



VALLEY HEALTH TEAM

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JOB DESCRIPTION

POSITION:	Pharmacy Technician I
REPORTS TO:	Health Center Manager
POSITIONS SUPERVISED:	NONE
CLASS:	REGULAR
CAT:	FULL-TIME NON-EXEMPT

BASIC FUNCTIONS:

Under the direct supervision of the Director of Pharmacy, the Pharmacy Technician I is responsible for daily tasks including but not limited to removing drugs from stock, counting, pouring or mixing pharmaceuticals, resolving insurance claims, typing /entering prescriptions, cashiering, preparing medication for return to vendor and proper maintenance of pharmacy records. Individual should maintain a high level of professionalism to patients and staff.

DUTIES AND RESPONSIBILITIES:

1. Enter and update patient demographics and billing information into pharmacy software.
2. Receive and enters accurately written prescription or refill requests.
3. Process and resolve denials of pharmacy insurance claims including Medi-Cal, Medicare, and commercial plans.
4. Fill/count prescribed medications and affixing labels.
5. Reconstitute suspensions according to manufacturer's specifications.
6. Identifies situations when patient should be referred to pharmacist regarding medication.
7. Perform daily patient calls (e.g., adherence, notifications, etc.)
8. Assist in maintaining daily records as directed by the pharmacist.
9. Assist in daily wholesaler orders and inventory activities (e.g., ordering, unpacking, storing etc.)
10. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of patient and company information.
11. On a temporary basis, may be required to work at any future VHT Health Centers if needed.
12. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
13. Handle telephone calls that do not require the attention of a pharmacist.
14. Assist in cleaning work areas, shelves, counters, and maintaining pharmacy equipment.
15. Observe and practice all VHT Patient Experience Service Standards as outlined in "World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
16. Practice CICARE phone etiquette during all phone interactions.
17. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
18. Respect privacy and dignity of our patients, family members, visitors and co-workers.
19. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
20. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
21. Follow applicable regulations: 340-B requirements, Joint Commission, OSHA, HIPAA, etc.
22. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
23. Perform other related duties as assigned by the Director of Pharmacy.

MINIMUM QUALIFICATIONS:

1. High School Diploma or GED equivalency or obtained an Associate's degree in Pharmacy Technology or Graduated from a school recognized by the Pharmacy Board
2. Completed a course of training specified by the board
3. Preferred Pharmacy technician military training
4. Pharmacy Technician Certification Board Certification
5. CPR Certified
6. Preferred at least 2 year of customer service experience
7. Preferred at least 3 year pharmacy technician experience in a retail/community pharmacy
8. Preferred experience in the 340-B program
9. Strong customer service skills (preferably within a service industry)
10. Strong communication skills
11. Preferred experience with Billing Medi-Cal and submitting Tar Authorizations
12. Basic computer skills (i.e., Word, Excel, etc.), fax, office equipment skills
13. Knowledge in medical terminology, brand generic drug names, pharmaceutical calculations
14. Modern office practices and procedures (including email)
15. Fluent conversational English/Punjabi or English/Spanish is highly preferred
16. Ability to be flexible with work schedule, work weekends, and available to work at other site locations if needed.
17. Must have own transportation, valid California Driver's License, and current proof of automobile insurance coverage
18. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person

TYPICAL WORKING CONDITIONS: The pharmacy setting is a health center work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the health center.

TYPICAL PHYSICAL DEMANDS: Involves continuous extended periods of standing, or walking throughout the day for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as dangerous drugs, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Affirmative Action Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

Employee's Signature

Date

BOARD APPROVED:

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