

10 THINGS TO KNOW ABOUT TECHNICIAN PRODUCT VERIFICATION

Technician product verification allows pharmacy technicians to independently perform the technical tasks required for medication preparation and dispensing. Policies in support of pharmacy technician product verification enable pharmacists to spend more time on clinical and cognitive functions, streamline workflows, and create advanced opportunities for pharmacy technicians. Examples of pharmacy technician final verification include tech-check-tech, tech-check-technology, or technician-check-repackaging.

1 WHAT IS PRODUCT VERIFICATION IN A PHARMACY?



After a prescription or order information is entered into a pharmacy's electronic system or electronic health record and reviewed by a pharmacist for clinical appropriateness and accuracy, a final physical verification ensures that the drug and drug dosage, device or product selected from a pharmacy's inventory pursuant to the electronic system entry is the correct drug and drug dosage, device, or product.

2 WHAT IS TECHNICIAN PRODUCT VERIFICATION?

Verification of a technician's or technology order-filling accuracy by another technician rather than a pharmacist.

4 ARE ALL PHARMACY TECHNICIANS AUTHORIZED TO PERFORM PRODUCT VERIFICATION?

Not all states authorize pharmacy technicians to engage in product verification. In states where technician product verification is allowed, pharmacy technicians engaging in product verification must do so in accordance with rules outlined in state law and institutional policies.

3 WHAT ACTIVITIES DO TECHNICIANS PERFORM WHEN ENGAGED IN PRODUCT VERIFICATION?

- a. Identifying the right medication, right strength, and right dosage form was selected from the pharmacy's inventory or automated dispensing system.
- b. Calculating and verifying the correct quantity of medication was dispensed based on the prescription or order's dosage and frequency.
- c. Ensuring that the product is intact and within its expiration date.
- d. Reporting discrepancies to the supervising pharmacist.

5 WHAT TRAINING DOES A TECHNICIAN NEED TO PERFORM THIS ACTION?

- a. Individual states determine eligibility and requisite training for pharmacy technicians to perform product verification. Examples include didactic or equivalent training, pharmacy technician certification, and/or completion of an accredited pharmacy technician training program.
- b. In states where technician product verification is permitted but the state board of pharmacy does not directly oversee training of pharmacy technicians, individual institutions are required to ensure their programs are in compliance with the law.
- c. Some professional organizations offer certificates and/or specialized toolkits for pharmacy technician product verification.



6 WHAT DATA SUPPORTS PHARMACY TECHNICIAN PRODUCT VERIFICATION?

Studies have shown technician final product verification does not produce higher error rates than pharmacist verification (mean ± S.D., 99.6% ± 0.55% versus 99.3% ± 0.68%, respectively)¹.

7 WHAT TECHNOLOGY IS USED FOR PRODUCT PREPARATION AND VERIFICATION?

- a. Barcode technology is commonly utilized in product verification to ensure that patient's "five rights," the right patient, the right medication, the right dose, the right route, and the right time, are maintained at all times. Surveys estimate more than 80 percent of hospital pharmacies utilize barcodes for restocking automated dispensing cabinets.²
- b. Technology may be used to help fill prescriptions or medication orders within the pharmacy. Examples of this include the following:
 - i. Automatic medication counting systems
 - 1. Examples: VIVID ONE³, VIVID LITE³, RxSafe 1800⁴
 - ii. Automatic strip packaging machines
 - 1. Examples: RapidPakRx⁵, Parata ATP Pouch Packager⁶
 - iii. Medication carousels
 - 1. Examples: Omnicell Pharmacy Carousel⁷, RxSafe 1800⁴

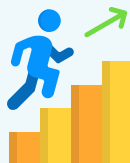


8 WHAT IS THE PHARMACIST'S ROLE IN TECHNICIAN PRODUCT VERIFICATION?

- a. The pharmacist first receives and reviews a medication order or prescription. The pharmacist then performs prospective clinical review including indication, appropriateness of dose, route of administration, duration of therapy, patient allergies, drug interactions, and contraindications.
- b. Pharmacists supervise pharmacy technicians and technology associated with the medication preparation and distribution.

9 HOW DOES TECHNICIAN PRODUCT VERIFICATION BENEFIT PHARMACY TECHNICIANS?

- a. Involving pharmacy technicians in the product verification process allows for pharmacy technicians to advance their careers and expand their ability to positively impact patient care.
- b. Pharmacy technicians typically receive increased compensation whenever they assume an advanced role which may include certifications in chemotherapy, drug diversion, pharmacy informatics, and medication verification.⁸



10 WHO IS ACCOUNTABLE FOR ENSURING PATIENT SAFETY AND ACCURACY OF FINAL PRODUCT VERIFICATION?

- a. Pharmacy technicians and pharmacists are jointly responsible for maintaining an environment that emphasizes patient safety and striving for accuracy throughout the medication use process.
- b. Pharmacy technicians are responsible for understanding their institution's policies and procedures, following protocol, and reporting discrepancies to pharmacists.
- c. Pharmacists are responsible for supervision and oversight of all activities within the pharmacy.
- d. The pharmacist in charge and permit holder are jointly responsible for ensuring organizational practices comply with the law and do not lead to errors.

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