



**PassAssured's  
Pharmacy Technician  
Training Program**

**Presented to:**  
**Florida Board of Pharmacy  
(for informational purposes)**  
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Executive V.P. & CEO  
Florida Pharmacy Association**



**Florida BOP's Employer Based  
Training Program Requirements that  
are addressed in the PassAssured's  
Pharmacy Technician Training Program (PTTP)**

1. Introduction to pharmacy and health care systems:
  - a. Confidentiality
  - b. Patient rights and Health Insurance Portability and Accountability Act (HIPAA)

**\*PassAssured addresses these issues in the PTTP from within the Federal Law section. (Example in next three slides)**





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**Federal Law, Federal Law and Drugs**

- **HIPAA (sample)**
- The Health Insurance Portability and Accountability Act (HIPAA), took effect in 2003.
- HIPAA is all about privacy of medical and health information. Most important is how this information is processed, protected and handled by health plans, health care providers (example: Pharmacies, Pharmacist, and Pharmacy Technician) and others who work with it.
- HIPAA is a major victory for all health care consumers. It improves the quality of care and access to care by winning patient trust and confidence in our health care system. Citizens are encouraged to participate in their own care while public health and research will benefit from more reliable patient data.

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**Federal Law, Federal Law and Drugs**

- **TEST ON HIPPA (Sample portion)**
- **OVERVIEW**
- 1. *What is PHI?*
- 2. *What is TPO?*
- 3. *What is the Privacy Rule as it pertains to Retail Pharmacies?*
- 4. *Does the Privacy Rule require retail pharmacies to obtain any consent from customers in order to use or disclose PHI to carry out TPO?*
- 5. *Must a retail pharmacy train employees or policies and procedures?*
- 6. *Will the Privacy Rule be enforced?*

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**Florida BOP's Employer Based  
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2. Pharmacy Law
  - a. Federal Law
  - b. State Law
  - c. State Rules
  - d. Pharmacy Technician Rules and law

**\*PassAssured addresses these issues in the PTTP from within the Federal Law section and links from the web site. (Shown in next two slides)**






**Federal Law (sample portion)**

Federal Law focuses on legislation that affects the Pharmacy Industry. From Food and Drug Administration laws to the Poison Prevention Act, Federal Laws that have guided Pharmacy are presented. The method used in determining a valid DEA# is studied.

**Section Level - Student Activity**

The student will complete six subsections of the Federal Law section. This includes: Pharmacy Law and Time, Federal Law and Drugs', Rules for Controlled Substance Prescriptions, DEA Number Verification, Schedule II Drugs, and Investigational Drugs'

**Section Level - Assessment**

Student will successfully complete the six sub-section quizzes and will need to score 75% or above on the Federal Law section exam.

**Cont. Page 2**

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**Federal Law cont. Page 2**

- **Florida State Laws and Rules are an addendum to the web site.**
- **STATE LAWS**
- *(Information found via link from web site) Example:*
- **Pharmacy Technician Code of Ethics**
- **In the day-to-day operations of the pharmacy, the pharmacy technician works close to the Pharmacist in verifying prescriptions, preparing medications, handling the daily operations of the pharmacy and working with patients. The pharmacy technician needs to be well-educated and knowledgeable of medications, side-effects, laws, insurance and many other duties in the operation of the pharmacy. In many states the pharmacy technician must be certified. The technician must be highly professional and have good communication and people skills. They must always adhere to the highest standards of conduct, behavior and ethics.**
- *Resources*
- American Association of Pharmacy Technicians (AAPT)

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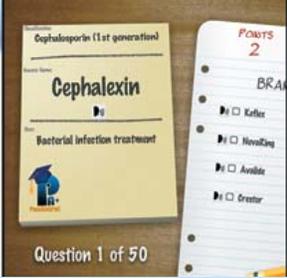
**Florida BOP's Employer Based Training Program Requirements that are addressed in the PassAssured's Pharmacy Technician Training Program**

3. Pharmaceutical –medical terminology, abbreviations and symbols:
  - a. Medication Safety and error prevention
  - b. Prescriptions and medication orders

**\*PassAssured addresses these issues in the PTPP from within the Federal Law and Medical Review sections.**  
*(Example in next two slides)*





**PassAssured's program has test sets of 50 questions each that allows learning of sig's to be interpreted or vice versa that works via electronic flash cards. In addition to the sig's, the student may learn abbreviations, roman numerals and brand vs generics via these flash cards.**

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**Medication Review**

- Medication Review introduces the Pharmacy Technician to Pharmacology. The study guide focuses on maintaining the proper instructional level suited for a Pharmacy Technician. The varied types of drugs, prescription types, medication dosage forms, and medical devices are discussed. Drug interaction on the human body's major systems, such as the central nervous system, peripheral nervous system, cardiovascular system and other systems of the human body are introduced. The study concentrates on commonly used drug classes that would be of most concern for the Pharmacy Technician.
- **Section Level -Student Activity**
- The student will complete ten subsections of the Medication Review section. This includes: Doses and Terminology, Central Nervous System, Peripheral Nervous System, Hormones, Cardiovascular Drugs, Renal Drugs, Anti-Infectant Drugs, Cancer Chemotherapy Drugs, Blood and Blood Formation, and Vitamins.
- **Section Level - Assessment**
- Student will successfully complete the ten sub-section quizzes and will need to score 75% or above on the Medication Review section exam.

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4. Records management and 151 inventory controls:
  - a. Pharmaceutical supplies
  - b. Medication labeling
  - c. Medication packaging and storage
  - d. Controlled substances
  - e. Adjudication and billing

**\*PassAssured addresses these issues in the PTPP from within the Federal Law and Pharmacy Operations sections. (Example on next slide)**



**Federal Law & Pharmacy Operations**

**Rules for Controlled Substance Prescriptions**

This section outlines filing procedures, maintaining records according to State and Federal Laws, and drug substitution requirements.

**DEA Number Verification**

Illustrates how a Doctor's DEA Number is determined and its purpose. An interactive display gives the student instructions on how to determine if a DEA Number is valid.

**General Prescription Duties**

Maintaining an accurate patient profile is crucial in providing medication to a patient. A well-maintained patient profile can prevent improper dispensing of medication and adverse effects for medication. Details of what should be collected for a proper patient profile is illustrated. Formularies, measuring and counting techniques, compounding and the different classes of balances are discussed.

**Medication Distribution and Inventory Control**

Definitions of key terms used in inventory management are provided. Ordering techniques and the proper receiving process of ordered items is reviewed. Expired or discontinued stock processes and drug recall issues are illustrated.

**Third Party Reimbursement**

Knowledge of "Third Party" reimbursement is an 'ever changing' environment. A general overview of processes used for reimbursement and different payment plans currently offered is illustrated. Formularies and generics are reviewed.



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**5. Interpersonal relations, communications and ethics:**

- a. Diversity of communications
- b. Empathetic communications
- c. Ethics governing pharmacy practice
- d. Patient and caregiver communication

**\*PassAssured addresses these issues in the PTTP from within the Federal Law and Pharmacy Operations sections.**



**Pharmacy Operations**

Pharmacy Operations is the core of the Pharmacy Technicians responsibilities. Day to day operations, interfacing with customers, maintaining patient records, and assuring the Pharmacy meets all State, Federal and local requirements are covered.

*Pharmacy Operations,*

*Basic Facts in Pharmacy*

The Pharmacy Technician will need to be familiar with drug nomenclature. The three names given to each drug is reviewed. NDC codes, mnemonic codes, and the importance of understanding different expiration date formats are discussed and illustrated. The various drug containers are illustrated. The different types of container closures and uses for each is reviewed.

*Assisting the Pharmacist*

Acceptable medication prescribers are reviewed. How prescriptions can be transmitted to a Pharmacy and requirements for certain classes of drugs is discussed. The required information on a prescription and the process for patient refills is given.

*General Prescription Duties*

Maintaining an accurate patient profile is crucial in providing medication to a patient. A well-maintained patient profile can prevent improper dispensing of medication and adverse effects for medication. Details of what should be collected for a proper patient profile is illustrated. Formularies, measuring and counting techniques, compounding and the different classes of balances are discussed.



## Florida BOP's Employer Based Training Program Requirements that are addressed in the PassAssured's Pharmacy Technician Training Program

### 6. Pharmaceutical calculations

**\*PassAssured addresses the multiple facets of all types of calculations used in Pharmacy in the PTP from within the Calculations section.**

*(Example – next slide)*



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#### Calculations

- Pharmacy calculations are an essential function of the Pharmacy Technician. The PTP's calculation section provides a refresher path through the aspects of Pharmacy mathematics. Many of our example calculations are done using different methods, thus, providing the student a choice for calculating Pharmacy math problems that best suits the individual's needs. Our calculation section provides an excellent tool for learning Pharmacy math. Our calculations are performed 'in motion', with a timed audio presentation.

*Calculations, Sub-Sections*  
*Metric Measurements*  
*Abbreviations*  
*Roman Numerals*  
*Fractions, Decimals, & Percent*  
*Temperature Conversions*  
*Ratio Proportions*  
*Quantities, Dilutions, & Concentrations*  
*Dosage Regimen*  
*IV Flow Rates*  
*Powder Volumes*  
*Pricing*

PassAssured's Pharmacy Technician Training Program - Student Version  
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