**YOUR PHARMACY NAME

Position Description – Pharmacy Accuracy Checking Technician**

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**Background**

*(Insert a brief statement about your pharmacy. This section is optional.)*

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| **Position title** | Pharmacy Accuracy Checking Technician (PACT) |
| **Direct reports** | *(List positions reporting to this role)*  |
| **Position type** | Permanent / Fixed Term / Casual *(Select which one applies)*Full Time / Part Time *(Select which one applies)* |
| **Special conditions** | *List any special conditions (for example, NZ driver licence) that apply to this position.* |

**Key responsibility:**

To carry out the final accuracy check on a prescription item that has been clinically assessed by a qualified pharmacist and dispensed by other dispensary staff members.

While working in the PACT role, you cannot be involved in another part of the dispensing process. When workplace flow does not allow or if staffing levels fall below the minimum required level, then the PACT cannot work in their full role and can only work within the pharmacy technician scope of practice.

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| **Key PACT tasks** | **Performance indicators** |
| * To complete the final accuracy check on a prescription item that has been clinically checked by a qualified pharmacist and dispensed by other dispensary staff members.
* Working in conjunction with the PACT preceptor to develop specific Standard Operating Procedures (SOPs) for the PACT role within the workplace.
 | 100% compliance with legislation, contracts, professional obligations, and pharmacy standard operating procedures. |
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| **Key Technician tasks** | **Performance indicators** |
| To assist the pharmacist with the dispensing process. This includes:* Receiving the prescription from the patient or representative.
* Checking with the pharmacist to ensure the prescription is accurate and complete.
* Performing the necessary calculations for checking by the pharmacist.
* Generating prescription labels.
* Counting or pouring medicines under the supervision of the pharmacist.
* Pricing prescriptions.
* Filing prescriptions.
* Maintaining prescription records.
* Repackaging and labelling medicines for over the counter (OTC) sale or dispensing.
 | 100% compliance with legislation, contracts, professional obligations, and pharmacy standard operating procedures. |
| To manage dispensary housekeeping duties. This includes:* Maintaining the dispensary in a clean and tidy state, according to protocols.
* Maintaining packaging and dispensing equipment, according to protocols.
 | Pharmacy dispensary and dispensing equipment is kept tidy and clean. |
| To manage administrative activities. This includes:* Managing prescriptions that are sent back to prescribers for correction.
* Preparing prescription batches for claiming.
* Preparing invoices, receipts, letters, memos and undertaking general filing.
* Answering pharmacy questions relating to prescriptions, drug information, poison information or any health matter that must be referred to the pharmacist.
 | Administrative tasks are completed accurately and in a timely manner.  |
| To manage stock effectively. This includes:* Monitoring stock levels to ensure sufficient quantities for optimal operation.
* Preparing and placing orders from specified sources.
* Receiving and checking stock purchased.
* Returning wrong or damaged stock for credit and maintaining records of such transactions.
* Replenishing stock bottles.
* Maintaining stock records.
* Rotating stock and monitoring expiry dates.
* Identifying expired products for disposal or return to manufacturer.
* Where instructed by the pharmacist, returning uncollected or incorrectly dispensed medicines to stock.
* Maintaining correct storage facilities.
* Monitoring and recording temperatures of refrigerators that contain medicines.
 | * Pharmacy stock levels are appropriate and reflect current dispensing patterns.
* All pharmacy stock is within the expiry date.
* Pharmacy stock is stored in an appropriate manner.
* Administrative duties are completed accurately and in a timely manner.
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| To sell and advise customers on a range of over the counter (OTC) medicines, complementary medicines, and wellness products. | * Accurate advice given to customers about health and OTC medicines.
* Recognises limitations and knows when to refer a customer to a pharmacist.
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| To assist customers with common health problems. | * Accurate advice given to customers about health and OTC medicines.
* Recognises limitations and knows when to refer a customer to a pharmacist.
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| To communicate effectively with a diverse range of people, including patients, pharmacy staff and other health practitioners. | Agreed reporting is provided to the pharmacy manager. |
| To create and maintain effective relationships with patients, customers, and other key pharmacy players, like suppliers. | Agreed reporting is provided to the pharmacy manager. |
| Pharmacy Technicians may: * Compound medicines under the supervision of a pharmacist.
* Counsel patients about the use of their prescribed medicines when authorised to do so by the supervising pharmacist.
* Provide primary health care. This includes:
	+ assisting customers in the selection of appropriate OTC medicines
	+ providing advice about the use of OTC medicines
	+ giving advice about the selection and use of diagnostic aids
	+ counselling patients about lifestyle changes.
 | * Compounds medicines accurately and according to protocols.
* Provides accurate advice to patients about health and medicines.
* Recognises limitations and knows when to refer patients to a pharmacist.
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**Limitations of role**

A PACT:

* Will notreceive prescriptions by telephone. Taking the reference number of a prescription due for a repeat is permissible.
* Will not final check any prescription unless it has been clinically checked and initialled by the pharmacist.
* Cannot be involved in another part of the dispensing process if providing the accuracy check on prescriptions.
* Cannot conduct the accuracy check process when there is insufficient staffing (i.e., when they are the only technician and there is only one pharmacist on duty).
* Cannot work in a PACT role if working at a new pharmacy site until the transfer requirements have been met, as per the New Zealand Framework for Pharmacy Accuracy Checking Technicians.
* Cannot check Class A or Class B controlled drugs.
* Cannot provide the final check of a compounded product prior to release. A PACT may take the responsibility for the accuracy checking of the starting compounding ingredients only.

*All activities are under the direct supervision of a pharmacist. Pharmacy Accuracy Checking Technicians who have completed the PACT training programme are not permitted to take any part in the dispensing process when performing the PACT role.*

*Training, under the supervision of a pharmacist preceptor, occurs in a suitable pharmacy environment. Both preceptor and facility must be approved by the PSNZ prior to commencing the training programme.*

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| **Functional relationships** |  |
| Pharmacy owner | Effective relationship |
| Pharmacists | Effective relationship |
| Pharmacy technicians, pharmacy assistants and other pharmacy staff | Advice and effective relationships |
| Customers and patients | Effective relationships |
| Suppliers | Effective relationships |

**Person specification:**

* Demonstrated capability to perform effectively as a pharmacy technician.
* Demonstrated ability to develop effective relationships with customers from different cultural backgrounds and with varying health issues.
* Demonstrated ability to verbally express thoughts, information and ideas in a clear, concise, accurate and coherent way using an appropriate manner.
* Able to demonstrate an ability to organise self to achieve work programme, meet deadlines and manage conflicting deadlines and requirements.
* Demonstrated commitment to the provision of quality services.
* Honesty, integrity, and an understanding of the significance of confidentiality.