DIVISION SCOPE OF SERVICE

Division: SOUTH ATLANTIC
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 pharmacist, assist in the practice of pharmacy, in accordance with state, federal, company and hospital policy. Complies with employer and hospital code of conduct
- 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, outpatient treatment facilities, ambulatory surgery centers, and physician practices
- Patient care areas, all settings

Supervision:
- Direct supervision by Pharmacist
       Indirect supervision case management and nursing staff

Evaluator: Pharmacy Director, Pharmacist or designee

Tier Level: 2

eSAF Access Required: YES

DIVISION SCOPE OF SERVICE

Qualifications:
- High school diploma / GED or higher
- Completion of a pharmacy technician training program required in certain states (See state requirements)
- Registered/Certified as a Pharmacy Technician or Licensed as a Pharmacy Technician (See state requirements)

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:
- **GA** – Must be registered with the State Board of Pharmacy; Certification is optional. Program not needed.
- **SC** – Can be registered or certified. If they are certified, they have to have formal education.
- **FL** – Required to be licensed, and they have to have formal education.

Experience:
- 6 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
  - 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)
  - Required immunizations per DHP Division requirements
  - Complies with Isolation precautions

References:
- Pharmacy Technician Certification Board (PTCB)- https://www.ptcb.org/
- Florida Board of Pharmacy: http://floridaspharmacy.gov/licensing/registered-pharmacy-technician/
- South Carolina Pharmacy Technician Requirements:
  - http://openfarmtech.org/pharmacy-technician-requirements/south-carolina/

- State certification requirements for Pharmacy Technicians: http://www.llr.state.sc.us/POL/Pharmacy/PFORMS/Pharmacy%20Technician%20State%20Certification%20Requirements.pdf
- Georgia Pharmacy Technician Requirements: http://openfarmtech.org/pharmacy-technician-requirements/georgia/
- The following organizations offer programs that are approved Registered Pharmacy Technician Training Programs:
  - Pharmacy technician training programs accredited by the American Society of Health-System Pharmacists.
  - Pharmacy technician training programs at institutions accredited by the Southern Association of Colleges and Schools.
  - Pharmacy technician training programs approved by the Florida Commission for Independent Education (CIE).
  - Pharmacy technician training programs provided by a branch of the federal armed services for which the applicant possesses a certificate of completion.
  - Pharmacy technician training programs at institutions accredited by the Council on Occupational Education.

Document Control:
- Content updates 2/21/2018
- Cosmetic updates 6/9/2020

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: _____