

## PHARMACY TECHNICIAN ESSENTIAL FUNCTIONS, ABILITIES, BEHAVIORAL CHARACTERISTICS AND TECHNICAL STANDARDS

All individuals, including persons with disabilities, who wish to participate in the pharmacy technician program, are encouraged to apply. All students must be able to perform specific technical functions. Outlined are functions, abilities, behavioral characteristics, and the technical standards necessary for admission and continuation in the program. This information is provided so that the prospective Pharmacy Technician student can judge his/her own capabilities in performing the required tasks.

Pursuant to Delgado Community College's Disability Services Policy, the program will make reasonable accommodations for students/applicants with disabilities. Students with questions or concerns should contact the Disability Service Office located in Building 2 Room 102. The City Park Service Coordinator is Gretchen Peoples. Contact information: [gpeopl@dcc.edu](mailto:gpeopl@dcc.edu), (504) 671-5160 (TDD) or (504) 671-5161 (voice)

Any individual who is unable or unwilling to meet the following technical standards in the classroom, lab, and clinical area will be unable to participate in the program.

**Intellectual / Cognitive Abilities** - Ability to acquire, analyze, and integrate information to form conclusions using critical thinking. This includes, but is not limited, to the following:

- Understand and follow instructions (written and verbal).
- Read and comprehend information in textbooks and professional literature.
- Retain and utilize information.
- Apply reason and good judgment.
- Perform mathematical calculations essential to the duties of a pharmacy technician.
- Fully participate in laboratory exercises and clinical experiences.
- Apply self-management skill, including time management and complete tasks in required time limits.
- Apply critical thinking skills, creativity, and innovation to solve problems.

**Communication** - Communicate in English, using verbal, non-verbal, and written formats. This includes, but is not limited, to the following:

- Speak English, to be understood clearly.
- Use correct grammar, punctuation, and spelling.
- Write in a manner that is legible.
- Read, write, and comprehend written materials in both the academic and clinical settings.
- Elicit information from clients, families, and members of the health care team.
- Transmit information to clients, peers, faculty, staff, and members of the health care team.
- Observe and assess nonverbal communications.

**Physical Requirements** – Physical attributes required to perform as a Pharmacy Technicians. This includes, but is not limited, to the following:

- **Mobility** – Ability to move, stand, walk, bend, and squat.
  - Stand or walk for up to 8-12 hours a day on a hard surface.
  - Move quickly from place to place and perform duties in a tight space.
  - Lift equipment or supplies up to 40 pounds unassisted.
  - Carry equipment or supplies up to 30 pound at waist level unassisted.
  - Push or pull carts and equipment.
  - Reach above shoulder level and below waist level to storage areas or manipulate equipment.
  - Bend or squat when lifting equipment and supplies.
  
- **Motor Skills (fine and gross)/Dexterity** – Possess motor skills sufficient to handle equipment and provide safe and effective client care; keen sense of touch; steady arm and hand movements while manipulating objects or assisting the pharmacist and/or client.
  - Possess eye-hand coordination and finger dexterity to manipulate syringes, needles, balance and weight sets, utilize a spatula and tablet counter, and pour from bottles.
  - Possess a sense of touch and temperature discrimination.
  - Operate and manipulate equipment repetitively.
  - Mix pharmaceutical preparations.
  - Operate computers and cash registers.
  - Weigh, measure and count products.
  - Maintain pharmacy facilities and equipment, including automated dispensing equipment.
  - Chart/write in medical records and record client data manually and electronically.
  - Handle and move objects using hands and arms in handling, installing, positioning, manipulating and moving materials or equipment.
  
- **Visual** – Ability to observe, monitor, and/or assess client, and read fine print on monitors, devices, printed materials, and gauges. (Corrected as necessary)
  - Able to visually discriminate increment gradients on syringes and other measuring devices.
  - Able to read instruments
  - Able to visually discern shades of colors and distinguish markings on tablets/capsules.
  - Recognize and interpret facial expressions and body language.
  - Assess the environment at a distance.
  - Enter, transcribe, and record information in written or electronic forms.
  - Able to read patient documents.
  - Accurately discern cloudiness/turbidity.

- **Auditory** – Ability to hear audible sounds and respond appropriately. (Corrected as necessary)
  - Ability to follow verbal instructions.
  - Converse with clients and/or their representative, staff, faculty, peers, and health care team members.
  - Recognize and respond to soft voices, or voices over the telephone, through a face mask/respiratory, via a speaker, or from a microphone speaker in a drive-thru.
  
- **Olfactory** – Ability to smell odors.
  - Able to tolerate unpleasant odors.
  - Discern odors that may indicate unsafe conditions related to chemicals, medications or biological materials.
  
- **Behavioral / Social** – Posses the emotional health and stability required to use intellectual abilities fully.
  - Ability to demonstrate ethical conduct in all job-related activities.
  - Be able to present an image appropriate for the profession of pharmacy in appearance and behavior.
  - Ability to exercise good judgment, the prompt completion of all academic and client related care responsibilities, and the development of mature, sensitive and effective relationships with clients, peers, faculty, staff and members of the health care team.
  - Be able to tolerate heavy workloads and function effectively under stress, in both the didactic and clinical stages of the program.
  - Ability to manage heavy academic schedules and program requirements.
  - Perform in a fast-paced clinical environment.
  - Adapt to a changing environment and display flexibility.
  - Possess compassion, integrity, interpersonal skills, interest and motivation.
  - Comply with the professional standards of the pharmacy profession.
  - Apply interpersonal skills, including negotiation skills, conflict resolution, and teamwork.
  - Accept constructive criticism and respond appropriately by modifying behavior.
  - Exhibit appropriate professional conduct and decorum.
  - Fulfill commitments and be accountable for one's actions.
  - Self-direct, self-correct, and be responsible for one's own learning and professional development.
  - Maintain composure under pressure and time constraints.
  - Willingly follow directions.
  - Make decisions and prioritize tasks; multitask.
  - Ability to work independently.
  - Recognize emergency situations and react appropriately.
  - Demonstrate a respectful attitude when interacting with diverse patient populations.
  - Ability to meet attendance requirements as stated in the program handbook.

- **Legal / Health Standards** – Students are required to complete a background check, drug screen, and physical at their expense to be accepted/continue in program.
  - Pass a drug screen and submit to random drug screens as required by the program or clinical affiliates.
  - Provide proof of positive antibodies (titers) for MMR and Varicella.
  - Complete a TB test with a negative outcome.
  - Complete a physical examination prior to the start of program.
  - Provide proof of Hepatitis B and Flu vaccinations.
  - Successfully complete a background check through the Louisiana Board of Pharmacy (LABP) (This is an in-depth background check run by both the FBI and LA State Police). Students will complete the background check approximately 1 month after start of the program.\*
    - Requirements to meet the eligibility for the LAPB are:
      - Self-disclose any history of:
        - Habitual use of alcohol or other drugs
        - Medical diagnosis of an addiction to alcohol or other drugs
        - Diagnosis of physical or mental impairment that may affect your ability to practice safely as a pharmacy technician,
      - Self-disclose any legal history, regardless of outcome (including records that have been expunged) – in any state:
        - Any arrests, citation, or summons for any reason in any state
        - Any legal or disciplinary action or adverse action taken by any government agency, law enforcement agency or court
        - Current felony charges
        - Felony convictions

**\*NOTE:** A student who has been convicted of a felony or misdemeanor, or self-reports any of the above mentioned LABP conditions, may be admitted into the Pharmacy Technology program, however, any of actions cited may prevent the student from completing the program due to denial of state registration. Any cost incurred (tuition, fees, books) are the students sole responsibility should they not be eligible to continue in program.