

# PassAssured's Pharmacy Technician Training Program



**Florida Board of Pharmacy  
Employer Based Training  
Program Requirements  
addressed by PassAssured**

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Florida Pharmacy  
Association**





Florida BOP's Employer Based  
Training Program Requirements that  
are addressed in the PassAssured's  
Pharmacy Technician Training Program (PTTP)



## 1. Introduction to pharmacy and health care systems:

- a) Confidentiality
- b) Patient rights and Health Insurance Portability and Accountability Act (HIPAA)

PassAssured addresses this in the HIPAA section. Individuals are to study HIPAA subsection and then take a test to follow. Please see next slide for sample portion of the HIPAA subsection.



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**PassAssured's HIPAA subsection sample:**

In 1996: The Health Insurance Portability and Accountability Act was passed referred as (HIPAA) HIPAA is the most significant piece of federal legislation to affect pharmacy practice since OBRA-90.

The Privacy Rule component of HIPAA took effect on April 14, 2003, and was the first comprehensive federal regulation designed to safeguard the privacy of protected health information (PHI).

In The Big Picture, HIPAA is all about privacy of medical and health information. Most important is how this information is processed, protected and handled by health plans, health care providers. (example: Pharmacies, Pharmacist, and Pharmacy Technician) and others who work with it. The Privacy Rule sets standards for how protected health information should be controlled, by setting forth what uses and disclosures are authorized or required and what rights patients have with respect to their health information. The Privacy Rule prohibits the sharing of Individually Identifiable Health Information without a patient's permission unless the purpose of the disclosure is permitted by regulation - such as for treatment, payment or health care operations.

The intent is to protect the integrity, confidentiality and availability of electronic protected health information from unauthorized access, alteration, deletion, or transmission.



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## 2. Pharmacy law:

- a) Federal law
- b) Florida State law
- c) Florida State rules
- d) Pharmacy technician Florida rules and laws.

PassAssured addresses “a” in the Federal Law section.

PassAssured addresses “b,c, and d” in the Florida Law section.

Individuals are to study Federal Law and Florida Law sections and then take tests to follow. Please see next 2 slides for subsections covered in Federal Law and a sample portion of the Florida Law section.



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### PassAssured's Federal Law section content covered:

#### **Federal Law**

Federal Law focuses on legislation that affects the Pharmacy Industry. From Food and Drug Administration (FDA) laws to the Poison Prevention Act (PPA), Federal Laws that have guided the Pharmacy industry are presented. The method used in determining a valid DEA number is studied. The sub-section does not cover state and local laws. (State and local laws vary greatly, thus, providing the material in this product is not practical.) The national certification exams will only cover Federal Law.

#### **Sub-Sections**

##### ***Pharmacy Law and Time***

This sub-section provides different laws and legislation that affect the Pharmacy Industry, when they were enacted and their importance.

##### ***Federal Law and Drugs***

This sub-section discusses the importance of the Controlled Substance Act of 1970. This sub-section shows how this act regulated the manufacturing, distribution and dispensing of controlled substances based on abuse potential.

##### ***Rules for Controlled Substances***

This sub-section outlines filing procedures, maintaining records according to State and Federal Laws, and drug substitution requirements.

##### ***DEA Number Verification***

This sub-section illustrates how a Doctor's DEA Number is determined and its purpose. An interactive display gives the student instructions on how to determine if a DEA Number is valid.

##### ***Schedule II Drugs***

This sub-section discusses storage requirements for Schedule II Drugs.

##### ***Investigational Drugs***

This sub-section defines the four phases of Investigational Drugs.

Each subsection has a quiz after completing the coordinating subsection video. After completing entire Federal Law section individuals are to complete the Federal Law section test.



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### PassAssured's Florida Law subsection sample:

#### Basic Laws and Rules for Pharmacy Technicians

A number of laws and rules that govern the behavior of pharmacy technicians and their role within a licensed pharmacy have changed over the years. A lot of information has been provided by the FPA on pharmacist technician laws and rules and will continue to develop with each new policy approved by the Board of Pharmacy and the Florida legislature. This means that the flow of information needs to be comprehensive, abundant and continuous. Our hope is that active membership in the Florida Pharmacy Association by both pharmacists and technicians will help to keep all best informed to answer questions from the multitude of non-member pharmacists and pharmacy technicians who may find deficiencies noted in their records during routine inspections facilitated by the Department of Health. In this article we will concentrate on the kinds of things that technicians can or cannot do in Florida. I will also share with you information about an organization called Pharmacy Technician Certification Board.

#### Basic Things That the Prescription Department Manager Should Know

Since 1979, pharmacy technicians were acknowledged in Florida laws but there was very little definition on the role that technicians play or even a pathway towards recognizing the duties and functions of technicians. In 2009, there were significant changes in Florida laws that created registering of pharmacy technicians with the Board of Pharmacy. With this registration requirement came several Board of Pharmacy rules designed to define how many technicians that a pharmacist could supervise, what duties that a technician could perform and what tasks that a technician should not be doing. You already know about their registration requirements. The first rule is related to registered pharmacy technician ratios. Florida pharmacies are allowed one technician for each pharmacist. A pharmacist may supervise additional technicians under certain conditions.

\*After studying the Florida Law section individuals are to complete the Florida Law section test.



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### 3. Pharmaceutical- medical terminology, abbreviations, and symbols:

- a) Medication safety and error prevention
- b) Prescriptions and medication orders.

PassAssured addresses #3 in Medical Review, Calculations, Pharmacy Operations, and the Study Aids. Please see next 3 slides for further information.



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### **PassAssured covers medical terminology:**

#### **Medical Review**

Medical Review Section introduces to the future Pharmacy Technician to Pharmacology. The study guide focuses on maintaining the proper instructional level suited for a Pharmacy Technician. The varied types of drugs, prescription types, medication dosage forms, and medical devices are discussed. Drug interaction on the human body's major systems such as the central nervous system, peripheral nervous system, cardiovascular system and other systems of the human body is introduced. This study concentrates on commonly used drug classes that would be of most concern to the Pharmacy Technician.

#### **Sub-Sections**

##### ***Doses and Terminology***

Discusses the different terms used in pharmacology. In-depth review of the different types of medication dosages, such as tablets, caplets, liquids, creams, emulsions, etc. The sub-section also describes the different types of administration devices for certain medications and dosages.





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### **PassAssured covers abbreviations and symbols in Calculations and Study Aids:**

#### **Calculations**

Pharmacy calculations are an essential function of the Pharmacy Technician. The PTTP's calculation section provides a refresher path through the aspects of Pharmacy mathematics. Many example calculations are done using different methods, thus, providing the student a choice for calculating Pharmacy math problems that best suits the individual's needs. The Calculation section provides an excellent tool for learning Pharmacy math and the calculations are performed 'in motion', with a timed audio presentation.

#### **Sub-Sections**

##### ***Abbreviations***

The Pharmacy Industry exists in a world of abbreviations. Abbreviations uses in prescriptions are covered in detail. Emphases on abbreviations that have historically been misinterpreted are discussed. Reference listing of Pharmacy abbreviations is included.

##### ***Roman Numerals***

The eight primary Roman Numerals are illustrated, with emphasis on 'rules' for adding and subtracting. Roman Numerals are widely used in Pharmacy.

#### **Study Aids**

The Study Aids are an excellent way of teaching while having fun! The Study Aids were designed as an enhancement to the Medication Review Section. This part of the program will enable the student to become familiar with over 200 drugs widely used in the market place. The Study Aids consist of flash cards and are created to allow the student to recognize and pronounce the medications reviewed all while having fun 'playing' games. The games include Flashcards –“Top 200 Drugs”, “Memory Match”, “Roman Numerals”, “Sigs”, “Abbreviations”, and the additional Study Aids: “Study Table”, “Virtual Rx” and “Virtual Cash Register”. Drug name pronunciations as well as visual recognition of all medications reviewed are included.



## Florida BOP's Employer Based Training Program Requirements that are addressed in the PassAssured's Pharmacy Technician Training Program (PTTP)



**PassAssured covers medication safety and error prevention and prescriptions and medication orders in Pharmacy Operations:**

### **Pharmacy Operations**

Pharmacy Operations is the core of the Pharmacy Technicians responsibilities. Day to day operations, interfacing with customers, maintaining patient records, and assuring the Pharmacy meets all State, Federal and local requirements are covered. Managing proper inventory control is vital in assuring continuing success of the Pharmacy business. An overview of insurance claims and "Third Party" reimbursement is provided. Medication safety is a priority in dispensing medication to patients. Learning how to give appropriate change is covered in the Cash Register sub-section.

#### **Sub-Sections**

##### ***Basic Facts in Pharmacy***

The Pharmacy Technician will need to be familiar with drug nomenclature. The three names given to each drug is reviewed. NDC codes, mnemonic codes, and the importance of understanding different expiration date formats are discussed and illustrated. The various drug containers are illustrated. The different types of container closures and uses for each are reviewed. Auxiliary labels affixed to prescription bottles are reviewed.

##### ***Assisting the Pharmacist***

Acceptable medication prescribers are reviewed. Mailing prescription requirements, patient confidentiality, assisting the pharmacist, immunizations, The Combat Methamphetamine Epidemic Act of 2005, and how prescriptions can be transmitted to a Pharmacy and requirements for certain classes of drugs is discussed. The required information on a prescription and the process for patient refills is given.

##### ***General Prescription Duties***

Maintaining an accurate patient profile is crucial in providing medication to a patient. A well-maintained patient profile can prevent improper dispensing of medication and adverse effects for medication. Details of what should be collected for a proper patient profile are illustrated. Brand versus generic, formularies, inventory control, measuring and counting techniques, compounding and the different classes of balances, medication errors, and the step by step process of filling a prescription in a pharmacy are discussed.

##### ***USP 795***

USP 795 defines general information to support extemporaneous compound preparations that are of acceptable strength, quality and purity. Important USP 795 terms and definitions are presented and explained. How-to Preparations are performed for suppositories, ointment, suspension and an enema.

##### ***Medication Distribution and Inventory Control***

Definitions of key terms used in inventory management are provided. Ordering techniques and the proper receiving process of ordered items is reviewed. Expired or discontinued stock processes and drug recall issues are illustrated. Point of Sale Management Systems, electronic prescribing, electronic medication administration record, and theft and drug diversion are discussed also.

##### ***Third Party Reimbursement***

Knowledge of "Third Party" reimbursement is an 'ever changing' environment. A general overview of processes used for reimbursement and different payment plans currently offered is illustrated. Formularies, generics, DAW codes, Affordable Care Act, Medicare, and Medicaid are reviewed.

##### ***Medication Safety***

Medication errors are covered in depth. Prevention strategies, causes of medication errors and where and why they occur, sound-alike and look-alike medications, Tall Man lettering, reporting medication errors to Medwatch and MERP, 5 rights of medication administration, e-prescribing, HITECH Act, iPLEDGE and other medication safety programs,



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## 4. Records management and inventory control:

- a) Pharmaceutical supplies
- b) Medication labeling
- c) Medication packaging and storage
- d) Controlled substances
- e) Adjudication and billing.

PassAssured addresses #4 in Federal Law and Pharmacy Operations. Please see the next slide for more information.



## Florida BOP's Employer Based Training Program Requirements that are addressed in the PassAssured's Pharmacy Technician Training Program (PTTP)



PassAssured covers records management and inventory control(pharmaceutical supplies, medication labeling, medication packaging and storage, controlled substances, and adjudication and billing) in Federal Law and Pharmacy Operations:

### **Federal Law**

#### ***Rules for Controlled Substances***

This sub-section outlines filing procedures, maintaining records according to State and Federal Laws, and drug substitution requirements.

#### ***Schedule II Drugs***

This sub-section discusses storage requirements for Schedule II Drugs.

### **Pharmacy Operations**

#### ***Basic Facts in Pharmacy***

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## 5. Interpersonal relations, communications, and ethics:

- a) Diversity of communications
- b) Empathetic communications
- c) Ethics governing pharmacy practice
- d) Patient and caregiver communication

PassAssured addresses #5 in Effective Communication and Pharmacy Operations. Please see the next slide for more information.



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### **Effective Communication**

Students realize the effectiveness on proper communications between customer/patient and the Pharmacy Technician. With appropriate communication, correct questions are asked and issues as well as orders are efficiently processed as well as misunderstandings and errors are avoided. A short quiz follows.

### **Pharmacy Operations**

Pharmacy Operations is the core of the Pharmacy Technicians responsibilities. Day to day operations, interfacing with customers, maintaining patient records, and assuring the Pharmacy meets all State, Federal and local requirements are covered. Managing proper inventory control is vital in assuring continuing success of the Pharmacy business. An overview of insurance claims and "Third Party" reimbursement is provided. Medication safety is a priority in dispensing medication to patients. Learning how to give appropriate change is covered in the Cash Register sub-section.

#### **Sub-Sections**

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## 6. Pharmaceutical calculations

PassAssured addresses #6 in Calculations. Please see next slide for more information.



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### **Calculations**

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#### **Sub-Sections**

##### ***Metric System***

Audio, charts, graphic illustrations and text help files are used to provide the student with knowledge and reference tables for use in performing various conversions. The units of measurement for the Metric, Avoirdupois, and Apothecary systems are discussed.

##### ***Abbreviations***

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##### ***Roman Numerals***

The eight primary Roman Numerals are illustrated, with emphasis on 'rules' for adding and subtracting. Roman Numerals are widely used in Pharmacy.

##### ***Fractions, Decimals, & Percent***

This review provides the basics of fractions, decimals and percent. The intensive use of 'motion graphics' support the audio driven lesson. A good understanding of this section will provide the student a basis for the remaining calculations topics.

##### ***Temperature Conversions***

Two widely used methods for Fahrenheit – Centigrade temperature conversions are illustrated. The audio driven lesson uses '*graphics in motion*' to provide clearly explained examples of typical pharmacy temperature conversions.

##### ***Ratio Proportions***

Ratio proportion relationships are used to provide a means for reducing or enlarging chemical mixtures used in pharmacy. Determining the proper amount of solution to mix with drug active ingredients is covered.

##### ***Quantities, Dilutions, & Concentrations***

Quantities, dilutions, & concentrations provide a review of unit of measurement for drug and expressions of quantity and concentration for drugs in drug products. Illustrations are discussed for the different methods for determining quantities of ingredients and concentration of drugs when preparing or dispensing drug products.

##### ***Doses and Dose Regimen***

A review of methods of expressing doses and dosage regimens is given. The student will learn to calculate the amount of drug product to dispense and the number of days' supply from a dosage regimen. In addition, methods to calculate doses for pediatric patients are provided.

##### ***Calculation of IV Flow Rates***

The student will learn to determine the flow rate of an IV solution when given the total volume, total time of administration, and the drops delivered per ml by the administration set.

##### ***Powder Volumes***

Discussions of powder volume concept are given. Learn how to calculate powder volume and how to use this information in reconstituting dry powders for suspension or solution.

##### ***Pricing***

Pricing methods support the needs of the pharmacy as a business enterprise. Our study guide will provide a review of various pricing methods used in retail pharmacy.