

## Appendix A3

### **WORK PROCESS SCHEDULE AND RELATED INSTRUCTION OUTLINE**

#### **Pharmacy Technician**

**O\*NET-SOC CODE: 29-2052.00    RAPIDS CODE: 0844CB**

**APPROVED BY  
OFFICE OF WORKFORCE INNOVATION FOR THE NEW NEVADA AND THE NEVADA STATE  
APPRENTICESHIP COUNCIL**

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**Richard J. Williams, Nevada State Apprenticeship Director**

**REGISTRATION DATE: \_\_\_\_\_**

**REGISTRATION NUMBER: \_\_\_\_\_**

**DEVELOPED IN COOPERATION WITH  
THE GOVERNOR'S OFFICE OF WORKFORCE INNOVATION, THE NEVADA STATE  
APPRENTICESHIP COUNCIL, AND THE U.S. DEPARTMENT OF LABOR**

## Appendix A3

### WORK PROCESS SCHEDULE PHARMACY TECHNICIAN

O\*NET-SOC CODE: 29-2052.00 RAPIDS CODE: 0844CB

This schedule is attached to and a part of these Standards for the above identified occupation.

#### 1. TYPE OF OCCUPATION

Time-based                       Competency-based                       Hybrid

#### 2. TERM OF APPRENTICESHIP

The term of the occupation shall be defined by the attainment of all competencies of the position, which would be expected to occur within approximately 2,000 hours of OJL, supplemented by the minimum of 144 hours of related instruction per year of the apprenticeship.

#### 3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker/fully-competent worker ratio is: 1 apprentice(s) to 1 journeyworker/fully-competent worker(s).

#### 4. APPRENTICE WAGE SCHEDULE

An apprentice minimum starting wage will be at least \$ 15.30 per hour. Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker/fully-competent worker wage. A journeyworker/fully-competent worker minimum wage will be at least \$ 16.84. Wages will be based on regional ranges.

##### 1-Year Term Example:

1<sup>st</sup>                      6 months = \$15.30                      2<sup>nd</sup>                      6 months = \$16.00                      Final: \$16.84

#### 5. WORK PROCESS SCHEDULE (See attached Work Process Schedule)

The sponsor may modify the work processes to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

#### 6. RELATED INSTRUCTION OUTLINE (See attached Related Instruction Outline)

The sponsor may modify the related instruction to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

**Appendix A3**

**WORK PROCESS SCHEDULE  
PHARMACY SPECIALIST**

**O\*NET-SOC CODE: 29-2052.00 RAPIDS CODE: 0844CB**

The term of the occupation shall be defined by the attainment of all competencies, both technical and behavioral, of the position, which would be expected and approximated to occur within 2,000 hours of OJL, supplemented by a minimum of 144 hours of related instruction per year of apprenticeship.

**Apprenticeship Competencies – Technical**

	Competency
1. Expedites electronic EMR prescription processing by performing all duties necessary and allowable by policy and Nevada Pharmacy laws/regulations.	
2. Consults regularly with the Dispensing Provider for the purpose of expediting the processing and filling of prescriptions written.	
3. Performs all functions or duties under the direct supervision of the Dispensing Provider.	
4. Gathers patient's demographic, insurance, allergy and any other information necessary to fill a new/refill prescription.	
5. Verifies with patient carefully any information that is not clearly distinguished on any new prescription, including but not limited to patient's correct name, date of birth, home address, phone number, drug allergies, etc.	
6. Enters patient information into software system for the purpose of processing prescription and 3 <sup>rd</sup> party claims if necessary.	
7. Creates a pharmacy patient label as required for all new/refill prescriptions.	
8. Selects medications for prescription, counts, places in appropriate container and labels in accordance with all federal and Nevada regulatory laws and places completed prescription in area for the Dispensing Provider to complete the verification step.	
9. Receives refill requests from patients and processes through to completion and places in area for Dispensing Provider to complete the verification step.	
10. Transfers prescriptions to/from other pharmacies.	
11. Ensures necessary communications are provided to the patient, such as special instructions, directions regarding medications, if an item is out of stock, non-formulary, requires an insurance prior authorization, must wait delivery, etc..	
12. Answers incoming calls, directs to Dispensing Provider, when appropriate, such as new prescriptions, verbal transfers, questions from providers, questions about medications, judgmental decisions, etc..	
13. Responsible for all medication related ordering, inventory management, pharmaceutical recalls, special product orders, etc.	
14. Manages medication related ordering, inventory management, pharmaceutical recalls, special product orders, etc..	
15. Checks stock to remove outdated items, as often as deemed necessary by the	

Dispensing Provider.	
16. Fills and maintains all prescription vial storage and related supplies.	
17. Processes business transactions for new & refill prescriptions.	
18. Maintains appropriate confidentiality of information in accordance with HIPPA and organizational policy	
19. Communicates with immediate supervisor as to progress and/or issues impeding progress for successful completion of any assigned project or task	
20. Attends required department and organization staff meetings in order to be an informed employee	
21. Meets deadlines related to projects, regulatory and organizational policies and practices and as directed by immediate supervisor	

**TOTAL HOURS**

**2,000**

The above on-the-job-learning (OJL) work process competencies are intended as a guide. It need not be followed in any particular sequence, and it is understood that some adjustments may be necessary in the hours allotted for different work experience. In all cases, the apprentice is to receive sufficient experience to make them fully competent and use good workmanship in all work processes, which are a part of the industry. In addition, the apprentice shall be fully instructed in safety and OSHA requirements.

**Apprenticeship Competencies – Behavioral**

In addition to mastering all of the essential technical competencies, an apprentice must consistently demonstrate at an acceptable level the following behavioral competencies in order to complete the apprenticeship.

<b>Item #</b>	<b>Behavioral Competencies</b>
1.	Participation in team discussions/meetings
2.	Focus in team discussions/meetings
3.	Focus during independent work
4.	Openness to new ideas and change
5.	Ability to deal with ambiguity by exploring, asking questions, etc.
6.	Knows when to ask for help
7.	Able to demonstrate effective group presentation skills
8.	Able to demonstrate effective one-on-one communication skills
9.	Maintains an acceptable attendance record
10.	Reports to work on time
11.	Completes assigned tasks on time
12.	Uses appropriate language
13.	Demonstrates respect for patients, co-workers and supervisors
14.	Demonstrates trust, honesty and integrity
15.	Requests and performs work assignments without prompting
16.	Appropriately cares for personal dress, grooming and hygiene
17.	Maintains a positive attitude
18.	Cooperates with and assists co-workers
19.	Follows instructions/directions
20.	Able to work under supervision
21.	Able to accept constructive feedback and criticism
22.	Able to follow safety rules
23.	Able to take care of equipment and work place
24.	Able to keep work area neat and clean
25.	Able to meet supervisor's work standards
26.	Able to not let personal life interfere with work
27.	Adheres to work policies/rules/regulations

**RELATED INSTRUCTION OUTLINE**  
**PHARMACY TECHNICIAN**  
**O\*NET-SOC CODE: 29-2052.00 RAPIDS CODE: 0844CB**

The related instruction has been developed in cooperation with employer-partners as part of the apprenticeship. The following is a set of courses to be delivered by subject matter experts.

Related Technical Instruction (RTI) - This instruction shall include, but not be limited to, at least 144 hours per year for each year of the apprenticeship. The related theoretical education listed below is tightly integrated with real work product. The curriculum is defined as a variety of classes, around which the exams and projects are based. By defining the RTI this way, all competencies required of the students are met, through project work.

<b>COURSE</b>	<b>HOURS</b>
<b>Pharmacy Technician Certification Program (TMCC)</b>	<b>70 hours</b>

The accelerated program will train apprentices to assist pharmacists by performing functions related to the clinical pharmacy operation. Instruction includes medical terminology specific to the pharmacy, reading and interpreting prescriptions and defining drugs by generic and brand names. Students will learn dosage calculations, I.V. flow rates, drug compounding, dose conversions, dispensing of prescriptions, inventory control and billing and reimbursement. *The Pharmacy Technician Certification Program includes a graded final exam to help prepare students for the PTCB exam.*

<b>Essential Soft Skills for Healthcare</b>	<b>35 hours</b>
This course helps develop the essential soft skills needed for a successful career in patient-center healthcare environment. Course topics include: Communication skills (verbal, nonverbal, and written), teamwork, active listening, emotional intelligence, professionalism and personal brand, empathy and compassion, taking initiative, and adaptability/flexibility.	

<b>Employer Specific Topics (Orientation, HIPPA policies, EPIC, etc)</b>	<b>40 hours</b>
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<b>TOTAL HOURS</b>	<b>145 hours</b>
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