

What Pharmacists Need to Know about Training Technicians

Oklahoma State Board of Pharmacy

General Info

- Training documentation must be maintained for all technicians
- Training must be updated annually
- Permit must be displayed properly
- Schedule displayed in pharmacy (shows role)
- Properly identified (tech and clerks required, DPh not)
- Ratio maintained at all times

Application Highlights

- Address should be local and accurate (not out of state or parent's address (if inaccessible to them).
- Must report all arrests even if dismissed, deferred, suspended
- If any answers are "yes", must be initialed by pharmacist.
- Applicant must complete "Addendum to Application with Charges and Convictions"
- Must complete Citizenship Affidavit or Affidavit Verifying Qualified Alien Status if not a citizen

Application Highlights

- Exam must be completed and maintained in the pharmacy. Do not send exam to the Pharmacy Board.
- By signing at bottom, pharmacist is stating that they have completed Phase I training, the exam, and will complete training.
- Allow 21 days for processing.
- Make sure application is completely filled out before signing.
- Don't sign a blank application.

Tech Information

- Online vs. paper renewal
- Must be employed in a pharmacy to renew
- Renewal vs. reinstatement
- If previously permitted, must reinstate.
- Reinstatement is double normal fee, regardless of the time since permit expired.
- Tax hold
- OK Tax Commission (405-522-6800)
- Duplicate permits \$10 (can print out own duplicates after renewed online)

Qualifications

- No age limit, but must have:
- HS Diploma or GED Equivalent
- Be of good moral character
- Non-impaired

Tech Training

- Phase 1 and Phase 2 (90 days to complete Phase 2)
- Must be documented regardless of:
 - Prior education
 - Previous employment
 - Previous experience
- Documentation of previously permitted tech within 10 days
- Must be maintained in pharmacy
- If training not completed, permit becomes invalid. Must report to Board.

Sample Permit

The image shows a sample Pharmacy Technician Permit from the Oklahoma State Board of Pharmacy. The permit is yellow with black text. It includes the following information: 'Oklahoma State Board of Pharmacy PHARMACY TECHNICIAN PERMIT', 'Must Be Carelessly Displayed - Valid Only in a Licensed Pharmacy', 'T- [redacted]', 'EXPIRES JAN 31, 2017', and a certification statement: 'I certify that the technician listed on this permit has received documented training for this pharmacy. I certify that I have reviewed DEA and OBND waiver requirements.' There are three callout boxes: one at the top right says 'Attach Current Picture', one at the bottom left says 'Pharmacist Signature and DPh #, doesn't have to be PIC', and one at the bottom center says 'Pharmacy License number, valid for one pharmacy only'. There are also fields for 'Pharmacist Signature DPh #', 'Pharmacy License #', and 'Date'.

Attach Current Picture

Date signed by DPh, should be done promptly upon receipt

Pharmacist Signature and DPh #, doesn't have to be PIC

Pharmacy License number, valid for one pharmacy only

Hiring

- References
- Look at job history
 - Job gaps
 - Change jobs often
 - Commuting long distances
- Listen to what they say
 - It was "just shoplifting"
 - Marijuana isn't a drug
 - Oxy's, zany bars, footballs
 - Always someone else's fault

Screening

- Background check (Board only does random checks)
 - Fingerprint-based \$19, Name-based \$15
 - https://www.ok.gov/osbi/Criminal_History/Criminal_History_Search/
 - <http://www.oscn.net/applications/oscn/casesearch.asp>
 - <http://www1.odcr.com/>
- OIG Medicare Exclusion List
 - <https://exclusions.oig.hhs.gov/>
- Cannot use PMP to screen employees.
- OPhA – Quality-Hire

Waivers

- Must be obtained by employer
 - Site specific
- OBND – Any CDS-related misdemeanor or any felony. Includes finding of guilt, guilty plea, nolo contendere plea, deferred or suspended sentences, or probation.
- DEA – Any CDS-related felony or has surrendered a registration for cause or in lieu of prosecution.
- May affect your bonding insurance

Tech Training

- Orientation
- Rules
- Duties
- CDS Regulations
- Diversion Issues
- Calculations
- Conversions
- Inventory Management
- Abbreviations
- Sig codes
- Dosage Forms
- Drug labels
- Drugs
- Insurance
- Continuing Education
- Compounding
- Error prevention

Orientation (Phase 1)

- Tour
- Chain of Command
- Employee Handbook and/or Policies & Procedures
- Job Description/Expectations
- Sexual Harassment
- Business Hours/Meals/Breaks
- Customer Service/Phone Etiquette
- Customer relations w/prescribers
- Computer Software

Orientation (Phase 1)

- Benefits
- Confidentiality
- Dress Code/Identification
- Evaluations
- Job Safety/Emergency Procedures
- Training Guidelines on Board website
- Initial test on website/keep with training (do not mail in)
- Must have training manual
- After completion of Phase I, may mail in application. Have 90 days to complete Phase II training.

Orientation (Phase 1)

- Workflow
 - Flow of prescription
 - Drop-Off
 - Phone Duties
 - Rx Pick-up
 - Cashier
 - Counseling
 - Drive-thru
 - Other services (immunizations, MTM)
 - OTC (front end)

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Rules

- Must work under supervision of DPh at all times
- Ratio 2 techs to 1 pharmacist
- Presence of intern does not affect ratio
- Intern cannot verify tech's work
- Different ID for clerk if ratio exceeded, must differentiate on schedule
- Regulatory agencies (DEA, OBND, FDA) and their roles

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Permitted Duties

Clerical Duties <ul style="list-style-type: none">• Typing• Billing• Cleaning• Stocking/ordering meds	Technician Only Duties <ul style="list-style-type: none">• Count/Pour, prepackage• Label medications (including auxiliary labels as directed by pharmacist)• Reconstitute (liquid antibiotics)
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Permitted Duties

- Assist pharmacist with CDS inventory
- Take refill authorization from prescriber's office when no changes are made to non-CDS Rx
- Bulk compounding (discuss later in detail)

Prohibited Duties

- Interpret original prescription
- Perform DUR
- Counsel (including OTC medications)
- Final verification of Rx
- Be in pharmacy without pharmacist (may possess keys)

Prohibited Duties

- Receive new rx by phone
- Take refill authorization from prescriber's office if there are any changes to prescription
- Take refill authorization from prescriber's office for any controlled substance (considered new Rx by DEA)

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CDS Regulations

- Obtaining proper ID for CDS rx's
- Required information for CDS rx's
- CII's – 30 days to fill, no refills, can't be phoned in
- CIII-V – valid for 6 months, no more than 5 refills
- Non-CDS – valid for one year
- Store policy for CDS (double count?, DPh must count?, document on label?, perpetual inventory?)
- Submitting information to PMP

Pseudoephedrine

- Proper storage/display of PSE products
- Daily, monthly & annual limitations
- Proper documentation of PSE transaction
- Proper ID requirements
- Online Meth Registry Check

Acceptable ID's

- Drivers License
- Military ID
- Passport
- State-issued ID
 - Definition of State: any state, territory or possession of U.S., D.C., or foreign nation
- Tribal ID's?
 - Cherokee
 - Muscogee-Creek

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Diversion Issues

- Make them aware and anticipate outside pressure
- Educate about consequences of diversion
 - Criminal prosecution
 - Losing permit/difficulty obtaining other state license
 - Medicare Exclusion List (difficulty obtaining other health-related jobs)
- If a technician is dismissed for cause, it is mandatory to report to Board. (No Board action will be taken without due process.)

Paying attention

- Personality traits/friends
- Changes in circumstances (e.g., divorce, illness)
- Frequent phone calls/texts
- Coming into pharmacy on days off
- Living above their means
- Watch personal use of computer (FB posts)

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Calculations

- Fractions
- Ratios
- Percentages
- Decimals
- Insulin (units/ml) (If quantity exceeds 28 days, days' supply should only be 28 due to BUD)
- Ophthalmics/Otics (drops/ml) (Does pharmacy have a policy or does it depend on pharmacist? 15-20 gtts/ml?)
- Inhalers (puffs per inhaler)
- Topicals (Need to find out how large area patient is treating)

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Conversions

- Metric vs US Customary
- US Customary
- Metric units (mm to cm)
- Fahrenheit vs Celsius
- Apothecary units
- Weight (lb to kg)
- Volume
- Length

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Inventory Management

- Ordering
- Receiving
- Accountability
- Perpetual inventory (who can make adjustments?)
- Proper storage
- FIFO
- Expiration of drugs (remove from shelf immediately, remove from pharmacy within 6 months)
- Reverse distributors

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Abbreviations

- Roman numerals
- Chemistry terms
- Medical terminology
 - Diagnoses
 - Drug abbreviations
- PNV vs PCNV

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Sig Codes

- Latin
- Confusing (QID, QD, QOD, SID)
- OU vs AU
- OD, OS, OU
- Tsp vs Tbsp
- ss vs ii (one-half vs two)
- mEq vs mg or mcg

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Dosage Forms

- Oral
 - Tablets vs capsules vs caplets
 - Sublingual vs buccal
 - Extended release vs immediate release (can it be cut in half or crushed)
 - Enteric coated
- Suspensions vs Solutions vs Syrups
- Ophthalmic can be used in ears but not vice versa
- Selection of appropriate syringes/needles (SQ vs IM)

Dosage Forms

- Inhalers: Intranasal vs Oral inhalers
- Topicals: Creams vs Ointments, patches
- Suppositories: Rectal vs. Vaginal
- Parenteral vs. Enteral

Routes of Administration

- Proper instructions
 - Take vs. dissolve under tongue
 - Unwrap and insert where?
 - Inject how?
 - Inhale by mouth or intranasally
 - Remove patch when putting on new one. Rotate sites.

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Drug Labels

- Patient label
 - Importance of putting all directions on label
 - Not leaving off perceived "unimportant information" (prn is not unimportant)
 - Accuracy of dosage forms (tablet vs capsule, etc)
 - Clear instructions (Take two puffs vs Inhale two puffs intranasally or inhale two puffs orally)
 - Auxiliary labels

Drug Labels

- Stock bottle label
 - Expiration date
 - NDC number
 - Tall man lettering
 - Checking for proper storage requirements
- Which medications need to remain in original containers

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Drugs

- Top 200 drugs
- Drug classifications
- Scheduled drugs
- Name brand vs generic
 - Substitution laws
- Suffixes
- Look alike/Sound alike

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Insurance

- Proper NDC number
- Quantities
- Days supply
- Prior Authorizations
- Reversals
- Return to stock procedures
 - Do not return to stock bottle
 - Redact patient information
 - No more than one year BUD

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Continuing Education

- Annual training required by Board
- Formal CE not required by Board
- National Certification requires 20 hours every two years

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Non-sterile Compounding

- Initial competency training
- Written test (must pass prior to compounding)
- Combination of didactic and experiential
- Annual testing
- Failure of written tests – must immediately be instructed and reevaluated prior to resuming compounding
- Must maintain documentation in pharmacy

Bulk Compounding

- Compounding Log
 - All ingredients, including manufacturers
 - Lot #'s
 - BUD's
 - Actual weights
- All steps must be verified by pharmacist
- Take care that assigned BUD does not exceed BUD of individual ingredients

Sterile Compounding

- Initial competency training
- Written test (must pass prior to compounding)
- Combination of didactic and experiential
- Must be evaluated:
 - Prior to preparing sterile products for patient use
 - At least annually
 - When unacceptable results are produced
 - Unacceptable or questionable techniques are observed

Low & Medium Risk

- Annual Testing
- Media Challenge and Fingertip Glove Testing
- Failure in either written test, media challenge test, or fingertip glove testing must be re-instructed and reevaluated until passed.
- Must be documented thoroughly

Sterile Compounding

- Failure of written tests – must immediately be instructed and reevaluated prior to resuming compounding
- Must maintain documentation in pharmacy
- Prior to mixing multi-ingredient or chemotherapeutic compounds, technicians must demonstrate competency to DOP with Board-approved training program

Hazardous Drugs

- NIOSH Hazardous Drugs list for your pharmacy
- MSDS
- USP 800
- PPE (What is it, when to use it, and how to wear it)
- Spill Kit

Tech Training

• Orientation	• Sig codes
• Rules	• Dosage Forms
• Duties	• Drug labels
• CDS Regulations	• Drugs
• Diversion Issues	• Insurance
• Calculations	• Continuing Education
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• Inventory Management	• Error prevention
• Abbreviations	

Error Prevention

- Do not skip safety steps (barcoding)
- Importance of obtaining/checking allergies
- Importance of confirming patient identity
- Techs should not answer patient's questions
- Communication system for special circumstances (counseling, refrigerated items, reconstituted drugs, etc.)
- Free 3 hrs CE on OSBP website (Risk Assessment Exam)
- www.ismp.org (Error prevention information)
 - Confused drug names, high-alert meds, Tall Man lettering, safety tools, etc.

Federally Required Training

- HIPAA
- Fraud, Waste, & Abuse (annually)
 - Does not count as Board of Pharmacy annual training
- Combat Meth Epidemic Act (CMEA)
 - Self-certification

Annual Training

- Must be documented
- Ideas
 - In-services or staff meetings (document topics and attendance)
 - OSBP quarterly newsletter (initial and date)
 - Read cases
 - Information from Compliance Officers
 - Create tests
 - Required CE for national certification

Resources

- Pharmacists Letter – resources specific to technicians
- <http://www.pharmacy-tech-study.com/>
- <http://denalrx.com/study-games-pharmacy-technician/>
- <http://www.pharmacy-tech-test.com/>
- Apps for phones (Top 200 drugs, flashcards, math, exam prep, medication quiz)

Questions????

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