

UW HEALTH JOB DESCRIPTION

PHARMACY TECHNICIAN - SPECIALIST

Job Code: 510006

FLSA Status: Non-Exempt

Mgt. Approval: A. Webb

Date: August 2023

Department: Pharmacy

HR Approval: B. Haak

Date: August 2023

JOB SUMMARY

The Pharmacy Technician Specialist is responsible for providing pharmacy services, including, but not limited to preparing and distributing pharmaceuticals, performing inventory control, compliance audits, and financial transactions, providing customer service, and maintaining pharmacy records. The Pharmacy Technician Specialist works as part of an interdisciplinary patient care team, and under direction of the Clinical Pharmacist(s) and/or Pharmacy Technical Supervisor. The Pharmacy Technician Specialist may assist in the on-line training of staff under the direction and guidance of a Pharmacy Technical Supervisor and/or Pharmacy Technician Trainer.

The Pharmacy Technician Specialist is designed to utilize and extend knowledge and competency while performing technical pharmacy functions of the Ambulatory Pharmacy, Inpatient Pharmacy, Pharmaceutical Research Center or Drug Policy Program.

MAJOR RESPONSIBILITIES

Major responsibilities of the Pharmacy Technician Specialist will vary depending on which pharmacy role the incumbent is employed.

Remote Dispensing Technician

- 1) Responsible for maintaining competence in all responsibilities of a Retail Technician.
- 2) Works independently and serves as a liaison to clinic staff (physicians and nurses) to support the medication use system.
- 3) Responsible for all clinic relations and for triaging physician and nurse needs since a pharmacist is not available on site.
- 4) Oversees the entire prescription process within the clinic without onsite pharmacist support.
- 5) Accountable for inventory management, customer service, and managing the remote dispensing software for patient interactions.
- 6) Requires specialized training for telepharmacy software for product verification and to facilitate patient counseling on-site.

And/or

Tech-Check-Tech

- 1) Trained and validated pharmacy technicians to work independently to complete the final accuracy check for first dose and cart fill medications dispensed from semi-automated dispensing technology.
- 2) Requires completion of accredited pharmacy technician training program.
- 3) Must maintain a performance evaluation score of 3.
- 4) Complete and pass an internal practical and written assessment.
- 5) Must obtain a 99.8% accuracy rate for a minimum of 2,500 consecutive doses over a period of five checking sessions.

And/or

Technician Trainer

- 1) Has acquired advanced skills in the incumbent's area of pharmacy and has mastered all tasks and categories of work in multiple areas and functions demonstrating the utmost competency and ability to independently.
- 2) Must maintain a performance evaluation score of 3.
- 3) Facilitates and participates in the training of Dispensing, Preparation and/or Specialist pharmacy technicians.
- 4) Evaluates staff competency in coordination with Pharmacy Manager and/or Technical Supervisor.
- 5) Assists in the provision of employee orientation and training.
- 6) Serves as a lead preceptor and/or conduct didactic training for the technician training program.
- 7) Holds staff and colleagues accountable for their performance.
- 8) Provides specific, ongoing, and timely feedback to employees.
- 9) Participates in quality assurance activities related to ensuring maintaining competency for current employees.

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- 10) Participates in cross training of current pharmacy technicians to other areas of the department.
- 11) Participates in the creation and maintenance of technician training materials and programming.
- 12) Performs on-line duties as a scheduled technician based on operational need and supervisor discretion.

And/or

Allergy Technician

- 1) Develops patient specific protocols for antigen challenges and testing.
- 2) Aids in creating complex allergy testing kits that require serial dilutions (complex math calculations).
- 3) Must understand complex billing and charge transfers for antigens and other immunotherapy related medications.
- 4) Regularly uses outpatient pharmacy system, HealthLink, and OrderRx.
- 5) Works independently and serves as a liaison to clinic staff (physicians and nurses) to support the medication use system.
- 6) Uses appropriate sterile compounding technique and completes all regular testing and compliance.
- 7) Must be an approved driver to use the department car.

And/or

Nuclear Medicine

- 1) Requires specific training on handling radiopharmaceuticals.
- 2) Acts as liaison to radiology department and triaging needs when pharmacist is not available.
- 3) Uses sterile product preparation procedures and follow all regular testing accordingly.
- 4) Responsible for ordering, receiving, storing and monitoring the inventory for radioactive drugs.
- 5) Responsible for preparing, compounding and handling radiopharmaceutical kits.
- 6) Responsible for ensuring accuracy checks for purity and quality of instruments, devices, equipment and products prepared.

And/or

Oncology SPA Technician

- 1) Responsible for all hazardous preparations across organization.
- 2) Requires specific hazardous substance handling training.
- 3) Uses sterile product preparation procedures and follow all regular testing and compliance accordingly.
- 4) Responsible for direct product manipulation prior to patient administration and requires complex sterile compounding techniques and mathematical calculations.
- 5) Responsible for preparing a variety of products including specialized dilutions, intravenous bags, injections, custom dialysis solutions, epidurals, specialty infusions, patient-controlled-analgesic products, large and small volume parental products and narcotic orders.
- 6) Responsible for product preparation and quality assurance testing requires documenting all product lot numbers, quarantining of prepared products, completing sterility testing, following up and maintaining accurate record keeping ensuring compliance with FDA regulations.
- 7) Operates advanced, innovative technology to assist in preparation of sterile products (MedKeeper, IV OncoRobot, etc.)

And/or

Sterile Products Area (SPA) Technician

- 1) Requires specialized pharmacy technician training. Must understand sterile product preparation procedures and follow all regular testing and compliance accordingly.
- 2) Completes direct product manipulation prior to patient administration and requires complex sterile compounding techniques and mathematical calculations.
- 3) Prepares a variety of products including specialized dilutions, intravenous bags, injections, custom dialysis solutions, epidurals, specialty infusions, patient-controlled-analgesic products, large and small volume parental products and narcotic orders.
- 4) Responsible for set-up of a variety of products including specialized dilutions, intravenous bags, injections, custom dialysis solutions, epidurals, specialty infusions, patient-controlled-analgesic products, large and small volume parental products and narcotic orders.
- 5) Responsible for product preparation and quality assurance testing requires documenting all product lot numbers, quarantining of prepared products, completing sterility testing, following up and maintaining accurate record keeping

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to ensure compliance with FDA regulations.

- 6) Operates advanced, innovative technology to assist in preparation of sterile products (MedKeeper, Baxa Compounder etc.)
- 7) Completes assessment of drug inventory levels on a weekly basis to ensure adequate levels are maintained.
- 8) Responsible for drug accountability record completion/investigation and reconciliation to ensure a 100% cradle to grave accountability.

And/or

Triage Pharmacy Technician

- 1) Works independently and serves as a liaison to all inpatient staff (pharmacists, nurses, etc.) calling central pharmacy.
- 2) Must understand Delivery, CUD, Packaging, & Carousel.
- 3) Responsible for ensuring accurate generation of reports to ensure removal, transfer or return of medications.
- 4) Communicates directly with nursing staff to triage missing medications for patients while balancing established distribution workflows of central pharmacy.
- 5) Responsible for facilitating loan-borrow program between affiliate organizations.

And/or

Manufacturing Technician

- 1) Requires specific hazardous substance handling training.
- 2) Responsible for preparing all bulk, oral hazardous compounds for repackaging.
- 3) Direct product manipulation prior to patient administration and requires complex non-sterile compounding techniques and mathematical calculations.
- 4) Works independently retrieving, entering, preparing and delivering compounded non-sterile products for CSC, AFCH, Clinics, Athletic department etc.
- 5) Must understand how to operate the compounding database and interpret a compounding prescription (ingredients).

And/or

Pharmaceutical Research Center Technician

- 1) Assessment of investigational drug inventory levels on a weekly basis to ensure adequate levels are maintained to treat current subjects and enroll new subjects.
- 2) Inventory control and analysis of investigational/study drugs and associated supplies. Must be proficient in the ordering of investigational study drugs and supplies (NCI, Sponsors, FDA, Pharmacy Stockroom, Central Supply)
- 3) Responsible for review of study subject lists/orders and transcription onto PRC calendar.
- 4) Responsible for interpretation of study drug orders under the supervision of the PRC Pharmacist.
- 5) Provision of PRC/study drugs for inpatient and outpatient requests ensuring correct protocol, correct drug and correct patient.
- 6) Preparation of unique PRC/study drugs for inpatient and outpatients including Hazardous drugs, Serial dilutions (allergy antigens, methacholine), Investigational immunotherapy and vaccines and Investigational biologics
- 7) Perform complex pharmaceutical calculations.
- 8) Must be knowledgeable of ≥ 250 unique clinical study drug protocols open and running at UW Health.
- 9) Must be knowledgeable of research regulations and proficient in research procedures as defined by FDA, NCI, protocol sponsors, State of Wisconsin, TJC, UW Health and PRC.
- 10) Drug accountability record completion/investigation and reconciliation to ensure a 100% cradle to grave accountability of each agent received and maintained by PRC.

And/or

Overnight Technician

- 1) Responsible for completing all Dispensing and Preparation Technician positions in the central pharmacy.
- 2) Works independently retrieving, entering, preparing and delivering compounded non-sterile and sterile products.

And/or

Medication History Technician

- 1) Independently conduct pre-admission phone call and in-person patient interviews to collect and maintain an accurate medication, allergy, social and insurance history.

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- 2) Document patient interactions within the medical record.
- 3) Communicate findings of patient interactions to providers, nurses, and pharmacists.
- 4) Requires significant working knowledge of medications including: brand and generic names, dosing forms, indications, formulary status and strengths.

And/or

Medbox Technician

- 1) Responsible for maintaining competence in all responsibilities of a Retail Technician.
- 2) Enroll patients into UW Health's medication box filling program.
- 3) Optimize patient medication regimen to minimize fill dates and adjust quantity/days-supply to streamline medication box filling process.
- 4) Facilitate filling unique medication box devices (durable medication boxes, disposable medication packaging).
- 5) Maintain patient calendars and follow specific procedures for ensuring accurate filling of medications boxes for UW Health patients.
- 6) Works independently and serves as a liaison to clinic and pharmacy staff to support the medication use system.
- 7) Review Health Link and pharmacy dispensing software to ensure medication list accuracy. Where discrepancies arise, follow-up with clinics, external pharmacies, or patients to clarify and update.

And/or

Anticoagulation Technician

- 1) Provide direct patient care for patients receiving care through the UW Health Anticoagulation Clinic by conducting point-of-care INR tests for patients in clinic. Document results in Health Link for pharmacist evaluation and adjustment of anticoagulation therapy.
- 2) Transcribe INR results from non-UW Health labs into Health Link.
- 3) Complete referral in Health Link for any patient enrolled into the UW Health Anticoagulation program.
- 4) Works independently and serves as a liaison to clinic and pharmacy staff to support the medication use system.

And/or

Primary Care Technician

- 1) Complete screening in Health Link for any patients referred to pharmacist team by primary care provider. Document appropriately in the EMR.
- 2) Monitor Health Link in-basket and respond to messages to clinic staff and directly to patients (via MyChart)
- 3) Outreach to patients (via MyChart, telephone calls, or mailed letters) to schedule visits and collect necessary information (e.g. home vitals, medication history, pharmacy insurance). Outreach to internal and external health care partners to coordinate optimal patient care (e.g. MAP or PA team, community pharmacies).
- 4) Run Outreach Reports for each assigned clinic and complete tasks as previously prioritized and assigned to technician to aid pharmacist workflow
- 5) Work independently and serves as a liaison to clinic and pharmacy staff to support the medication use system

And/or

Operating Room (OR) Pharmacy Technician

- 1) Works independently and does not operate under direct supervision of a pharmacist.
- 2) Ensures compliance with DEA rules and regulations.
- 3) Serves as a liaison to clinic staff (physicians/nurses) to support the medication use system.
- 4) Independently responsible for inventory control and ensuring accurate narcotic dispensing in ORs while minimizing delays in patient care.
- 5) Completes accurate cost accounting (patient billing) for medication use in OR.

And/or

Clinic Technicians

- 1) Works independently and serves as a liaison to clinic staff (physicians and nurses) to support the medication use system.
- 2) Ensures accurate bill and cost transfer between cost centers for medication use.

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- 3) Must understand Carousel, CUD, & Automatic Dispensing Cabinet as defined in Pharmacy Technician – Dispensing job description.
- 4) Must understand clinic and central pharmacy workflows.
- 5) Responsible for delivery of narcotics and appropriate storage within clinics.
- 6) Must be an approved department driver.

And/or

Narcotic Vault Technician

- 1) Works independently and does not operate under direct supervision of a pharmacist.
- 2) Ensures compliance with DEA rules and regulations.
- 3) Distributes and maintains integrity of all narcotic use across UW Health (CSC, AFCH, OPP, Oncology, TAC, OR's, SPA, Hospice, Clinics, etc.)
- 4) Completes audits of narcotic utilization.
- 5) Responsible for following up on all narcotic related discrepancies.

And/or

Business Integrity Technician

- 1) Works independently and does not operate under direct supervision of a pharmacist.
- 2) Orders and distributes acute care priced medications to appropriate pharmacy locations.
- 3) Arranges cost transfers for acute care priced medications between pharmacy locations.
- 4) Works directly with pharmacy supply chain to carry out long term purchasing strategy for pharmacy locations.
- 5) Independently responsible for inventory control and distribution of medications purchased under the long term purchasing strategy.
- 6) Performs reimbursement audits for pharmacy locations and resubmits claims to payers, where appropriate, to maximize reimbursement.
- 7) Independently identifies/requests competitive pricing from various suppliers and optimizes medication ordering strategy for pharmacy locations.
- 8) Ensures optimal utilization of product ordering groups and site-specific medication inventory levels through the pharmacy inventory control portal.
- 9) Tracks inventory transfers between pharmacy locations and completes cost transfers for these transactions.
- 10) Ensures maximal reimbursement from Medicaid for medications administered in outpatient clinics by ensuring billing through the pharmacy benefit.
- 11) Holds pharmacy staff members accountable to following purchasing and billing strategy policies and procedures.

And/or

Agrace HospiceCare Technician

- 1) Works independently and oversees the medication use process, not always under direct supervision of a pharmacist.
- 2) Serves as a liaison to hospice staff (providers and nurses) to support the medication use system and drug distribution.
- 3) Customer service liaison to Agrace HospiceCare leadership team, physicians and nurses.
- 4) Responsible for logistics for the distribution of pharmaceuticals, to and from University Hospital across Agrace HospiceCare facilities:
- 5) This includes, but is not limited to, oversight and management of automated dispensing cabinets, assuring accurate and correct shipping manifests, assuring package integrity, assuring appropriate packaging of hazardous drugs, overseeing inventory management principles and billing quality assurance.
- 6) Oversees, distributes and maintains the integrity of controlled substance use between UW Health and Agrace HospiceCare.
- 7) Responsible for following up on controlled substance related discrepancies in areas of responsibility.
- 8) Works independently to complete the final accuracy check for batch fill for automated dispensing cabinet medications dispensed from semi-automated dispensing technology.
- 9) Has acquired advanced skills in his/her area of pharmacy and has mastered all tasks and categories of work in multiple areas and functions demonstrating the utmost competency.
- 10) Facilitates and participates in the cross training of Dispensing, Preparation and/or Specialist pharmacy technicians in this area of practice.
- 11) Assists in the provision of employee orientation and training.
- 12) Provides specific, ongoing and timely feedback to employees.

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And/or

Sterile Product Area Quality Control Technician – Support Services Building

- 1) Works with Pharmacy Manager of Pharmacy Enterprise Building (PEB) to ensure that policies and procedures are current and that all compounding activities are in compliance with USP, state, and federal regulations.
- 2) Coordinates regular sterility and stability testing of stock sterile product in compliance with USP, state, and federal regulations.
- 3) Oversees all documentation related to stock sterile product production and facility controls.
- 4) Management of end product quarantine process and provides final product release prior to distribution.
- 5) Performs all testing associated with quality control and environmental sampling programs.
- 6) Ensures all compounding and testing records are accurate and complete.
- 7) Requires significant working knowledge of sterile product stock production operations.
- 8) Operates advanced, innovative technology to assist in preparation of stock sterile products.

And/or

Stockroom – Support Services Building Lead

- 6) Receive, distribute, manage, and store pharmaceutical products and supplies.
- 7) Handling of medications in accordance with pharmacy department policies and procedures.
- 8) Manage logistics for filing and distributing orders or prescriptions.
- 9) Responsible for logistics for distribution of pharmaceuticals across the pharmacy enterprise that leave from the support services building.
- 10) Responsible for logistics for distribution of pharmaceuticals across the pharmacy enterprise that leave from the support services building. This includes, but is not limited to, assuring accurate and correct shipping manifest, assuring package integrity, and assuring appropriate packaging of hazardous drugs.
- 11) In partnership with the narcotic technician, is responsible for assuring compliance with all DEA manufacturer and distributor regulations.
- 12) Accountable for the recall process (RASMAS) for all UW Health locations.
- 13) Serves as a super-user for Enterprise Medication Manager (EMM) which is the system used to manage shipping and cost transfer logistics.

Perform additional duties as assigned.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent
	Preferred	Completion of an accredited pharmacy technician training program
Work Experience	Minimum	Six (6) months experience as a pharmacy technician, completion of accredited Pharmacy Technician Training Program, or completion of second year of pharmacy school.
	Preferred	
Licenses & Certifications	Minimum	As defined by the enactment of 2021 WI Act 100, all candidates hired into this role on or after March 1, 2023, must apply for registration as a Pharmacy Technician with the WI Dept of Safety and Professional Services (“DSPS”), and provide proof of application to their UW Health Recruiter prior to their start date. Failure to do so will result in delay of start date or withdrawal of offer. Current incumbents or those starting in an impacted role prior to March 1, 2023, are required to provide proof of application to their department designee no later than March 31, 2023.
	Preferred	Certified Pharmacy Technician
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Attention to detail • Customer service skills • Excellent verbal and written communication skills • Ability to work independently as well as part of a team • Time and task management, prioritizing, and organizational skill • Ability to prioritize and problem solve • Ability to mathematically compute and convert drug concentrations and doses. • Ability to type • Previous experience with computers, preferably using Microsoft Office and other

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Windows based system. Ability to use computer for order entry, inventory control, billing, and record keeping.

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
X Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.