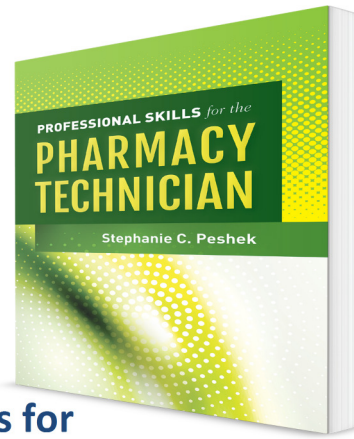


Professional Skills for the Pharmacy Technician  
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## The book meets the following ASHP Accreditation Standards for Pharmacy Technician Education and Training Programs

### 3.6.b. Goals Personal/Interpersonal Knowledge and Skills

- (1) Demonstrate ethical conduct in all job-related activities.
- (2) Present an image appropriate for the profession of pharmacy in appearance and behavior.
- (3) Communicate clearly when speaking and in writing.
- (4) Demonstrate a respectful attitude when interacting with diverse patient populations.
- (5) Apply self-management skills, including time management, stress management, and adapting to change.
- (6) Apply interpersonal skills, including negotiation skills, conflict resolution, and teamwork.
- (7) Apply critical thinking skills, creativity, and innovation to solve problems. Foundational Professional Knowledge and Skills
- (8) Demonstrate understanding of healthcare occupations and the health care delivery system.
- (10) Demonstrate commitment to excellence in the pharmacy profession and to continuing education and training.
- (14) Demonstrate understanding of major trends, issues, goals, and initiatives taking place in the pharmacy profession.
- (15) Demonstrate understanding of non-traditional roles of pharmacy technicians.
- (32) Initiate, verify, and assist in the adjudication of billing for pharmacy services and goods, and collect payment for these services.
- (33) Apply accepted procedures in purchasing pharmaceuticals, devices, and supplies
- (35) Patient- and Medication-Safety
- (36) Apply patient- and medication-safety practices in all aspects of the pharmacy technician's roles.
- (42) Describe the use of current technology in the healthcare environment to ensure the safety and accuracy of medication dispensing Regulatory Issues
- (43) Compare and contrast the roles of pharmacists and pharmacy technicians in ensuring pharmacy department compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
- (44) Maintain confidentiality of patient information. Quality Assurance
- (45) Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.
- (46) Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or identification of another problem. - See more at:

<http://www.ashp.org/menu/Technicians/Technician-Accreditation/Accreditation-Standards-for-Pharmacy-Technician-Education.aspx#sthash.DwyKHFMH.dpuf>