

What Pharmacists Need to Know about Training Technicians

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Oklahoma State Board of Pharmacy

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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

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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

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### 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.

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### 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)

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### Qualifications

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

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### 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.

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### 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 pointing to the 'Must Attach Current Photo' field, one pointing to the 'Date signed by DPh, should be done promptly upon receipt' field, and one pointing to the 'Pharmacist Signature DPh #' field. A note at the bottom left states 'Pharmacist Signature and DPh #, doesn't have to be PIC'. A note at the bottom center states 'Pharmacy License number, valid for one pharmacy only'.

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### 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

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### Screening

- Background check (Board only does random checks)
  - Fingerprint-based \$19, Name-based \$15
  - [https://www.ok.gov/osbi/Criminal\\_History/Criminal\\_History\\_Search/](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

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### 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

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### Tech Training

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

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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

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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.

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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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### Tech Training

- Orientation
- **Rules**
- Duties
- CDS Regulations
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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**

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

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**Prohibited Duties**

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

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### 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

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### Pseudoephedrine

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

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### 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.)

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### 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)

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### Dosage Forms

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

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### 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

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### 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

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### 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

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### 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

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### 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

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### 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

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### 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

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### 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](http://www.ismp.org) (Error prevention information)
  - Confused drug names, high-alert meds, Tall Man lettering, safety tools, etc.

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### Federally Required Training

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

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### 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

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### 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)

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### Questions????

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