



JOB DESCRIPTION

Telepharmacy Certified Pharmacy Technician – Tom Oliver S.18th Clinic

JOB SUMMARY: The telepharmacy technician is responsible for the daily operations of a remote telepharmacy dispensing location, where the pharmacist oversight occurs from a separate supervising pharmacy location. Telepharmacy technicians build upon the skills and responsibilities of the pharmacy technician, and are focused on managing day-to-day pharmacy operations, execution and performance, while building patient loyalty through a continuous focus on excellent customer service, service recovery, and facilitating communication with the supervising pharmacy/pharmacist.

LOCATION: 1800 Gurley Lane, Waco, TX 76706

REPORTS TO: Director of Pharmacy Services

EDUCATION & EXPERIENCE:

- High School diploma or equivalent
- Pharmacy Technician certification from the Texas State Board of Pharmacy
- Minimum of one year of retail pharmacy experience within the past 3 years

SKILLS:

- Excellent attention to detail
- Strong verbal and written communication skills
- Excellent interpersonal and customer service skills
- Strong organizational and time management skills with a proven ability to meet deadlines
- Strong analytical and problem-solving skills
- Strong receptivity to feedback
- Ability to work independently and adaptable to various workflows in telepharmacy and able to quickly learn and navigate new software systems and telepharmacy processes
- Proficient in using pharmacy software systems, electronic health records (EHRs), and other technology used in pharmacy practice
- Strong problem solving skills such as resolving insurance issues, addressing medication shortages, and troubleshooting technical problems
- Knowledge of pharmaceutical and related medical terminology, knowledge of metric and apothecary measurement systems
- Excellent teamwork and collaboration skills
- Knowledge of pharmacy operations and safety standards.
- Ability to prioritize tasks and function well in a high-paced and at times stressful environment
- Professionally, promptly and effectively addresses all customer concerns and inquiries regarding customer service, HIPAA complaints, and any other issues, filing any necessary reports and facilitating prompt communication with the Supervising Pharmacist as appropriate
- Fluent Spanish is strongly preferred

PRIMARY DUTIES:

- Opening and closing pharmacy daily under live video supervision of remote pharmacist
- Ensuring direct communication is available between the provider pharmacy and remote telepharmacy site through the telephone system
- Prescription data entry using shared electronic system between remote and provider pharmacy
- Reviewing the prescription for accuracy prior to filling the medication or device
- Calculate correct drug dosages and convert between metric and apothecary systems
- Fill medications using an inspection camera to take images of prescription drugs, devices, stock bottles, and completed prescriptions for remote pharmacist verification
- Under live video supervision, verify patient identity and dispense verified prescriptions to patients
- Offer live counseling with a pharmacist to patients using wireless using electronic device
- Communicate with pharmacist at provider pharmacy and other healthcare provider to resolve prescription problems
- Operate point-of-sale system by accurately balancing a cash drawer and processing receipts. Reconcile daily payments received with computer totals and prepare an accurate bank deposit
- Receiving shipment and visually verifying the receipt of all drugs against corresponding invoices or packing lists provided by the wholesaler or manufacturer
- Provide non-drug information to patients and clinicians and answer appropriate questions
- Documenting entry of all non-pharmacy personnel into the pharmacy
- Maintaining appropriate record keeping of prescriptions and pharmacy logs
- Overseeing and maintaining accurate inventory of medications in pharmacy including removing outdated medication from active inventory
- Ensure compliance with pharmacy laws, regulations, and standards of practice, maintaining the highest standards of patient safety and confidentiality
- Maintaining accurate daily refrigerator and freezer temperature logs
- Ensuring pharmacy doors are locked and secure at all times
- Maintains a clean, organized and professional Telepharmacy department, according to WFM standards
- Comply with all regulations related to confidentiality of patient information

OTHER DUTIES:

- Other duties as assigned by supervisor

PHYSICAL AND MENTAL REQUIREMENTS:

- Visual and auditory accuracy
- Shift length - 8 hours
- Indoor setting
- Continuous use of inspection camera, computer, and calculator
- Long periods of standing or sitting
- Frequent use of telephone
- Continuous repetitive grasping and manipulation of both hands
- Continuous conversational communication
- Occasional reaching, walking, squatting, bending, kneeling, twisting and climbing
- Occasionally carrying, lifting, pushing and pulling of up to 25 lbs.
- Occasionally working in confined, noisy, dusty areas
- Infrequent use of personal car
- Understand/carry out simple/detailed, oral/written instructions
- Occasional travel
- Memorize and retain instructions
- Read and interpret detailed specifications

REVIEWED WITH EMPLOYEE:

Employee

Supervisor

Date

4/24/2024