

**IDAHO PHARMACY TECHNICIAN
PROGRAM STANDARDS**

2017

Approved by the State
Board of Education
August 2018

CONTENT STANDARD 1.0: PHARMACY TECHNICIAN

Performance Standard 1.1: Roles and Services

- 1.1.1. Explain the role of the pharmacist.
- 1.1.2. Explain the traditional and the advanced role of the pharmacy technician.
- 1.1.3. Identify the role of the prescriber.
- 1.1.4. Explain the prescription cycle.
- 1.1.5. Compare types of pharmacies and other pharmacy services.
- 1.1.6. Describe the organization/layout of various pharmacy types.

CONTENT STANDARD 2.0: LEGAL AND ETHICAL RESPONSIBILITIES

Performance Standard 2.1: Duties According to Regulations, Policies and Laws

- 2.1.1. Understand Idaho State Board of Pharmacy Code and Administrative Rules.
- 2.1.2. Understand pharmacy record keeping.
- 2.1.3. Summarize timelines regarding federal laws.
- 2.1.4. Compare licensure, certification, registration, and legislated scope of practice of pharmacy professionals.
- 2.1.5. Understand United States Pharmacopeia (USP) Guidelines 795, 797, 800.
- 2.1.6. Understand Health Information Portability Accountability Act (HIPAA).
- 2.1.7. Recognize Drug Enforcement Administration (DEA) Code of Federal Regulations (number validation).
- 2.1.8. Understand the role of the Food and Drug Administration (FDA).
- 2.1.9. Understand the related guidelines of the Occupational Safety and Health Administration (OSHA) and safety data sheets (SDS).
- 2.1.10. Distinguish between accrediting bodies.
- 2.1.11. Demonstrate knowledge of continuing education and training for relicensure.

Performance Standard 2.2: Professional Standards and Interpersonal Skills

- 2.2.1. Understand the importance of pharmacy culture.
- 2.2.2. Recognize various communication types (verbal, non-verbal, written, and electronic).
- 2.2.3. Practice conflict resolution.
- 2.2.4. Identify personal traits (desirable and undesirable) and attitudes of pharmacy team members.
- 2.2.5. Demonstrate professional standards of pharmacy workers as they apply to hygiene, dress, language, confidentiality, ethical and civil behavior, substance and alcohol use and abuse.
- 2.2.6. Apply employability skills and requirements in the pharmacy setting. (Refer to CTE Readiness Standards, <https://cte.idaho.gov/educators/program-standards/>).
- 2.2.7. Understand various cultural differences and beliefs.
- 2.2.8. Practice confidentiality when communicating.
Understand the implications of social media.
- 2.2.9.

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- 2.2.10. Practice and demonstrate Health Information Portability Accountability Act (HIPAA).

Performance Standard 2.3: Apply Critical Thinking Skills

- 2.3.1. Evaluate case studies related to pharmacy.
- 2.3.2. Set up various role play scenarios that a pharmacy encounters.
- 2.3.3. Practice basic concepts of logic and problem solving.

**CONTENT STANDARD 3.0: PROCESSING AND HANDLING OF MEDICATION AND
MEDICATION ORDERS/PRESCRIPTIONS**

Performance Standard 3.1: Analyzing Prescriptions

- 3.1.1. Differentiate between a prescription and medication order.
- 3.1.2. Interpret the prescription/medication order.

Performance Standard 3.2: Assisting the Pharmacist

- 3.2.1. Utilize technology to input pharmacy data.
- 3.2.2. Practice various forms of communication etiquette, including prioritization.
- 3.2.3. Collect relevant patient information.
- 3.2.4. Critique the prescription refill process.
- 3.2.5. Assist with identifying the patient's need for counseling.
- 3.2.6. Demonstrate reconstitution of antibiotic prescriptions.
- 3.2.7. Understand medication monitoring programs.
- 3.2.8. Discuss a pharmacy audit.

**Performance Standard 3.3: Assist Pharmacist in Special Handling and
Documentation**

- 3.3.1. Explain immunization and wellness programs.
- 3.3.2. Understand chemotherapy compounding (USP 800 Guidelines).
- 3.3.3. Understand Total Parenteral Nutrition (TPN).
- 3.3.4. Identify controlled substances and their processes.
- 3.3.5. Document investigational drugs (clinical trials).
- 3.3.6. Identify drugs categorized as Risk Evaluation Mitigation Strategies (REMS).

CONTENT STANDARD 4.0: STERILE AND NON-STERILE COMPOUNDING

Performance Standard 4.1: Compounding Sterile Products

- 4.1.1. Understand universal precautions for sterile compounding.
- 4.1.2. Introduce the scope of USP Guidelines as appropriate.
- 4.1.3. Understand how to read a label.
- 4.1.4. Identify the equipment and technology used in sterile compounding.
- 4.1.5. Determine the correct amounts of ingredients.
- 4.1.6. Explain reconstitution of sterile products.

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Performance Standard 4.2: Compounding Non-Sterile Products

- 4.2.1. Understand universal precautions for non-sterile compounding.
- 4.2.2. Introduce the scope of USP Guidelines as appropriate.
- 4.2.3. Understand how to read a prescription for compounding.
- 4.2.4. Identify the equipment, apparatus, and technology used in non-sterile compounding.
- 4.2.5. Determine the correct amounts of ingredients.
- 4.2.6. Understand compounding of non-sterile products.
- 4.2.7. Understand reconstitution of non-sterile products.

CONTENT STANDARD 5.0: PROCUREMENT, BILLING, REIMBURSEMENT AND INVENTORY MANAGEMENT

Performance Standard 5.1: Assist in the Adjudication of Billing

- 5.1.1. Define the term third party.
- 5.1.2. Understand the terminology of insurance billing.
- 5.1.3. Demonstrate how to find information on an insurance card.
- 5.1.4. Explain pharmacy reimbursement plans.
- 5.1.5. Explain a third party rejection.

Performance Standard 5.2: Accepted Procedures in Purchasing Pharmaceuticals

- 5.2.1. Describe various procedures in purchasing pharmaceuticals.
- 5.2.2. Explain controlled substance ordering systems (DEA Form 222).
- 5.2.3. Explain ordering system and the technology applied.

Performance Standard 5.3: Accepted Procedures in Inventory Control

- 5.3.1. Differentiate inventory control systems for various drug classifications.
- 5.3.2. Explain legal aspects of drug returns from patients.
- 5.3.3. Describe reasons for recalled drugs, the two types and the three levels of drug recalls.
- 5.3.4. Explain standard procedures for reviewing and removing outdated drug products.
- 5.3.5. Explain methods of obtaining drug products from alternate sources.
- 5.3.6. Understand formularies in the pharmacy.

Performance Standard 5.4: Processing Payment Options for Medical Products and Services

- 5.4.1. Role play Point of Sale (POS) transactions.
- 5.4.2. Verify address and patient information to assure proper dispensing.
- 5.4.3. Understand required forms of identification for drug transactions and signature requirements.
- 5.4.4. Understand age limits and purchase limits in dispensing certain pharmaceuticals.

CONTENT STANDARD 6.0: SAFETY

Performance Standards 6.1: Patient Safety

- 6.1.1. Practice effective infection control procedures.

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- 6.1.2. Define and recognize a possible Drug Utilization Review (DUR).
- 6.1.3. Describe the role of Institute for Safe Medical Practices (ISMP), Medical Error Reporting Program (MERP), Joint Commission Accreditation of Hospital Organizations (JCAHO).

Performance Standard 6.2: Practice Medication Safety

- 6.2.1. Identify sound-alike/look-alike drugs.
- 6.2.2. Identify high alert/high risk medications.
- 6.2.3. Identify common safety strategies.
- 6.2.4. Identify quality assurance.
- 6.2.5. Practice Tech-Check-Tech.
- 6.2.6. Practice receiving verbal orders.

CONTENT STANDARD 7.0: UNDERSTAND TECHNOLOGY AND INFORMATICS

Performance Standard 7.1: Proper Pharmaceutical Dispensing

- 7.1.1. Identify National Association Boards of Pharmacy (NABP) and Idaho BOP requirements in labeling prescriptions.
- 7.1.2. Discuss emerging technologies which includes electronic medical records (EMR).
- 7.1.3. Describe prescription process (receiving to dispensing).
- 7.1.4. Recognize fraudulent prescriptions.
- 7.1.5. Understand reliable drug information resources.

CONTENT STANDARD 8.0: PHARMACOLOGY

Performance Standard 8.1: Understanding Pharmacokinetics

- 8.1.1. Understand absorption, distribution, metabolism, excretion (ADME) and the related organs.

Performance Standard 8.2: Understanding Pharmacodynamics

- 8.2.1. Understand drug classifications.
- 8.2.2. Recognize generic and brand names of common drugs.
- 8.2.3. Identify drug interactions/side effects of commonly prescribed drugs.
- 8.2.4. Explain strengths/dosage, dosage forms.
- 8.2.5. Differentiate routes of administration.

Performance Standard 8.3: Recognizing Over-The-Counter and Alternative Therapies

- 8.3.1. Recognize over-the-counter (OTC) products.
- 8.3.2. Explain vitamins, minerals, and herbal supplements.
- 8.3.3. Identify devices and durable medical equipment (DME), i.e., testing devices, first aid, and wound care.

CONTENT STANDARD 9.0: APPLICATION OF PHARMACEUTICAL MATHEMATICS

Performance Standard 9.1: Apply Mathematics in Pharmaceutical Practice

- 9.1.1. Demonstrate knowledge of Measurement Systems (temperature conversions, conversions from household to metric).

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- 9.1.2. Demonstrate ratios and proportions (dimensional analysis).
- 9.1.3. Understand drug strengths in percentages.
- 9.1.4. Demonstrate dosage calculations (based on age, weight, and body surface area; drip rates).
- 9.1.5. Compute "Days Supply."
- 9.1.6. Calculate "Quantity to Dispense."
- 9.1.7. Understand "Alligations."

CONTENT STANDARD 10.0: RECOGNIZE AND IMPLEMENT QUALITY ASSURANCE

Performance Standard 10.1: Application of Assurance Practices

- 10.1.1. Understand Risk Management Guidelines and Regulations.
- 10.1.2. Determine proper communication channels.
- 10.1.3. Understand National Drug Code (NDC).
- 10.1.4. Differentiate reporting agencies (MedWatch, Poison Control, pharmaceutical manufacturer, FDA Hotline).
- 10.1.5. Understand universal precautions.
- 10.1.6. Understand the importance of customer satisfaction.
- 10.1.7. Understand pharmacy diversion.