

COMMUNITY HOSPITAL RETAIL PHARMACY TECH

EMPLOYEE: _____

DATE: _____

PRINTED NAME: _____

REPORTS TO: Pharmacy Director, Orchard

DEPARTMENT: Orchard Pharmacy

FLSA STATUS: Non-Exempt

PURPOSE:

Assist pharmacist in providing medication and other health care products to the patients. Maintain drug inventory and records. Responsible for providing excellent customer service.

RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improved performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

1. Knowledge- Technical

- Applies a thorough knowledge of medical and pharmacy terminology.
- Applies a thorough knowledge of pharmaceutical drugs and pharmaceutical conversions and calculations.
- Works through problems before asking for help.

2. Coordination- Work

- Assigns and maintains workload balance to enhance productivity.
- Recognizes and properly deals with others errors; resolves technical problems; establishes new procedures; coordinates work with other medical services.
- Develops and monitors quality control. Trains others in data entry; ensures data integrity; provides statistics and reports on pharmacy operations. Assists in maintaining and improving data management systems.
- Prepares and distributes medication orders per pharmacist request according to established policies, procedures, and protocols and in accordance with local, state and federal regulations.
- Assists in ordering, receiving, unpacking, and storing pharmaceuticals and supplies in appropriate locations. Verifies pharmaceuticals and supplies on receiving paperwork.
- Maintains logs, records, and other required documentation accurately. Files documentation in appropriate locations.

3. Communication and Instruction- Interpersonal

- Retains information when taught.
- Effectively translates and conveys information.
- Appropriately addresses actions or decisions that one disagrees with.
- Body language, speech and actions promote excellent customer service and a positive reflection on the pharmacy.

4. Customer Service

- Provides effective customer service by listening to the patient and understanding and responding to identified needs.
- Manages difficult or emotional customer service situations.
- Receives no complaints from customers or healthcare professionals regarding inappropriate or poor customer service.
- Demonstrates efforts to improve customer satisfaction, lower costs, and improve quality of pharmacy.
- Maintains strict confidentiality of customer and employee information. Complies with the HIPAA Privacy Rule Standards.

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5. Inventory control

- Identifies and makes accurate and necessary changes in product substitutions, product overstock, product substitution, and product increase cost.
- Accurately updates Cardinal Inventory Manager. Performs daily and annual inventory counts.
- Utilizes partial stock bottles and product dating.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education. High school diploma or equivalent preferred.

Interpersonal Skills. Builds relationships and respects others by a courteous attitude and professional demeanor. Communicates accurately and effectively. Demonstrates ability to work as a team member. Demonstrates attention to detail. Requires adaptability with regular interpersonal contact.

Decision-Making Ability. Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with senior leadership.

Analytical Ability. Apply basic technical knowledge to routine and moderately complex problems. Knowledge of computer operations. Basic math aptitude and minimum typing skills (40 wpm). Concentrates and pays close attention to detail.

Required Physical Effort. Exerts 20-50 lbs of force occasionally and/or 10-25 lbs of force frequently.

Risks and Undesirable Workplace Conditions. May be exposed to hazardous and toxic substance, punctures, and falls. Pleasant, well illuminated area. Must use universal precautions.

Special Knowledge Required. Knowledge of insurance and third party payment systems and basic pharmacy policies and procedures preferred.