

XXXXXXXX XXXXX Hospital
Job Description

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

Job Summary:

Provides technical support for the pharmacy information systems by entering charges, auditing, maintaining records and completing other duties as needed to meet customer expectations.

Education:

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

Experience:

- 1-2 years pharmacy experience preferred.

Skills & Qualifications:

- Verbal and written communication skills.
- Basic math skills.
- Typing and computer skills.
- Good organizational skills.
- Excellent interpersonal communication skills.

Licensure, Certification, and/or Registration:

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

Special Characteristics:

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Approved By:

Name
Director of Pharmacy

Title
11/27/07

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. Maintains history files of patient and department charges.
 - Filing daily charges.
 - Maintaining system to track location of patient and department charges.
 - Retrieving information when needed by customers.
3. Assists Data Coordinator/Analyst in supporting the Pharmacy Department's mission.
 - Assisting and training in the areas of charge entry, auditing, and other duties as assigned.
 - Working to help the Data Coordinator/Analysts resolve problems and meet customer needs.
4. Processes patient and department charge documents to support accurate patient billing and maintain pharmacy inventory.
 - Tracking the keying of charge documents to ensure that all charges are keyed every day.
 - Seeking correct information by questioning staff who completed the charge document.
 - Updating charges on patients' profiles by processing patient charges generated through processes other than order entry and charting.
 - Recognizing and correcting unreasonable charge entries.
 - Preparing charges/credits to be processed by the data audit department when they cannot be processed in the pharmacy system so that all charges will reach the patient's bill.
5. Works cooperatively with others and organizes daily workflow to optimize output.
 - Using time wisely to promote value-added services.
 - Prioritizing tasks to complete charge-entry duties.
 - Reducing non-essential interruptions to maximize productivity.
 - Discussing progress and concerns related to job duties with the area supervisor to ensure that consistent services are provided on time.
6. Provides service to customers to meet or exceed their needs and expectations.
 - Answering the telephone and screening calls to provide information requested or refer calls requiring other support to co-workers and supervisor.
 - Communicating progress, needs and concerns to the supervisor or other co-workers to facilitate problem-solving and follow-up to ensure customer satisfaction.
7. 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.
8. Maintains updated knowledge and skills and contributes to the education of others.
 - Attending required inservices to meet TJC, OSHA, and other departmental requirements.
 - Assisting with the training of new employees.
 - Completing any necessary skills development courses to expand and update knowledge and abilities.

9. 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.

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.