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