



## **OKLAHOMA STATE BOARD OF PHARMACY**

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### **Pharmacy Technician Training Guidelines - Phase I and II**

Prior to receiving a permit, all pharmacy technicians must have satisfactorily completed a Pharmacy Technician Training Program - Phase I (initial training). A technician may begin Phase II (on-the-job training) only after they have received their permit and must complete it within ninety (90) days of receiving their permit.

This program must be taught in each pharmacy employing pharmacy technicians. The development or implementation of a training program is the responsibility of the pharmacy manager. The instructional text of the training program shall be kept in the pharmacy and only upon request be submitted to the Board for approval.

The pharmacist manager, or another pharmacist in the pharmacy whom he may designate, shall conduct the training and attest to its successful completion. Proof of this training and subsequent training must be maintained in the pharmacy and available for inspection.

These Pharmacy Technician Training Guidelines have been set by the Oklahoma State Board of Pharmacy as minimum standards for training of pharmacy technicians.

The training program may be adjusted to meet the specific needs of an individual pharmacy, but the adjusted program must conform to the minimum standards in these guidelines.

## PHASE I (initial training)

- I. Orientation
  - A. Tour of pharmacy
  - B. Organization Chart (chain of command)
  - C. Policy and Procedures Manual
  - D. Confidentiality of patient information
  - E. Pharmacy literature
  - F. Reference sources
  - G. Name tags
  - H. Dress Code
- II. Job Descriptions
  - A. Role of pharmacists
  - B. Role of supportive personnel
  - C. Role of pharmacy technicians
  - D. Pharmacy technician's interrelationships with
    - 1. pharmacists
    - 2. patients
    - 3. physicians
    - 4. nurses and/or medical office staff
- III. Communication Techniques
  - A. Telephone etiquette and protocol
- IV. Pharmacy laws and rules
  - A. Pharmacy law
  - B. Pharmacy rules
  - C. Drug Enforcement Administration (DEA)
    - 1. identification of DEA drug labels
    - 2. rationale for DEA drugs
    - 3. inventory and/or accountability
    - 4. storage of controlled substances
  - D. Food and Drug Administration (FDA)
    - 1. legend drugs
    - 2. over-the-counter (OTC) drugs
  - E. Pharmacy technician rules
    - 1. allowable functions of pharmacy technicians
    - 2. prohibited functions of pharmacy technicians
- V. Security and Safety
  - A. Department security
  - B. Operation of equipment
  - C. Waste management
  - D. Fire/Safety procedures
  - E. Emergency procedures

**NOTE:** After successful completion of the initial training, trainee may apply for a pharmacy technician permit. Upon receipt of the permit, the pharmacy technician may begin Phase II (on-the-job training).

## PHASE II (on-the-job training)

- I. Pharmaceutical Vocabulary
  - A. Terminology
    - 1. general terminology
    - 2. pharmaceutical terminology
    - 3. medical terminology
  - B. Abbreviations and symbols
    - 1. English abbreviations
    - 2. Latin abbreviations
    - 3. metric abbreviations
    - 4. common chemical symbols
    - 5. apothecary symbols
- II. Mathematical Terminology and Systems
  - A. Roman numerals
  - B. Apothecary system
  - C. Metric system
    - 1. weight
    - 2. volume
  - D. Household measurements
  - E. Decimals
  - F. Fractions
  - G. Percentages
  - H. Ratios
  - I. Other relevant mathematical measurements or systems
- III. Drug Nomenclature
  - A. Chemical name
  - B. Non-proprietary or generic name
  - C. Brand or trademarked name
  - D. Synonyms
- IV. Classification of Drugs
  - A. Schedule
  - B. Legend
  - C. Exempt
  - D. Other drug classifications
- V. Pharmaceutical Dosage Forms
  - A. Liquid dosage forms
    - 1. solutions
    - 2. suspensions
    - 3. emulsions
    - 4. other liquid dosage forms
  - B. Solid dosage forms
    - 1. capsules
    - 2. tablets
    - 3. other solid dosage forms
  - C. Miscellaneous dosage forms
    - 1. powders
    - 2. ointments
    - 3. creams
    - 4. suppositories

5. patches
  6. injectables
  7. other miscellaneous dosage forms
- VI. Routes of Administration
- A. Oral
  - B. Parenteral
  - C. Topical
  - D. Inhalation
  - E. Sublingual and buccal
  - F. Rectal
  - G. Vaginal
  - H. Other routes of administration
- VII. Materials Management
- A. Ordering of drugs
  - B. Receipt of drugs
  - C. Accountability for drugs
  - D. Storage of drugs
  - E. Types of drug containers and packages
  - F. Labeling requirements
  - G. Lot numbers
  - H. Expiration dates
  - I. Inventory control
- VIII. Drug Dispensing
- A. Data entry
  - B. Typing the prescription label
  - C. Selecting the correct stock bottle
  - D. Accurately counting, pouring or reconstituting the appropriate quantity of a drug product
  - E. Selecting the proper container
  - F. Affixing the prescription label to the container
  - G. Affixing the auxiliary labels, if indicated
  - H. Preparing finished product for inspection and final check by pharmacist

**NOTE:** The pharmacy technician must complete Phase II within 90 days of receipt of their pharmacy technician permit.