

**XXXXXXXXXX Hospital Center**  
**Position Description**

*Job Title:* Computer Support Pharmacist  
*Department:* Pharmacy  
*Department Number:* \_\_\_\_\_  
*Employee Name:*  
*Classification:* Non-exempt

*Job Code:* \_\_\_\_  
*Grade:* \_\_\_\_  
*Effective Date:*

*Evaluation Period:*  
*To/From*

*The following job description covers the most significant duties performed, but does not exclude other work assignments not mentioned.*

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**SECTION I - COMPETENCIES**

Primary Responsibilities

Performance Standards

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| I. Information Systems Support and Medication Distribution Support (50%) | 1.1 Responsible for maintaining all PC and Mainframe Systems for the Department of Pharmacy.<br>1.2 Trains staff Pharmacists and Technicians on patient care and operational computer systems.<br>1.3 Develops and implements new information and medication delivery systems when initiated.<br>1.4 Maintains the pharmaceutical wholesaler computer system to track inventory control, integrity of data and produce budget control usage data.<br>1.5 Develops clinical and operations data bases for dispensing medications, providing drug information and cost containment tracking programs utilized throughout the organization. (i.e. Micromedix, ADR, Clinitrends, Narcotics, Clintec)<br>1.6 Maintains all clinical and operations PC software applications and updates the Director of Pharmacy on new technologies.<br>1.7 Provides first line assistance and is available 24 hours for computer systems downtime support. Initiates downtime procedures where appropriate with the support of the Assistant Director of Pharmacy.<br>1.8 Serves as the liaison between the department and the MIS Department, Accounts Payable and Budget Offices.<br>1.9 Continuously evaluates and maintains all daily patient billing and the end of the month departmental billing. Conducts all patient specific audits when requested.<br>1.10 Updates and maintains the hospital drug formulary systems.<br>1.11 Responsible for entering medication orders accurately.<br>1.12 Profiles and dispenses medication after checking appropriateness, re allergies, therapeutic class duplication, incompatibility and recommended therapeutic dosage range.<br>1.13 Oversees the process of medication preparation, packaging and distribution by technicians for accuracy and safety.<br>1.14 Contacts physicians and other appropriate health care givers in case of order clarification and notifies the related person of any change and/or delay of treatment due to unavailability or other reasons.<br>1.15 Resolves problem orders before the end of respective shift and communicates related issues to incoming department staff.<br>1.16 Ensures aseptic and safe handling techniques are employed by technicians in preparation of parenteral medications. |
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- 1.17 Monitors physician orders in his/her designated patient care areas for drug toxicity and consult physicians for dose adjustment based on patients' parameters (pharmacokinetics).
- 1.18 Responsible for providing drug information to staff in his/her designated areas continuously as needed and scheduled (inservices).
- 1.19 Demonstrates knowledge and skills to provide care appropriate to the age of patients served on the unit by pharmaceutical care guidelines.
- 1.20 Contacts physician and other health care givers in case of drug allergies, duplications and interactions, and provides alternative regimens.
- 1.21 Performs any other duties as assigned.

**SECTION II - CUSTOMER SERVICE**

Primary Responsibilities

Performance Standards

II. Treatment Interventions and Clinical Activities Role (25%)

- 2.1 Treats everyone in a caring, professional manner to foster an image of the hospital and instill confidence in the care/services provided.
- 2.2 Serves as a department's point-of-contact for patients, visitors, physicians and hospital employees. ·Acknowledges patients and visitors promptly and courteously. ·Responds to questions and relays concerns to appropriate personnel or seeks out resources as required.
- 2.3 Keeps department and public areas clean and clear of trash/litter on floors and working areas.
- 2.4 Fulfills goals set by Director on department's criteria indicators in the designated patient care areas such as reducing length of stay, drug cost/patient/day, medication delivery, turn-around time etc.
- 2.5 Conducts targeted drug utilization evaluation under supervision of Clinical Coordinator and report back to him/her for presentations at the P&T Committee.
- 2.6 Responsible for meeting goals developed by Clinical staff to investigate and document adverse drug reactions (ADR) in his/her designated area.
- 2.7 Documents all his/her activities on the floor and report these activities monthly to the appropriate supervisor.
- 2.8 Makes suggestions for improvements to department's clinical procedures and training to enhance patient service. Participates in inter and intra-department performance exercises and exams.

**SECTION III - CORE VALUES**

Primary Responsibilities

Performance Standards

III. Demonstrates Commitment to the Organization/Departmental Mission, Vision, Goals, and Objectives by Incorporating the Organizations Values into His/Her Daily Performance (25%)

- 3.1 Demonstrates responsibility for own growth and development. Updates knowledge to maintain competency by due date. Maintains requirement for:  
\*Fire/Safety/Disaster  
\*Employee Health Updates  
\*Infection Control  
\*30 continuing education contact hours every 2 years
- 3.2 Renewal of licenses is done without delay and the original copy is provided to the department prior to the expiration deadline.
- 3.3 State and Federal Law regarding dispensing controlled substances are followed as mandated.
- 3.4 Performs duties in a self directed manner with minimal supervision or direction.

- 3.5 Informs Director or Supervisor on-call if significant problems or events contrary to standard operating procedure occur.
- 3.6 Displays hospital ID at all times.
- 3.7 Treats colleagues, in-house customers, patients and their guests courteously.
- 3.8 Maintains attendance and punctuality within hospital guidelines.
- 3.9 Maintains work area in an immaculate fashion.
- 3.10 Annual requirements checklist is completed with all areas satisfied at time of performance evaluation.
- 3.11 Demonstrates awareness of current policies and procedures of the department and their influence on daily practice.
- 3.12 Respects patient/hospital confidentiality by giving information only to those individuals who are authorized and have a need to know, and never discusses patients' medical condition/treatment in public areas.
- 3.13 Actively exhibits behaviors that support the department's mission and vision and demonstrates patient's first attitude.
- 3.14 Exhibits core organizational values: continuous improvement; teamwork; customer focus; workforce diversity; respecting individual needs; integrity; innovation and initiative; and positive attitude.

***MINIMUM QUALIFICATIONS:***

Licensed as a Pharmacy Doctor (P.D.) in the State of Maryland; license must be current and in good standing. One year of Hospital experience preferred; ability to supervise non-professional personnel. Must have demonstrated advanced PC applications and operations skills.(i.e. Word Processing, Data Base and Spreadsheet applications). Experience with pharmacy mainframe or PC systems. Required physical demands (per day); standing for 1-3 hours, sitting for 3-7 hours, fine motor movements required with both hands. Must be able to work on any shift as needed. Must have the ability to demonstrate knowledge and skills necessary to provide care appropriate to the age of the patients by pharmaceutical care guidelines. Environmental demands: requires frequent working with others, the ability to provide moderate control over a changing work pace, and moderate amount of role ambiguity.

***GENERAL COMMENTS:***