

PHARMACY TECHNICIAN TECHNICAL STANDARDS / ESSENTIAL FUNCTIONS

The following listing has been prepared to assist you in understanding the technical standards of the Pharmacy Technician program in order to affiliate in the clinical agencies and ultimately practice the profession. The technical standards as stated herewith are not conditions of admission to a program of study. Rather, they reflect performance abilities that are necessary for a student to successfully complete the requirements of the specified Health Occupations program.

The purpose of this document is to notify prospective Pharmacy Technician students of these technical standards to enable them to make an informed decision regarding enrollment in the Pharmacy Technician program at Cerritos College.

The delivery of safe, effective pharmaceutical care requires that students be able to perform functions related to the technical standards outlined here. The inability of a student to perform these functions may result in the student being unable to meet course objectives and to progress in the Pharmacy Technician program. Additionally, if a student is unable to perform these required competencies, the student may pose a risk of harm to the patient(s) for whom care is provided.

All applicants meeting the appropriate academic requirements shall be considered equally for admission to Cerritos College or any academic program regardless of race, color, religion, sex, marital status, beliefs, sexual orientation, national origin, age, or physical or mental disability.

Disability & Accommodations Services:

If you have a disability or acquire one, you may be entitled to receive support services and/or accommodations intended to assure you an equal opportunity to participate in, and benefit from, the program. Reasonable accommodations for students with disability related needs will be determined on an individual basis taking into consideration the standards and essential skills which must be performed to meet the program objectives. To receive more information or to apply for services, please contact the Disabled Student Programs and Services (DSPS) at (562) 860-2451 ext. 2335 or (866) 971-0948 (Voice Phone), or visit them in the Liberal Arts/DSPS Building. All prospective and current Pharmacy Technician students must be able to meet these standards with or without reasonable accommodations.

Technical Standards (Essential Functions)	Description (Performed consistently and dependably)	Examples of activities (not all-inclusive)
Cognitive Ability	<ul style="list-style-type: none">○ Demonstrate critical-thinking ability sufficient for collecting, analyzing, and integrating information and knowledge in order to safely and accurately process primary care provider orders and promote positive patient outcomes and professional behavior.	<ul style="list-style-type: none">○ Demonstrate problem solving abilities (measure, calculate, reason, prioritize, and synthesize data).○ Understand and recall complex information and apply to new situations.○ Perform calculations.

Technical Standards (Essential Functions)	Description (Performed consistently and dependably)	Examples of activities (not all-inclusive)
	<ul style="list-style-type: none"> ○ Exhibit ability to follow policies and procedures required by clinical and academic settings. ○ Exhibit ability to organize and prioritize tasks. ○ Exhibit ability to function effectively under stress and time constraints. ○ Exhibit awareness of, and ability to work with, diverse populations. ○ Exhibit ability to follow policies and procedures required by clinical and academic settings. 	<ul style="list-style-type: none"> ○ Organize and prioritize multiple tasks; integrate and analyze written, verbal, and observed data regarding patient care. ○ Manage distractions. ○ Follow a process from start to finish utilizing sequential established policies and procedures. ○ Utilize sound judgment and safety precautions. ○ Demonstrate ability to be familiar with, and acquire a knowledge base of, brand/generic names of the most commonly prescribed medications. ○ Understand the rationale for, and comply with, HIPAA standards, especially confidentiality. ○ Process prescriptions and/or prepare compound medications accurately. ○ Demonstrate ability to read and interpret handwritten prescriptions. ○ Process prescriptions in an accurately and timely manner that matches level of training and pharmacy's demands. ○ Demonstrate the ability to assist accurately with all patient care duties and pharmacy procedures.
Communication Ability	<ul style="list-style-type: none"> ○ Demonstrate ability to speak, hear, read, comprehend, and write English at a level that meets the need for clear and effective communication with instructors, peers, other healthcare professionals, and patients. ○ Demonstrate ability to adjust non-verbal and verbal language appropriately to meet the needs of the multilingual and culturally diverse patients, families, and colleagues. 	<ul style="list-style-type: none"> ○ Understand written and verbal English communication and follow directions explicitly. ○ Read and interpret common medical/pharmacy abbreviations. ○ Understand patient information and provide verbal feedback. ○ Interact and establish rapport with individuals, families, and groups from diverse populations. ○ Read and respond to professional emails in a timely manner. ○ Provide explanations and teaching. ○ Demonstrate empathy.
Interpersonal/ Intrapersonal Skills and Behavior	<ul style="list-style-type: none"> ○ Demonstrate emotional and psychological stability sufficient to function under stress and to adopt to ever-changing situations. ○ Follow the Professional Code of Ethics as prescribed by the APhA and APTA. 	<ul style="list-style-type: none"> ○ Display a caring attitude. ○ Demonstrate professional behavior in classroom, lab and clinical settings; including, but not limited to, appropriate personal hygiene, timeliness, preparation, and concentration. ○ Demonstrate empathy for patients and peers, exhibit sensitivity to the needs of others', and treat all with dignity and respect. ○ Demonstrate awareness of other's reactions and understanding of why they react the way they do. ○ Respond calmly to, and remain focused during, stressful situations. ○ Respond professionally and appropriately to emergency situations. ○ Maintain composure in clinical and didactic environments. ○ Establish productive working relationships. ○ Work independently or in a team.

Technical Standards (Essential Functions)	Description (Performed consistently and dependably)	Examples of activities (not all-inclusive)
		<ul style="list-style-type: none"> ○ Interpret non-verbal communication.
Visual Ability	<ul style="list-style-type: none"> ○ Demonstrate visual acuity sufficient for reading, evaluating, and processing prescriptions, labels, and packages of all types. 	<ul style="list-style-type: none"> ○ Read numbers and letters in fine print, such as would appear on prescription labels and patient package inserts accurately. ○ Differentiate solid dosage forms by size, shape, and color. ○ Demonstrate ability to accurately distinguish demarcations and be able to calibrate all equipment used to weigh, measure, and dispense medication. ○ Read Roman numerals accurately. ○ Read medication labels, and draw up and read syringe volumes accurately. ○ Perform visual inspections of preparations for discolorations, precipitations, bubbles, clumps, etc. on compounded sterile and not-sterile preparations.
Auditory Ability	<ul style="list-style-type: none"> ○ Demonstrate hearing acuity sufficient to communicate and interact with patients, pharmacists, and other health care professionals. 	<ul style="list-style-type: none"> ○ Hear and communicate clearly in person and by telephone. ○ Hear conversations well enough to communicate with patients, peers, instructors, and other health care providers. ○ Listen for awareness of equipment function or malfunction and/or emergency signals.
Tactile Ability	<ul style="list-style-type: none"> ○ Demonstrate tactile ability sufficient for preparation and compounding of sterile and non-sterile products. ○ Demonstrate ability to put on and remove Personal Protective Equipment, or PPE. 	<ul style="list-style-type: none"> ○ Manipulate syringes and dispose of needles safely. ○ Manipulate vials, ampules, and medication packaging. ○ Calibrate and use equipment. ○ Demonstrate ability to put on and remove gloves, gown, shoe covers, mask, protective eyewear, and head covering.
Olfactory Ability	<ul style="list-style-type: none"> ○ Demonstrate olfactory ability sufficient to detect unusual odors/smells in the environment. 	<ul style="list-style-type: none"> ○ Detect malodorous or unusual odors of medicines. ○ Distinguish smells which adversely affect the environment (fire, noxious fumes, etc.). ○ Tolerate exposure to various chemical odors.
Strength and Mobility	<ul style="list-style-type: none"> ○ Demonstrate physical abilities and strength sufficient to perform clinical and administrative duties. ○ Demonstrate strength sufficient to lift heavy objects. ○ Demonstrate ability to move in tight quarters. ○ Demonstrate ability to freely walk, stand, sit, squat, balance, climb, reach, grip, lift, pull, and push as needed in the performance of clinical duties. 	<ul style="list-style-type: none"> ○ Demonstrate ability to effectively use appropriate ergonomic techniques (good body mechanics). ○ Maneuver and move quickly and easily in crowded environments. ○ Demonstrate ability to maneuver in small spaces (walk, stand, and bend over). ○ Squat, bend/stoop, reach above shoulder level, kneel, and use standing balance. ○ Demonstrate ability to withstand repetitive hand, fine motor movements, and manual dexterity without incident. ○ Squat, bend/stoop, reach above shoulder level, kneel, and use standing balance to place medications in the proper place. ○ Lift and/or carry up to 50 pounds safely and exert up to 100 pounds force for push/pull utilizing a cart with wheels.

Technical Standards (Essential Functions)	Description (Performed consistently and dependably)	Examples of activities (not all-inclusive)
Motor Skills	<ul style="list-style-type: none"> ○ Demonstrate gross and fine motor abilities sufficient to effectively prepare, package, carry, and deliver medications in a timely manner. ○ Demonstrate physical ability sufficient to maneuver in small spaces (including standing, walking, bending, and range-of-motion of extremities). 	<ul style="list-style-type: none"> ○ Calibrate, adjust, use, and clean equipment. ○ Demonstrate fine motor skills required to safely manipulate syringes and needles. ○ Manipulate vials, ampules, and medication packaging. ○ Load paper and labels in printer or automated medicated dispensing machines. ○ Demonstrate keyboarding skills sufficient to complete data entry and/or clinical duties in a timely manner. ○ Perform Cardiopulmonary Resuscitation (CPR) on a patient if needed.
Physical Endurance	<ul style="list-style-type: none"> ○ Demonstrate sufficient physical endurance to complete assigned periods, the required shift, and assigned tasks. 	<ul style="list-style-type: none"> ○ Work 8- to 12-hour shifts on AM or PM rotations. ○ Sit or stand for long periods of time, including up to 4 hours. ○ Carry at least 20 pounds while walking for extended periods of time. ○ Climb stairs.
Environmental Tolerance	<ul style="list-style-type: none"> ○ Demonstrate ability to work in the pharmaceutical environment. ○ Demonstrate sensitivity and ability to protect self and others from environmental risks and hazards. ○ Demonstrate ability to tolerate prolonged periods of time amidst artificial lighting, air conditioning, dust and odors, residue from cleaning products, noise, and congested workplace. ○ Demonstrate ability to wear Personal Protective Equipment, or P.P.E., for extended periods of time during work, educational study, and labs. ○ Demonstrate awareness that the health care environment may contain latex and other allergens, including but not limited to medication (topical and ingestible), chemical, and mundane; tolerance of such allergens in the work place must also be demonstrated. 	<ul style="list-style-type: none"> ○ Wear gloves, mask, head covering, protective eyewear and gown for extended periods of time during patient treatment, educational study, and labs. ○ Perform frequent evaluation and correction of facility for vapors/fumes, excessive noise, and facility cleanliness in the performance of patient care. ○ Use MSDS (materials safety data sheets) for specific drugs, chemicals, and common environmental handouts.

