

2024 PHARMACY TECHNICIAN

Program Standards

CONTENT STANDARD 1.0: PROFESSIONAL ORGANIZATIONS AND LEADERSHIP

Performance Standard 1.1: Student Leadership in Career Technical Student Organizations (CTSO) and Professional Associations

- 1.1.1 Explore the role of professional organizations and/or associations in the Pharmacy Services Industry.
- 1.1.2 Define the value, role, and opportunities provided through career technical student organizations.
- 1.1.3 Engage in career exploration and leadership development.

CONTENT STANDARD 2.0: PHARMACY TECHNICIAN

Performance Standard 2.1: Roles and Services

- 2.1.1 Describe the role of the pharmacist.
- 2.1.2 Describe the traditional and the advanced role of the pharmacy technician.
- 2.1.3 Identify the role of the prescriber.
- 2.1.4 Describe the prescription cycle.
- 2.1.5 Compare types of pharmacies and other pharmacy services.
- 2.1.6 Describe wellness programs offered through pharmacies.

CONTENT STANDARD 3.0: LEGAL AND ETHICAL RESPONSIBILITIES

Performance Standard 3.1: Duties According to Regulations, Policies, and Laws

- 3.1.1 Describe the Idaho State Board of Pharmacy Code and Administrative Rules and its function for pharmacy technicians.
- 3.1.2 Describe the requirements for pharmacy recordkeeping.
- 3.1.3 Summarize timelines regarding federal laws.
- 3.1.4 Compare pharmacy professionals' licensure, certification, registration, and legislated scope of practice.
- 3.1.5 Describe the Health Information Portability Accountability Act (HIPAA) and its function.
- 3.1.6 Describe the Health Information Technology for Economic and Clinical Health Act (HITECH) and its function.
- 3.1.7 Identify the Drug Enforcement Administration (DEA) Code of Federal Regulations (number validation) and its function.
- 3.1.8 Describe the role of the Food and Drug Administration (FDA).
- 3.1.9 Describe the related guidelines of the Occupational Safety and Health Administration (OSHA) and safety data sheets (SDS) and their functions.
- 3.1.10 Distinguish between PTCB and NHA certifying bodies in the pharmacy industry.
- 3.1.11 Describe continuing education and training requirements for certification and renewal.
- 3.1.12 Describe the process of identifying and reporting theft within the pharmacy (DEA Form 106).

Performance Standard 3.2: Professional Standards and Interpersonal Skills

- 3.2.1 Identify the personal traits and attitudes of effective pharmacy team members.
- 3.2.2 Describe the chain of command in a pharmacy setting.
- 3.2.3 Demonstrate professional standards of pharmacy workers as they apply to hygiene, dress, language, confidentiality, ethical and respectful behavior, and substance and alcohol use and abuse.
- 3.2.4 Describe drug diversion.
- 3.2.5 Describe the implications of personal and professional social media use regarding employment.

CONTENT STANDARD 4.0: PROCESSING AND HANDLING OF MEDICATION AND MEDICATION ORDERS/PRESCRIPTIONS

Performance Standard 4.1: Prescription Analysis

- 4.1.1 Describe the differences between a prescription and a medication order.
- 4.1.2 Interpret a prescription.
- 4.1.3 Interpret a medication order.

Performance Standard 4.2: Assisting the Pharmacist

- 4.2.1 Input pharmacy data (e.g., patient and insurance profile, prescriptions) using technology.
- 4.2.2 Demonstrate knowledge of the prescription refill process.
- 4.2.3 Identify the patient's need for pharmacy counseling.
- 4.2.4 Describe medication monitoring programs.
- 4.2.5 Describe a pharmacy technician's role in an audit.

Performance Standard 4.3: Special Pharmacy Operations

- 4.3.1 Describe the phases of investigational drugs in clinical trials.
- 4.3.2 Identify drugs categorized under Risk Evaluation Mitigation Strategies (REMS) and the reasons for that categorization.
- 4.3.3 Describe the safe handling of all pharmaceutical hazardous materials and waste.

CONTENT STANDARD 5.0: STERILE AND NON-STERILE COMPOUNDING

Performance Standard 5.1: Sterile Compounding

- 5.1.1 Describe universal precautions for sterile compounding.
- 5.1.2 Describe United States Pharmacopeia (USP) Guidelines 797 and 800 and their functions.
- 5.1.3 Identify the required ingredients for a compounded sterile product.
- 5.1.4 Identify the equipment and technology used in sterile compounding.
- 5.1.5 Demonstrate the processes and procedures of sterile compounding.

Performance Standard 5.2: Non-Sterile Compounding

- 5.2.1 Describe universal precautions for non-sterile compounding.
- 5.2.2 Describe USP Guideline 795 and its function.
- 5.2.3 Identify the required ingredients for a compounded non-sterile product.
- 5.2.4 Identify the equipment and technology used in non-sterile compounding.
- 5.2.5 Demonstrate the processes and procedures of non-sterile compounding.

CONTENT STANDARD 6.0: PROCUREMENT, BILLING, REIMBURSEMENT, AND INVENTORY MANAGEMENT

Performance Standard 6.1: Adjudication of Billing

- 6.1.1 Define the term third party.
- 6.1.2 Define the terminology used in insurance billing (e.g., prior authorizations, deductible, double billing) when supplies are billed as durable medical equipment.
- 6.1.3 Describe the fields on an insurance card.
- 6.1.4 Describe pharmacy reimbursement plans.
- 6.1.5 Describe third-party rejections and the reasons they occur.

Performance Standard 6.2: Purchasing Pharmaceuticals

- 6.2.1 Describe various procedures in purchasing pharmaceuticals.
- 6.2.2 Describe controlled substance ordering systems (DEA Form 222).
- 6.2.3 Describe the ordering system and the technology applied.

Performance Standard 6.3: Inventory Control

- 6.3.1 Differentiate inventory control systems for various drug classifications.
- 6.3.2 Describe the process of return-to-stock.
- 6.3.3 Describe the three classes of drug recalls.
- 6.3.4 Describe the procedure for removing recalled drugs from the pharmacy.
- 6.3.5 Describe standard procedures for reviewing and removing outdated drug products.
- 6.3.6 Describe formularies in the pharmacy.
- 6.3.7 Describe the legal requirements for destroying controlled substances (DEA Form 41).

Performance Standard 6.4: Customer Transactions

- 6.4.1 Demonstrate point of sale (POS) transactions for diverse populations.
- 6.4.2 Describe patient identifiers necessary to dispense medication.
- 6.4.3 Describe required valid forms of identification for drug transactions and signature requirements.
- 6.4.4 Describe age limits and purchase limits in dispensing certain pharmaceuticals.

CONTENT STANDARD 7.0: SAFETY

Performance Standards 7.1: Patient Safety

- 7.1.1 Demonstrate infection control procedures.
- 7.1.2 Describe circumstances that warrant a Drug Utilization Review (DUR).
- 7.1.3 Describe the roles of the Institute for Safe Medical Practices (ISMP), the Medical Error Reporting Program (MERP), and The Joint Commission (TJC).

Performance Standard 7.2: Medication Safety

- 7.2.1 Identify sound-alike/look-alike drugs.
- 7.2.2 Identify high-alert/high-risk medications.
- 7.2.3 Identify other common safety strategies for medications (e.g., cross-contamination, Tall-Man Lettering).
- 7.2.4 Describe the Tech-Check-Tech (TCT) program and its purpose.
- 7.2.5 Describe strategies for accurately receiving verbal orders.

CONTENT STANDARD 8.0: TECHNOLOGY AND INFORMATICS

Performance Standard 8.1: Pharmaceutical Dispensing

- 8.1.1 Describe the role of the Idaho Board of Pharmacy (BOP) requirements for dispensing medications.
- 8.1.2 Describe emerging technologies in the pharmacy industry.
- 8.1.3 Identify indicators of fraudulent prescriptions.
- 8.1.4 Describe reliable drug information resources and their purposes (e.g., Orange Book).

CONTENT STANDARD 9.0: PHARMACOLOGY

Performance Standard 9.1: Pharmacokinetics and Pharmacodynamics

- 9.1.1 Describe absorption, distribution, metabolism, excretion (ADME), and the related organs.
- 9.1.2 Identify pharmacological categories, their functions, and the common medications in each category.
- 9.1.3 Identify generic and brand names of common drugs.
- 9.1.4 Identify drug interactions/side effects of commonly used medications.
- 9.1.5 Describe strengths/dosage and dosage forms.
- 9.1.6 Identify routes of administration.

Performance Standard 9.2: Over-The-Counter and Alternative Therapies

- 9.2.1 Define over-the-counter (OTC) products.
- 9.2.2 Identify common over-the-counter (OTC) products.
- 9.2.3 Identify common vitamins, minerals, and herbal supplements.
- 9.2.4 Identify devices and durable medical equipment (DME).

CONTENT STANDARD 10.0: MATHEMATICS

Performance Standard 10.1: Mathematics in Pharmaceutical Practice

- 10.1.1 Convert between measurement systems (e.g., temperature conversions, conversions from household to metric).
- 10.1.2 Calculate ratios and proportions (i.e., dimensional analysis) for compounding sterile and non-sterile products.
- 10.1.3 Calculate drug concentrations as weight/weight, weight/volume, and volume/volume.
- 10.1.4 Calculate dosages based on age, weight, body surface area, and drip rates.
- 10.1.5 Calculate "Days Supply" based on a prescription.
- 10.1.6 Calculate "Quantity to Dispense" based on a prescription.
- 10.1.7 Solve alligation calculations.

CONTENT STANDARD 11.0: QUALITY ASSURANCE

Performance Standard 11.1: Assurance Practices

- 11.1.1 Describe risk-management guidelines and regulations.
- 11.1.2 Describe the National Drug Code (NDC) and its function.
- 11.1.3 Describe reporting agencies (e.g., MedWatch, Poison Control, pharmaceutical manufacturer, FDA Hotline) and their functions.

IDCTE Document Control Information

Program Standard Revision: HPPS Pharmacy Technician

Date	Standard #	Original	Summary of Change	Revised By	Approved By
1/7/26	1.1.1	Lowercase: pharmacy services industry	Capitalized: Pharmacy Services Industry	Karen Brown	Chet Andes