

Apprenticeship Overview

Pharmacy Technicians perform a variety of duties involving pharmaceutical and administrative customer care. They answer incoming calls and complete outbound calls to/from consumers, prescribers, and pharmacists, while ensuring a high level of customer service and maximized productivity. Pharmacy Technicians work within multiple computer systems simultaneously to respond to questions or provide specific medication details / clinical information. They work with the pharmacist and other staff to assist in pharmacy functions such as entering and filling prescription orders and making them available for verification under the direct supervision of the registered pharmacist.

The term of the apprenticeship shall be defined by the attainment of competencies, both technical and behavioral, of the apprenticeship as listed in the tables reasonably within one year of On-The-Job Learning.

To complete the apprenticeship, the apprentice must:

- Obtain the Certified Pharmacy Technician (CPhT) certification through the Pharmacy Technician Certification Board (PTCB) within the first 6 months of the apprenticeship

Competency in the work processes outlined herein can be demonstrated through a variety of venues including: observation, proficiency demonstration/aptitude exam, questions and answers, learner's products, simulations, project work, and/or mentor testimony or evidence as demonstrated on the job.

Work Process Competencies

The following are the core Pharmacy Technician related work processes for the apprenticeship.

Item	Core Work Process Competencies
1	<p>Process Prescription Orders and Information</p> <ul style="list-style-type: none"> - Interprets prescribers' orders - Accurately enters prescription and consumer information into the computer system - Gathers medication lists to increase the efficiency of interactions between consumers, pharmacists, and other clinical staff to maximize the number of consumer encounters and eliminate gaps in communication. - Creates consumer profile, and can access, input, and retrieve prescription information from consumer profiles - Accurately selects medications to dispense prescription orders and makes them available for verification - Demonstrates excellent time management skills, self-motivation, and drive to achieve goals
2	<p>Follow Safety Regulations and Procedures</p> <ul style="list-style-type: none"> - Acts consistently with Federal, State, and local laws and regulations - Properly handles hazardous medications utilizing established safety protocols - Safely disposes of hazardous waste materials - Maintains certification and state licensure where required
3	<p>Demonstrate Customer Service Skills</p> <ul style="list-style-type: none"> - Assists with consumer questions - Provides specific medication details and clinical information - Supports the clinical services staff with daily consumer outreach calls, call back appointment scheduling, contacting providers and pharmacies, and other consumer care activities as assigned. - Answers incoming calls and completes outbound calls to/from consumers, prescribers, and/or pharmacists - Maintains department productivity levels for consumer satisfaction and performance goals. - Provides exceptional customer service to all consumers and members of the clinic staff
4	<p>Maintain Inventory of Medical Supplies and/or Equipment</p> <ul style="list-style-type: none"> - Performs medication/supply ordering and inventory processes including, ordering, receiving, and organizing pharmacy supplies and medications. - Verifies medication inventory levels and enters data in computer to maintain accurate inventory records - Receives and processes wholesaler medication orders - Sets up delivery with providers and/or consumers - Processes, packs, and ships outgoing pharmacy orders, including medication-related supplies and consumer collateral (education materials) - Performs proper storage of medications and supplies and follows appropriate refrigeration of perishable items - Stocks medications and fills dispensing units accurately - Labels and organizes medications - Monitors all medication products for expiry date and recall status, ensuring safety protocols are followed
5	<p>Administrative</p> <ul style="list-style-type: none"> - Performs necessary clerical duties such as prepping and scanning documents - Works within multiple computer systems simultaneously - Maintains consumer confidentiality - Verifies insurance information and reimbursement eligibility - Utilizes third-party adjudication procedures for final authorization - Reviews/approves requests for prescriptions prior authorizations - Contacts members/consumers to validate data, resolve rejected claims, request payment information, establish priority of order or delivery details, and triage medication issues to the pharmacist

The following are the additional “as-assigned” Pharmacy Technician-related work processes for the apprenticeship.

Item	As-Assigned Work Process Competencies
6	<p>Non-Sterile Compounding</p> <ul style="list-style-type: none"> - Compounds medications using appropriate components, supplies, and sterile/ventilated environment - Pulls and stages the medications for compounding - Prepares labels and picks off supplies in accordance with the dispensing order. - Prepares both prepackaged and unit dose medications in accordance with the dispensing order. - Performs non-sterile compounding per USP standards - Participates in the cleaning of cleanroom - Weighs, measures, and mixes raw material ingredients, monitors agitation, heating and cooling temperatures, and other parameters to ensure finished batches of tablets meet specifications - Transfers materials into properly labeled, approved containers - Effectively prepares and organizes all compounded products for pharmacist review. - Monitors and adjusts/calibrates pharmacy equipment
7	<p>Clinical Services</p> <ul style="list-style-type: none"> - Performs care coordination tasks - Performs telephonic consumer/provider outreach, project coordination, referrals, follow up on care activities, and adherence encounters - Serves as point of contact for consumers, providers, and clinical staff to optimize access to comprehensive medication management services - Research and resolve formulary and pharmacy benefit issues using the appropriate tools and reference materials
8	<p>Immunization Administration</p> <ul style="list-style-type: none"> - Understands immunization schedules for common vaccines - Follows procedures for receiving, storing, handling, and managing immunization supplies and vaccines - Prepares, documents, and safely delivers immunizations directly to consumers, where applicable per federal, state, and local regulations - Uses Personal Protective Equipment (PPE) and other supplies to protect health care workers and consumers - Follows proper procedures for vaccine administration: subcutaneous, intramuscular, intranasal - Manages vaccine-related adverse reactions and emergency situations

**Behavioral Competencies
Apprenticeship Standards**

An evaluation will be performed at least every six months -- with issues being communicated immediately.

Rating System	Description	Points
Exceeds Expectations	This rating acknowledges the following achievements: work performance that far exceeded expectations in all areas of responsibility, and an exceptional or unique contribution in support of business objectives.	5
Meets Expectations	This rating reflects work performance that consistently exceeds expectations. At this level, the employee demonstrates very high-level performance in all areas of responsibility.	4
Meets Expectations	This rating is given for solid performance that consistently fulfills expectations and at times may exceed expectations. Most employees will fall in this category.	3
Needs Improvement	Only marginally meeting business goals and marginally demonstrating organizational Values	2
Needs Improvement	Not meeting business goal expectations or only marginally demonstrating organizational Values	1

Apprentices need to receive at least a "3" ranking in each category, by each of their six-month reviews during the apprenticeship in order to be considered for any merit increases or to have successfully completed the apprenticeship.

Item #	Behavioral Competencies	Ranking					
		NA	5	4	3	2	1
1	Volunteers for and seeks out opportunities to learn and grow						
2	Maintains a positive attitude						
3	Demonstrates mindset of career-long continuous learning, improvement, and growth						
4	Focuses during independent work						
5	Maintains an acceptable attendance record						
6	Reports to work on time						
7	Follows instructions/directions						
8	Works under supervision						
9	Accepts constructive feedback and criticism						

10	Demonstrates UHG values of integrity, compassion, relationships, innovation, and performance							
11	Follows safety rules							
12	Takes care of equipment and workplace							
13	Keeps work area neat and clean							
14	Focuses on team discussions/meetings							
15	Participates in team discussions/meetings							
16	Demonstrates effective group presentation skills							
17	Demonstrates effective one-on-one communication skills							
18	Checks to see if message was successful							
19	Completes assigned tasks on time							
20	Adheres to work policies/rules/regulations							
21	Demonstrates openness to new ideas and change							
22	Understands right person, group, or audience to influence							
23	Deals with ambiguity by exploring, asking questions etc.							
24	Explores possible solutions collaboratively							
25	Knows when to ask for help							
26	Cooperates with and assists co-workers							
27	Uses multiple coping strategies to deal with adversity.							
28	Maintains calm and focus under pressure							
29	Uses appropriate language							
30	Complies with dress, grooming, and hygiene standards and policies							
31	Demonstrates respect for consumers, co-workers, & supervisors							
32	Demonstrates Optum's 5 tenets of patient experience: know me, trusted, compassionate, warm and welcoming, simple							
33	Generates and selects the best course of action in solving problems							
34	Demonstrates willingness to test new ideas							
35	Shows willingness to take on challenges to increase capabilities and make a larger contribution							
36	Requests and performs work assignments without prompting							

37	Meets work standards						
38	Matches humor to setting and people						
39	Keeps distractions to a minimum						