Arizona CTE

Pharmacy Support Services (2022/23)

DEMONSTRATE THE APPLICATION OF MEDICATIONS PS1.0

1.1 Identify the top 200 drugs and match them to indications PS1.1

1.2 Differentiate between generic (trade) names and brand names of medications PS1.2

1.3 Identify common categories of drugs and naming stems that enable identification of the category PS1.3

1.4 Identify the five classifications of controlled substances PS1.4

1.5 Distinguish among the five categories or schedules of drugs PS1.5

1.6 Interpret major symbols, abbreviations, and medical terminology used on prescriptions PS1.6

1.7 Identify narrow therapeutic index medications (i.e., antiseizure, synthroid, anticoagulants, etc.) PS1.7

1.8 Differentiate among various dosages forms (i.e., tablets, capsules, ointments, creams, elixir, suspension, controlled-release, immediate-release, etc.) PS1.8

1.9 Differentiate among various routes of administration (i.e., topical, parenteral, oral, etc.) PS1.9

1.10 Recognize types and uses of available reference books (e.g., orange facts and comparisons, physicians desk reference, and red) PS1.10

IDENTIFY MEDICAL AND LEGAL CONSIDERATIONS RELATED TO PHARMACY PS2.0

2.1 Identify federal requirements for storage, handling, and disposal of nonhazardous, hazardous, and pharmaceutical substances and waste (e.g., eyewash, spill kits, sharps, and SDS) PS2.1

2.2 Explain federal guidelines for controlled substance schedules and requirements for prescriptions processing (i.e., new, refill, transfer, etc.) PS2.2

2.3 Identify proper forms for controlled substances (i.e., receiving, storing, ordering, returning, labeling, dispensing, reverse distribution, take-back programs, destruction, loss/theft, etc.) PS2.3

2.4 Identify the formula use to verify the validity of a prescriber's DEA number PS2.4

2.5 Describe requirements for record keeping, documentation, and record retention (e.g., length of time prescriptions are maintained, repackaged products, recalled products and supplies, and invoices) PS2.5

2.6 Discuss restricted drug programs and related prescription-processing requirements (e.g., FDA's REM Program, prior authorization, Medicare and Medicaid insurance restrictions, and drugs such as thalidomide, isotretinoin, pseudoephedrine, and clozapine with special requirements) PS2.6

2.7 Identify professional standards related to data integrity, security, and confidentiality (e.g., HIPPA, backing up, and archiving records) PS2.7

2.8 Explain the requirement for patient consultations by a pharmacist according to OBRA PS2.8

2.9 Identify FDA recall process and requirements (e.g., medications, devices, supplies, supplements, and classifications) PS2.9

2.10 Explain the functions of the State Board of Pharmacy (SBOP) (e.g., registering pharmacists and students' developing standards, codes, and guidelines for the pharmacy profession; handling notifications, complaints, investigations, and disciplinary hearings) PS2.10

2.11 Explain A.R.S.32-3208 as it applies to pharmacy technicians PS2.11

2.12 Distinguish the roles and responsibilities of pharmacists, pharmacy technicians, and other pharmacy employees according to the State Board of Pharmacy (SBOP) PS2.12

2.13 Discuss guidelines for when to follow state versus federal laws and regulations PS2.13

2.14 Describe legal parameters related to the administration of emergency care by pharmacy technicians PS2.14

2.15 Recognize adverse drug-related emergencies and the appropriate first aid PS2.15

DEMONSTRATE MEASUREMENT AND CALCULATING SKILLS PS3.0

3.1 Use Arabic and Roman numerals, weights, and measures, conversion in temperature, and universal and standard time PS3.1

3.2 Convert within and between each of the systems of measurement (i.e., metric, household, apothecary, etc.) PS3.2

3.3 Calculate the quantities of prescriptions or medication orders to be dispensed (i.e., body surface area, ratio strengths, weight-volume, etc.) PS3.3

	3.4 Use complex mathematical calculations (e.g., powder volume formula, drip rates, allegations, ratio/proportion, and percentages) PS3.4
	3.5 Calculate a day's supply for prescriptions PS3.5
	3.6 Calculate individual and total daily dosages PS3.6
	3.7 Perform sterile and nonsterile compounding calculations (i.e., dilutions, concentrations, etc.) PS3.7
DEMONSTRATE THE BASICS OF PHARMACOLOGY PRESCRIPTION AND NONPRESCRIPTION MEDICATIONS PS4.0	**4.1** Differentiate between contraindications and drug interactions (i.e., drug-drug, drug-food, drug-OTC, pregnancy, breastfeeding, allergies, etc.) PS4.1
	4.2 Differentiate between side effects and adverse drug reactions (e.g., rash, hives, light headedness, vomiting, migraine, addiction, miscarriage, bleeding, deafness, and depression) PS4.2
	4.3 Identify common over-the-counter, behind-the-counter, and dietary supplements/vitamins and their indications PS4.3
	4.4 Explain the role of the body system with medications and how they relate to absorption, distribution, metabolism, and excretion with medication PS4.4
	4.5 Differentiate among therapeutic classes of drugs (i.e., analgesics, antipyretics, etc.) PS4.5
	4.6 Recognize common vaccines and immunization schedules (e.g., storage and common use) PS4.6
RECOGNIZE STERILE AND NONSTERILE COMPOUNDING REQUIREMENTS PS5.0	**5.1** Define pharmacy compounding terminology PS5.1
	5.2 Demonstrate infection control processes (e.g., hand washing, laminar air flow, clean room, PPE, and universal precautions) PS5.2
	5.3 Identify safety protocols in the handling and disposal requirements of all medications (e.g., receptacles and sharps containers) PS5.3
	5.4 Use documentation for sterile, nonsterile, and repackaged products PS5.4
	5.5 Determine physical and chemical incompatibilities related to nonsterile compounding and reconstitution (e.g., beyond use dating) PS5.5
	5.6 Identify the selection and use of equipment and supplies used in compounding PS5.6
	5.7 Identify and demonstrate sterile compounding processes following aseptic techniques PS5.7

	5.8 Explain role of USP (United States Pharmacopeia) to ensure the quality of sterile compounding PS5.8
	5.9 Identify and demonstrate nonsterile compounding processes (e.g., ointments and lotions) PS5.9
APPLY METHODS TO ENSURE MEDICATION SAFETY PS6.0	**6.1** Identify safety strategies to reduce errors in prescription or medication orders (e.g., correct patient, look-alike/sound-alike medications, tall man lettering, leading and trailing zeroes, high-alert/risk medications, and limit use of error-prone abbreviations and medications) PS6.1
	6.2 Identify types of medications that require package inserts and guidelines PS6.2
	6.3 Identify issues that require pharmacist intervention (i.e., DUR, ADE, OTC recommendation; therapeutic substitution; misuse; missed dose; etc.) PS6.3
APPLY PROCEDURES FOR RECEIVING AND PROCESSING PRESCRIPTIONS AND REFILLS PS7.0	**7.1** Prepare medications within the scope of practice as documented in the Arizona Board of Pharmacy laws and regulations PS7.1
	7.2 Identify the elements needed on a prescription (e.g., date of issue; patient's name and address; clinician name, address, and DEA number; drug name; drug strength; dosage form; quantity prescribed; directions for use; number of refills; and signature of prescriber) PS7.2
	7.3 Analyze prescriptions or medication orders for completeness, accuracy, authenticity, legality, and reimbursement eligibility PS7.3
	7.4 Demonstrate database software used for entering, retrieving, and maintaining prescription and refill information (i.e., patient profile including special requests) PS7.4
	7.5 Follow the established protocol for retrieving drugs from inventory and preparing medications PS7.5
	7.6 Calculate and measure medications using a manual or an automated system PS7.6
	7.7 Label drug products including auxiliary labels (e.g., poison, shake well before using, store away from direct sunlight, for external use only, and take on empty stomach) PS7.7
	7.8 Determine packaging requirements (e.g., types of bags, syringes, glass, PVC, child resistant, and light resistant) PS7.8
	7.9 Follow the established protocol in dispensing and distributing drugs and medications (e.g., validation, documentation, and distribution) PS7.9
	7.10 Identify situations when refills and renewals need to be reviewed by the pharmacist PS7.10

	7.11 Identify special requests on the prescription (i.e., safety/non-safety caps) PS7.11
PROVIDE CUSTOMER/PATIENT SERVICES AND COMMUNICATIONS PS8.0	**8.1** Use effective strategies for greeting, servicing, and thanking all customers/patients including non-English speaking individuals and those with special needs (e.g., vision or hearing impairments, low reading level, and difficulty understanding instructions) PS8.1
	8.2 Apply appropriate communication techniques for obtaining required health information (i.e., insurance, OTC meds and supplements, birth date and address verification, etc.) PS8.2
	8.3 Identify situations where showing empathy to customers/patients may be necessary PS8.3
	8.4 Distinguish between retail versus hospital responsibilities and working conditions for the pharmacy technician PS8.4
APPLY PROCEDURES FOR INVENTORY CONTROL PS9.0	**9.1** Explain the function and application of the national drug code (NDC) numbers, lot numbers, and expiration dates PS9.1
	9.2 Follow established practices to place drug and device orders by phone and electronically PS9.2
	9.3 Follow established practices to receiving items PS9.3
	9.4 Follow established practices related to storage requirements (e.g., refrigeration, freezer, warmer, chemical stability, and lock up) PS9.4
	9.5 Follow established practices related to remove items (e.g., recalls, returns, outdates, and reverse distribution) PS9.5
	9.6 Explain the use of a barcoding system (e.g., improve accuracy, increase productivity, and control inventory) PS9.6
	9.7 Follow established practices to maintain a secure inventory to prevent theft by patients and staff PS9.7
APPLY PROCEDURES FOR BILLING AND INSURANCE PS10.0	**10.1** Describe various reimbursement policies and plans [e.g., HMOs, PPOs, private plans, Medicare and Medicaid, and third-party reimbursement systems (i.e., PBM, medication assistance programs, coupons, self-pay, etc.)] PS10.1
	10.2 Identify and input components required to process a third-party claim (e.g., BIN, PCN, prescription group code, and person code) PS10.2
	10.3 Explain third-party resolution [e.g., Coordination of Benefits (COB), prior authorization, rejected claims, and plan limitations] PS10.3

10.4 Recognize the formulary or approved/preferred product list or system PS10.4