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| **CONTENT CATEGORY NUMBER OF QUESTIONS** |
| **1.** | ***Assisting the Pharmacist in Serving Patients***1.     Receive prescription or medication order(s) from patient/patient’s representative, prescriber, or other healthcare professional: * + - * Accept new prescriptions or medication order from patient/patient’s representative, prescriber, or other healthcare professional
			* Accept new prescription or medication order electronically (for example, by telephone, fax, or computer
			* Accept refill request from patient/patient’s representative, prescriber , or other healthcare professional
			* Accept refill request electronically (for example, by telephone, fax, or computer)
			* Contact prescriber/originator for clarification of prescription or medication order refill

2.     At the direction of the pharmacist, assist in obtaining from the patient/patient’s representative such information as diagnosis or desired therapeutic outcome, medication use, allergies, adverse reactions, medical history and other relevant patient information, physical disability, and reimbursement mechanisms 3.     At the direction of the pharmacist, assist in obtaining from prescriber, other healthcare professionals, and/or the medical record such information as diagnosis or desired therapeutic outcome, medication use, allergies, adverse reactions, medical history and other relevant patient information, physical disability, and reimbursement mechanisms 4.     At the direction of the pharmacist, collect data (for example, blood pressure and glucose) to assist the pharmacist in monitoring patient outcomes 5.     Assess prescription or medication order for completeness (for example, patient’s name and address), accuracy (for example, consistency with products available), authenticity, legality, and reimbursement eligibility 6.     Update the medical record/patient profile with such information as medication history, allergies, medication duplication, and/or drug-disease, drug-drug, drug-laboratory, and drug-food interactions.7.     Process a prescription or medication order: * Enter prescription or medication order information onto patient profile
* Select the product(s) for a generically written prescription or medication order
* Select the product(s) for a brand-name prescription or medication order (consulting established formulary as appropriate)
* Obtain medications or devices from inventory
* Measure, count, or calculate finished dosage forms for dispensing
* Record preparation of prescription or medication, including any special requirements, for controlled substances
* Package finished dosage forms (for example, blister pack, vial)
* Affix label(s) and auxiliary label(s) to container(s)
* Assemble patient information materials
* Check for accuracy during processing of the prescription or medication order (for example, matching NDC number) Verify the measurements, preparation, and/or packaging of medications produced by other technicians
* Prepare prescription or medication order for final check by pharmacist

8.     Compound a prescription or medication order: * Assemble equipment and/or supplies necessary for compounding the prescription or medication order.
* Calibrate equipment (for example, scale or balance, TPN compounded) needed to compound the prescription or medication order.
* Perform calculations required for usual dosage determinations and preparation of compounded IV admixtures.
* Compound medications (for example, ointments, reconstituted antibiotic suspensions) for dispensing according to prescription formula or instructions.
* Compound medications in anticipation of prescription or medication orders (for example, bulk compounding for a specific patient).
* Prepare sterile products (for example, TPN’s, piggybacks).
* Prepare chemotherapy.
* Record preparation and/or ingredients of medications (for example, lot number, control number, expiration date).
 | **63** |
| **2.** | ***Assisting patients.***9.     Provision of medication to patient/patient’s representative: * Store medication prior to distribution.
* Provide medication to patient/patient’s representative.
* Place medication in dispensing system (for example, unit-dose cart, robotics).
* Deliver medication to patient-care unit.
* Record distribution of prescription medication.
* Record distribution of controlled substances.
* Record distribution of investigational drugs.

10.  Determine charges and obtain reimbursement for services 11.  Communicate with third-party payers to determine or verify coverage and obtain prior authorizations 12.  Provide supplemental information (for example, patient package leaflets, computer generated information, videos) as requested/required 13.  Ask patient if counseling by pharmacist is desired 14.  Perform drug administration functions under appropriate supervision (for example, perform drug/IV rounds, anticipate refill of drugs/IVs) 15.  Assist the pharmacist in monitoring patient laboratory values (for example, blood pressure, cholesterol values) | **23** |
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| **3.** |  ***Maintaining Medication and Inventory Control Systems***1.     Identify pharmaceuticals, durable medical equipment, devices, and supplies to be ordered (for example, want book) 2.     Place orders for pharmaceuticals, durable medical equipment, devices, and supplies (including investigational and hazardous products and devices), and expedite emergency orders in compliance with legal, regulatory, professional, and manufacturers’ requirements 3.     Receive goods and verify against specifications on original purchase orders 4.     Place pharmaceuticals, durable medical equipment, devices, and supplies (including hazardous materials and investigational products) in inventory under proper storage conditions 5.     Perform non–patient-specific distribution of pharmaceuticals, durable medical equipment, devices, and supplies (for example, crash carts, nursing station stock, automated dispensing systems) 6.     Remove from inventory expired/discontinued/slow-moving pharmaceuticals, durable medical equipment, devices, and supplies 7.     Remove from inventory recalled pharmaceuticals 8.     Communicate changes in product availability (for example, formulary changes, recalls) to pharmacy staff, patient/patient’s representative, physicians, and other healthcare professionals 9.     Implement and monitor policies and procedures to deter theft and/or drug diversion 10.  Maintain a record of controlled substances received, stored, and removed from inventory 11.  Perform required inventories and maintain associated records 12.  Maintain record-keeping systems for repackaging, bulk compounding, recalls, and returns of pharmaceuticals, durable medical equipment, devices, and supplies 13.  Compound medications in anticipation of prescription/medication orders (for example, bulk compounding) 14.  Perform quality assurance tests on compounded medications (for example, for bacterial growth; for sodium, potassium, dextrose levels; for radioactivity) 15.  Repackage finished dosage forms for dispensing 16.  Participate in quality assurance programs related to products and/or supplies (for example, orange book equivalence, formulary revision, nursing unit audits, performance evaluations of wholesalers) 17.  Communicate with representatives of pharmaceutical and equipment suppliers | **32** |
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| **4.** | ***Participating in the Administration and Management of Pharmacy Practice***1.     Coordinate written, electronic, and oral communications throughout the practice setting (for example, route phone calls, faxes, verbal and written refill authorizations; disseminate policy changes) 2.     Update and maintain information (for example, insurance information, patient demographics, provider information, reference material) 3.     Collect productivity information (for example, the number of prescriptions filled, fill times, money collected, rejected claim status) 4.     Participate in quality improvement activities (for example, medication error reports, customer satisfaction surveys, delivery audits, internal audits of processes) 5.     Generate quality assurance reports 6.     Implement and monitor the practice setting for compliance with federal, state, and local laws, regulations, and professional standards (for example, Materials Safety Data Sheet [MSDS], eyewash centers, JCAHO standards) 7.     Implement and monitor policies and procedures for sanitation management, handling of hazardous waste (for example, needles), and infection control (for example, protective clothing, laminar flow hood, other equipment cleaning) 8.     Perform and record routine sanitation, maintenance, and calibration of equipment (for example, automated dispensing equipment, balances, robotics, refrigerator temperatures) 9.     Maintain and use manual or computer-based information systems to perform job-related activities (for example, update prices, generate reports and labels, perform utilization tracking/inventory) 10.  Maintain software for automated dispensing technology, including point-of-care drug dispensing cabinets 11.  Perform billing and accounting functions (for example, personal charge accounts, third-party rejections, third-party reconciliation, census maintenance, prior authorization) 12.  Communicate with third-party payers to determine or verify coverage 13.  Conduct staff training 14.  Aid in establishing, implementing, and monitoring policies and procedures | **17** |
| **Total Questions** | **135** |