer experience, including interpersonal habits (e.g. greeting, eye contact, courtesy, etc) and employer service traits (e.g. offering help proactively, identifying needs, servicing until satisfied, etc)
- Develops strong relationships with case managers, nurses, and other hospital staff members to facilitate service
- Under the supervision of the employer pharmacist, assist in the practice of pharmacy, in accordance with state, federal, company and hospital policy. Complies with employer and hospital code of conduct
- Handles telephone calls that do not require personal attention of the pharmacist, including those to physicians
- Develops and maintains good relationships with the hospital community, including physicians, nurses, and other health care providers to improve communications and service
- Does not solicit patient business and limits visits to ordered deliveries
- Communicates to manager and hospital staff and maintains on route documentation for any questions, concerns, or complaints from patients or hospital staff
- Documents all information necessary to process paperwork (e.g. delivery receipts, customer identification numbers, etc.). Collects and records forms received, and submits for appropriate record keeping
- Complies with all company and hospital policies and procedures; maintains respectful relationships with coworkers
- Demonstrates Clinical and Service excellence behaviors to include HCA Healthcare code of conduct core fundamentals in daily interactions with patients, families, co-workers and physicians

**Setting(s):**

- Healthcare facilities including but not limited to hospitals

**Supervision:** Direct supervision by Retail Pharmacy contractor pharmacist, program manager or designee

- Indirect supervision case management and nursing staff

**Evaluator:** Contracted Retail Pharmacy Management or program manager with hospital nursing and case management staff input

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**Tier Level: 2**

**eSAF Access Required: YES**

**Qualifications:**

- High school / GED or higher
- **One** of the below:
  - Completion of an accredited pharmacy technician training program
  - Documented evidence of on the job training that meets competencies (Can be found on Skills Checklist)
- Current certification through the Pharmacy Technician Certification Board (PTCB)
- Valid driver's license

**NOTE:** Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.

**State Requirements:**

- N/A

**Experience:**

- Six months experience in a retail or hospital environment as a pharmacy technician.

**Competencies:**

The Pharmacy Technician will demonstrate:

- Safe and effective delivery of medications
  - Maintains quality of delivery services
  - Demonstrates effective infection control practices related to deliveries
- Accurate patient information review and evaluation
  - Uses at least two ways to identify patients before delivery
  - Verifies that the requested medication correlates with the patient's physician order
  - Participates in the pre-delivery process to verify the correct procedure, for the correct patient, at the correct site and involves the patient in the verification process when possible
  - Coordinates information on delivery with hospital staff
  - Documents the medication delivery and communicates same to hospital staff
- Provides patient service during the medication delivery
  - Accesses, monitors and maintains the patient's information needs related to delivery
  - Demonstrates competency in coordinating consultation with pharmacist
  - Provides patient and family information about delivery and consultation
  - Fluency in reading, writing, and speaking English
  - Participates in delivery communication with the other members of the patient's healthcare team
  - Notifies the appropriate health provider when immediate intervention is necessary, based on patient or family request
    - Recognizes the need for an urgent report and takes appropriate action
    - Notifies hospital staff for patient condition change within scope of practice
    - Utilizes the facility emergency response team appropriately
- Infection Prevention
  - Practices consistent hand hygiene
  - Uses personal protective equipment (PPE) when required
  - Required immunizations per Division requirements
  - Complies with Isolation precautions
  - Maintains sterile field



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**References:**

- PTCB Verification: <https://portal.ptcb.org/Certification/Verification/Search/form.aspx>
- Walgreens Pharmacy Technician Bedside Delivery
- HealthONE Job Description for Pharmacy Technician

**Document Control:**

- Content updates 8/30/2018
- Cosmetic updates 9/4/2020

**Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.**

**Applicant Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_