

XXXXXXXXXX XXXXX Hospital  
Job Description

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Dept. Name:	Pharmacy	Dept. No.:	758
Job Title:	Pharmacy Technician-Automation	Job Code:	0224
Reports To:	Pharmacy Clinical Coordinator	FSLA Status:	Non-Exempt
Vice President:			

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Job Summary:

Provides technical support for pharmacy technology systems by performing maintenance on equipment, generating reports on Robot and AcuDose activities, setting up and configuring AcuDose cabinets, adjusting inventory, entering and deleting users, and completing other duties as needed to assist the pharmacist.

Education:

- High School graduate.
- Completion of a technician training program preferred.

Experience:

- 1-2 years NCBH pharmacy experience preferred.

Licensure, Certification, and/or Registration:

- North Carolina Board of Pharmacy registration required within 30 days of employment.
- CPhT preferred.

Skills & Qualifications:

- Verbal and written communication skills.
- Basic math skills.
- Typing and computer skills.
- Good organizational skills.
- Excellent interpersonal communication skills. Must be able to talk with patients/caregivers and others to obtain and provide information in a professional manner.

Special Characteristics:

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Approved By:

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Name  
Director of Pharmacy

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Title  
11/27/07

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Date

Effective Date of Original: 6/91  
Reviewed/Revised: 1/06  
Reviewed/Revised: 6/06  
Reviewed/Revised: 2/07; 11/07

## Primary Accountabilities:

1. Adheres to the general hospital standards to promote a cooperative work environment by utilizing communication skills, interpersonal relationships and team building.
  - Following hospital policies and procedures.
  - Following departmental policies and procedures.
  - Contributing to the overall quality of services.
  - Assuming responsibility for keeping informed about changes in policies and procedures.
2. Works cooperatively with others and organizes daily workflow to optimize output.
  - Using time wisely to complete daily and routine tasks on schedule.
  - Prioritizing tasks to accommodate customer needs first.
  - Completing special projects by established deadlines.
  - Communicating with supervisor to provide progress updates and to re-prioritize activities as customer needs change.
  - Communicating with Nursing and Pharmacy staff as necessary when Robot and AcuDose work will affect them.
  - Functioning as a team player.
3. Performs maintenance and reporting tasks.
  - Reconciling manual AcuDose admissions with valid Medipack admissions.
  - Correcting Carecast Med-Disp-In interface errors (NAI errors).
  - Monitoring Robot Daily Performance Summary and investigating excessive manual picks.
  - Generating Robot stock management reports on a regular schedule and adjusting Robot inventory accordingly, and coordinating stock additions with PackPlus staff.
  - Generating AcuDose stock management reports on a regular schedule and adjusting AcuDose inventory accordingly.
  - Recording daily performance indicators related to inventory and interface maintenance, and providing indicators to Systems Coordinator monthly.
  - Entering and deleting new AcuDose users as assigned by Systems Coordinator.
  - Generating weekly reports and distributing them to customers (AcuDose Stock, Inventory Activity, and AcuDose Stock outs).
4. Assists with AcuDose implementation and support.
  - Configuring drawers and assigning inventory for new cabinets.
  - Placing initial stock in cabinets and working with Purchasing as needed.
  - Helping deliver and connect equipment.
  - Assisting AcuDose users via phone to diagnose and correct AcuDose-related patient and order problems.
  - Visiting nursing units to assist with cabinet malfunctions.
  - Accompanying McKesson technicians during service visits.
5. Performs Pharmacy Technician staffing duties.
  - Preparing, initialing and professionally labeling medications to be checked by a pharmacist prior to dispensing.
  - Delivering medications following set schedule and route; stocking AcuDose Cabinets.
  - Compounding sterile products consistent with USP 797 requirements.
  - Compounding of cytotoxic (chemotherapeutic) preparations.
  - Communicating with nursing staff to resolve problems and meet customer needs.
  - Investigating missing doses and other medication-related problems.
  - Communicating with customers (e.g., nursing staff, providers, patients) to resolve problems and meet customer needs.
  - Waiting on customers at the window.
  - Answering the telephone and screening calls to provide information requested or refer calls requiring professional judgment to a pharmacist.

- Communicating progress, needs and concerns to a pharmacist or other co-workers to facilitate problem-solving and follow-up to ensure customer satisfaction.
6. Participates in the team approach to quality improvement to support the Pharmacy Department's commitment to the philosophy and principles of Total Quality.
    - Participating in the establishment of area and departmental goals and objectives.
    - Setting and meeting individual goals which contribute to team success.
    - Participating in peer review activities.
    - Participating on department teams to resolve problems and improve processes.
    - Contributing to the strategic planning development of the Pharmacy computer area.
  7. Maintains updated knowledge and skills and contributes to the education of others.
    - Attending required inservices and completing online educational programs on time to meet TJC, OSHA, and other departmental requirements without reminders.
    - Assisting with the training of new employees, technician students, and other learners.
    - Maintaining annual aseptic technique certification.
    - Completing any necessary skills development courses to expand and update knowledge and abilities.
    - Maintaining CPhT continuing education requirements when certified.
    - Registering with the Board of Pharmacy on time annually.
  8. Participates in planning processes by establishing personal goals to support quality improvement efforts and contribute to the achievement of departmental objectives.
    - Setting goals and objectives annually as part of the Annual Employee Review process.
    - Developing action plans to show how and when the goals will be met, including the development/maintenance of benchmarking standards.
    - Implementing the action plans to achieve the goals.
    - Providing periodic status reports of progress made toward meeting goals.
    - Revising goals as needed to reflect changing roles and department priorities.
  9. Provides age/developmentally appropriate care in accordance with Age/Developmental Specific Care Guidelines for the age groups served when participating in patient care.
    - Calculating dose based on patient's weight when needed.
    - Selecting a dosage form to meet patient needs considering age, (e.g., oral liquid vs. tablet; pediatric vs. adult concentrations and dilutions).
    - Considering age differences when communicating to patients and visitors, e.g., demonstrating awareness of potential hearing, sight, motor skills and short-term memory for elderly; and language skills for children.
    - Maintaining competence related to age-specific care through continuing education.

## Job Specifications

### Physical Requirements:

Amount of time spent performing the following activities:

	0% to 35%	35% to 65%	65% to 100%	N/A	Activity
	X				Standing
	X				Walking
X					Sitting
X					Bending
	X				Reaching with arms
	X				Finger and hand dexterity
	X				Talking
	X				Hearing
	X				Seeing
					Lifting, carrying, pushing and or pulling:
X					20 lbs. maximum
	X				50 lbs. maximum
X					100 lbs. maximum

### Work Environment:

- Comfortable heat and light.
- Noise generated from telephones, computers/printers, robot, hoods, and verbal communication.
- May be exposed to infections and contagious diseases.
- Possible exposure to the risk of bloodborne pathogens and/or airborne pathogens.
- Possible exposure to latex.
- Possible exposure to cytotoxic (chemotherapeutic) agents.
- Pressure due to multiple demands.
- Potential for criminal activity (robbery, etc.)
- Non-stop activity associated with daily routine.
- Subject to extremely hectic pace.
- Subject to changes in work schedules and areas to meet customer/department needs.