

## Pharmacy Technician Training Program

### Technical Standards

The technical standards as stated here reflect performance abilities that are necessary for a student to successfully complete the requirements of the Pharmacy Technology curriculum. It should be noted that under the Americans with Disabilities Act "A qualified person with a disability is one who can perform the essential function of a job with or without reasonable accommodation." Please read the standards carefully and seek clarification if necessary. According to the nature of the work required in Pharmacy Technology, the student must be able to meet the following standards:

| TECHNICAL STANDARD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | EXAMPLES OF ACTIVITIES/BEHAVIORS (NOT ALL INCLUSIVE)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <b>Cognitive ability:</b> <ul style="list-style-type: none"> <li>Demonstrate critical-thinking ability sufficient for collecting, analyzing, and integrating information and knowledge in order to safely and accurately process primary care provider orders and promote positive patient outcomes and professional behavior.</li> <li>Exhibit ability to follow policies and procedures required by clinical and academic settings.</li> <li>Exhibit ability to organize and prioritize tasks.</li> <li>Exhibit ability to function effectively under stress and time constraints.</li> <li>Exhibit awareness of, and ability to work with, diverse populations.</li> <li>Exhibit ability to follow policies and procedures required by clinical and academic settings.</li> </ul> | <ul style="list-style-type: none"> <li>Demonstrate problem solving abilities (measure, calculate, reason, prioritize, and synthesize data).</li> <li>Understand and recall complex information and apply to new situations.</li> <li>Perform calculations.</li> <li>Organize and prioritize multiple tasks; integrate and analyze written, verbal, and observed data regarding patient care.</li> <li>Manage distractions.</li> <li>Follow a process from start to finish utilizing sequential established policies and procedures.</li> <li>Utilize sound judgment and safety precautions.</li> <li>Understand the rationale for, and comply with, HIPAA standards, especially confidentiality.</li> <li>Process prescriptions and/or prepare compound medications Description (Performed consistently and dependably)</li> <li>Demonstrate ability to be familiar with, and acquire a knowledge base of, brand/generic names of the most commonly prescribed medications.</li> <li>Demonstrate ability to read and interpret handwritten prescriptions.</li> <li>Process prescriptions in an accurately and timely manner that matches level of training and pharmacy's demands.</li> <li>Demonstrate the ability to assist accurately with all patient care duties and pharmacy procedures.</li> </ul> |
| <b>Communication Ability:</b> <ul style="list-style-type: none"> <li>Demonstrate ability to speak, read, comprehend, and write English at a level that meets the need for clear and effective communication with instructors, peers, other healthcare professionals, and patients.</li> <li>Demonstrate ability to adjust non-verbal and verbal language appropriately to meet the needs of the multilingual and culturally diverse patients, families, and colleagues.</li> </ul>                                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>Understand written and verbal English communication and follow directions explicitly.</li> <li>Read and interpret common medical/pharmacy abbreviations.</li> <li>Understand patient information and provide verbal feedback.</li> <li>Interact and establish rapport with individuals, families, and groups from diverse populations.</li> <li>Read and respond to professional emails in a timely manner.</li> <li>Provide explanations and teaching.</li> <li>Demonstrate empathy.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Interpersonal/Intrapersonal Skills and Behavior:</b> <ul style="list-style-type: none"> <li>Demonstrate emotional and psychological stability sufficient to function under stress and to adapt to ever-changing situations.</li> <li>Follow a professional code of ethic.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>Display a caring attitude.</li> <li>Demonstrate professional behavior in classroom, lab and clinical settings; including, but not limited to, appropriate personal hygiene, timeliness, preparation, and concentration.</li> <li>Demonstrate empathy for patients and peers, exhibit sensitivity to the needs of others', and treat all with dignity and respect.</li> <li>Demonstrate awareness of other's reactions and understanding of why they react the way they do.</li> <li>Respond calmly to, and remain focused during, stressful situations.</li> <li>Respond professionally and appropriately to emergency situations.</li> <li>Maintain composure in clinical and didactic environments.</li> <li>Establish productive working relationships.</li> <li>Work independently or in a team.</li> <li>Interpret non-verbal communication.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                       |

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| <b>Visual Ability:</b> <ul style="list-style-type: none"> <li>Demonstrate visual acuity sufficient for reading, evaluating, and processing prescriptions, labels, and packages of all types.</li> </ul>                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>Read numbers and letters in fine print, such as would appear on prescription labels and patient package inserts accurately.</li> <li>Differentiate solid dosage forms by size, shape, and color.</li> <li>Demonstrate ability to accurately distinguish demarcations and be able to calibrate all equipment used to weigh, measure, and dispense medication.</li> <li>Read Roman numerals accurately.</li> <li>Read medication labels, and draw up and read syringe volumes accurately.</li> <li>Perform visual inspections of preparations for discolorations, precipitations, bubbles, clumps, etc. on compounded sterile and not-sterile preparations.</li> </ul> |
| <b>Auditory Ability:</b> <ul style="list-style-type: none"> <li>Demonstrate hearing acuity sufficient to communicate and interact with patients, pharmacists, and other health care professionals.</li> </ul>                                                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>Hear and communicate clearly in person and by telephone.</li> <li>Hear conversations well enough to communicate with patients, peers, instructors, and other health care providers.</li> <li>Listen for awareness of equipment function or malfunction and/or emergency signals.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Tactile Ability:</b> <ul style="list-style-type: none"> <li>Demonstrate tactile ability sufficient for preparation and compounding of sterile and non-sterile products.</li> <li>Demonstrate ability to put on and remove Personal Protective Equipment, or PPE.</li> </ul>                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>Manipulate syringes and dispose of needles safely.</li> <li>Manipulate vials, ampules, and medication packaging.</li> <li>Calibrate and use equipment.</li> <li>Demonstrate ability to put on and remove gloves, gown, shoe covers, mask, protective eyewear, and head covering.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Olfactory Ability:</b> <ul style="list-style-type: none"> <li>Demonstrate olfactory ability sufficient to detect unusual odors/smells in the environment.</li> </ul>                                                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>Detect malodorous or unusual odors of medicines.</li> <li>Distinguish smells which adversely affect the environment (fire, noxious fumes, etc.).</li> <li>Tolerate exposure to various chemical odors.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Strength and Mobility:</b> <ul style="list-style-type: none"> <li>Demonstrate physical abilities and strength sufficient to perform clinical and administrative duties.</li> <li>Demonstrate strength sufficient to lift heavy objects.</li> <li>Demonstrate ability to move in tight quarters.</li> <li>Demonstrate ability to freely walk, stand, sit, squat, balance, climb, reach, grip, lift, pull, and push as needed in the performance of clinical duties.</li> </ul> | <ul style="list-style-type: none"> <li>Demonstrate ability to maneuver in small spaces (walk, stand, and bend over).</li> <li>Squat, bend/stoop, reach above shoulder level, kneel, and use standing balance.</li> <li>Demonstrate ability to withstand repetitive hand, fine motor movements, and manual dexterity without incident.</li> <li>Squat, bend/stoop, reach above shoulder level, kneel, and use standing balance to place medications in the proper place.</li> <li>Lift and/or carry up to 50 pounds safely and exert up to 100 pounds force for push/pull utilizing a cart with wheels.</li> </ul>                                                                                           |
| <b>Motor Skills:</b> <ul style="list-style-type: none"> <li>Demonstrate gross and fine motor abilities sufficient to effectively prepare, package, carry, and deliver medications in a timely manner.</li> <li>Demonstrate physical ability sufficient to maneuver in small spaces (including standing, walking, bending, and range-of-motion of extremities).</li> </ul>                                                                                                        | <ul style="list-style-type: none"> <li>Calibrate, adjust, use, and clean equipment.</li> <li>Demonstrate fine motor skills required to safely manipulate syringes and needles.</li> <li>Manipulate vials, ampules, and medication packaging.</li> <li>Load paper and labels in printer or automated medicated dispensing machines.</li> <li>Demonstrate keyboarding skills sufficient to complete data entry and/or clinical duties in a timely manner.</li> <li>Perform Cardiopulmonary Resuscitation (CPR) on a patient if needed.</li> </ul>                                                                                                                                                             |

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| <b>Physical Endurance:</b> <ul style="list-style-type: none"> <li>Demonstrate sufficient physical endurance to complete assigned periods, the required shift, and assigned tasks.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>Work 8- to 12-hour shifts on AM or PM rotations.</li> <li>Sit or stand for long periods of time, including up to 12 hours.</li> <li>Carry at least 20 pounds while walking for extended periods of time.</li> <li>Climb stairs</li> </ul>                                                                                                                                                                                                       |
| <b>Environmental Tolerance:</b> <ul style="list-style-type: none"> <li>Demonstrate ability to work in the pharmaceutical environment.</li> <li>Demonstrate sensitivity and ability to protect self and others from environmental risks and hazards.</li> <li>Demonstrate ability to tolerate prolonged periods of time amidst artificial lighting, air conditioning, dust and odors, residue from cleaning products, noise, and congested workplace.</li> <li>Demonstrate ability to wear Personal Protective</li> <li>Equipment, or P.P.E., for extended periods of time during work, educational study, and labs.</li> <li>Demonstrate awareness that the health care environment may contain latex and other allergens, including but not limited to medication (topical and ingestible), chemical, and mundane; tolerance of such allergens in the work place must also be demonstrated</li> </ul> | <ul style="list-style-type: none"> <li>Wear gloves, mask, head covering, protective eyewear and gown for extended periods of time during patient treatment, educational study, and labs.</li> <li>Perform frequent evaluation and correction of facility for vapors/fumes, excessive noise, and facility cleanliness in the performance of patient care.</li> <li>Use MSDS (materials safety data sheets) for specific drugs, chemicals, and common environmental handouts.</li> </ul> |

**Declaration:**

I have read and understand the technical standards required for Pharmacy Technology. I hereby declare that:

- ☐ I am/the student is **able** to meet the above listed essential technical standards.
- ☐ I am/the student is **unable** to meet the above listed essential technical standards based on the following: (please list standard that cannot be met and give rationale) \_\_\_\_\_

\_\_\_\_\_  
Name of Applicant (Print or type)

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

**\*\*If a Pharmacy Technology student believes that he or she cannot meet one or more of the standards without accommodation or modifications, the college must determine, on an individual basis, whether or not the necessary accommodations or modifications can be made reasonably.**