



JOB DESCRIPTION

TITLE: Certified Pharmacy Tech- Oncology
DEPARTMENT: Oncology
REPORTS TO: Director of Pharmacy
FLSA: Non-Exempt

SUMMARY OF JOB:

Assist pharmacist is 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 improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

1. Knowledge- Technical

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

2. Coordination- Work

- a. Assigns and maintains workload balance to enhance productivity.
- b. Recognizes and properly deals with others errors; resolves technical problems; establishes new procedures; coordinates work with other medical services.
- c. 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.
- d. Prepares and distributes medication orders per pharmacist request according to established policies, procedures, and protocols and in accordance with local, state and federal regulations.
- e. Assists in ordering, receiving, unpacking, and storing pharmaceuticals and supplies in appropriate locations. Verifies pharmaceuticals and supplies on receiving paperwork.
- f. Maintains logs, records, and other required documentation accurately. Files documentation in appropriate locations.

3. Communication and Instruction- Interpersonal

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

4. Customer Service

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

5. Inventory control

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

6. Project Initiation and Continuation

- a. Educates and trains new technicians regarding standing pharmacy practices.
- b. Educates oneself and then teaches all technicians about new policies, software changes, policies and procedures.
- c. Maintains accurate daily and monthly pharmacy records.

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 and/or EXPERIENCE:

High School Diploma or GED

OR

equivalent combination of education and experience.

SPECIAL SKILLS:

10-key (by touch)

CERTIFICATES/LICENSES:

Current BCLS

Certified Pharmacy Technician Certification (must be obtained/completed within 6 months of hire)

LANGUAGE SKILLS:

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

INTERPERSONAL SKILLS:

Demonstrates exceptional customer service skills using the "Whatever It Takes" philosophy; builds relationships and proactively respects others. 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 a manager.

ANALYTICAL ABILITY:

Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

COMPUTER SKILLS:

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:

- Attends annual compliance and privacy training.
- Responsible for complying with all federal, state and local rules and regulations.
- Must comply with the Code of Conduct Guide.
- Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO.
- Reports any conflict of interest or relationship immediately.

HIPAA:

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

RESTRICTED ACCESS: A workforce member with restricted access will have limited access to protected health information as described in the job description only as needed to perform job duties. A workforce member in this category may not access a patient’s entire record, except when the access is specifically identified as the amount that is reasonably necessary to perform the staff person’s job duties.

Final Section I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

Employee Name & Signature

Date

Supervisor Name & Signature

Date