

JOB DESCRIPTION

POSITION TITLE: Pharmacy Technician

DEPARTMENT: Pharmacy

REPORTS TO: Pharmacist

POSITION OVERVIEW:

The pharmacy technician position is responsible for preparing medications for patient consumption under the general supervision of a licensed pharmacist and in accordance with standard departmental procedures.

DUTIES/RESPONSIBILITIES:

1. Performs duties assigned by a licensed pharmacist. Areas of work are checked routinely for maintenance of quality control. Work is conducted in accordance with generally accepted standards of practice following departmental procedures and policies as outlined in the department operations manual.
2. Reads and interprets physicians' orders received in the pharmacy and transcribes the same into the pharmacy computer medication profile.
3. Undertakes continuous self-improvement, attending applicable training, seminars, in-services and educational classes to maintain skills competency and current knowledge for standard of care and effective practices.
4. Responsible for following all agency safety and health standards, regulations, procedures, policies and practices.
5. Identifies, initiates and implements measures to deliver high quality care to patients and improve services.
6. Responds efficiently and timely to all patient and provider staff needs and inquiries.
7. Ensures excellent customer service to all FHCCGLA patients.
8. Handles patient grievances according to FHCCGLA's Policy & Procedure.
9. Assists in developing, updates & reviews of FHCCGLA Policies & Procedures (P&P's) as needed (with input from all other key personnel).
10. Ensures HIPAA compliance by maintaining strict confidentiality of all patient data and E.H.R./Practice Management System (PMS) according to regulations and FHCCGLA's P&P's.
11. Attends the following meetings/training
 1. Mandatory Quarterly Staff Meeting/Trainings- Quarterly (Jan., Apr., Jul. & Oct.)
12. Other pertinent meetings- As scheduled
13. Remains informed of:

1. Current legal and regulatory changes related to scope of practice.
 2. Specific programs/payors, insurances accepted, and services being offered at FHCCGLA.
 3. All applicable Policies & Procedures
14. Responds to on-demand calls for "STAT" orders, pick-ups and delivers same.
 15. Attends and participates in pharmacy tech meetings to exchange ideas to achieve goals of the department. Keeps procedures up-to-date in pharmacy tech manual to train new personnel and to have quick reference to specific jobs so they are performed according to the policies of the department.
 16. Checks and removes outdated meds on a routine basis to ensure that no deteriorated meds are in stock. Keeps appropriate records.
 17. Assists with billing by using appropriate computer function, reason codes and dates for charging and crediting.
 18. Assist checking in orders, putting orders away and filing associated paperwork.
 19. Continues to educate by attending drug in-services and keeping up with policy changes.
 20. Maintains competency in caring for patients of all age groups and developmental stages and maintains competency as specifically indicated by orientation guidelines for a particular unit.
 21. All other duties as assigned.

MINIMUM QUALIFICATIONS:

1. High school diploma.
2. Current CPR Certification- required to be kept up to date.
3. Two years of Retail Pharmacy experience preferred.
4. Must speak/write Spanish fluently.
5. Certificate from pharmacy technical training program, junior college graduate or State certification as Pharmacy Technician with 5-year hands-on pharmacy experience.
6. FQHC experience, highly preferred.
7. Excellent analytical skills.
8. Motivation to take the Initiative to ensure all tasks performed are completed thoroughly and accurately.
9. Excellent writing and verbal communication skills.
10. Knowledge of administrative principles and procedures.
11. Computer knowledge preferred (e.g., NextGen (E.H.R. & PMS), Microsoft Word and Excel), and Digital Rx.
12. Bilingual English/Spanish and familiarity with the Hispanic culture.
13. Work schedule may include weekends as needed.
14. Ability to prioritize workload and work under pressure of deadlines.

- 15. Ability to meet tight time sensitive deadlines.
- 16. Motivated and committed to the provision of high-quality healthcare for indigent and underserved communities.
- 17. Willingness to adapt to changes with regard to the agency's growth and expansion.

ADDITIONAL ELIGIBILITY QUALIFICATIONS:

- 1. Ability to work well with others in a professional and team-oriented environment.
- 2. Well-developed interpersonal skills, friendly personality and able to motivate staff by promoting teamwork.
- 3. Ability to relate to the public regardless of ethnicity, religion and economic status.
- 4. Excellent communication skills.
- 5. Willingness to travel.
- 6. Strong planning and organizational skills.
- 7. Problem analysis and critical thinking skills.
- 8. Excellent customer service skills.
- 9. Knowledge of the following (but not limited to), preferred:

<input type="checkbox"/> My Health LA	<input type="checkbox"/> PPO's	<input type="checkbox"/> HMO's
<input type="checkbox"/> Medicare	<input type="checkbox"/> Family PACT	<input type="checkbox"/> CPSP
<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Fee-for-Service	<input type="checkbox"/> CHDP
<input type="checkbox"/> Managed Care Plans	<input type="checkbox"/> Every Woman Counts	

_____ Date: _____
Employee Signature

_____ Date: _____
Supervisor Signature