

ASHP Goals

Personal/Interpersonal Knowledge and Skills

- (1) Demonstrate ethical conduct in all job-related activities.
- (2) Present an image appropriate for the profession of pharmacy in appearance and behavior.
- (3) Communicate clearly when speaking and in writing.
- (4) Demonstrate a respectful attitude when interacting with diverse patient populations.
- (5) Apply self-management skills, including time management, stress management, and adapting to change.
- (6) Apply interpersonal skills, including negotiation skills, conflict resolution, and teamwork.
- (7) Apply critical thinking skills, creativity, and innovation to solve problems.

Foundational Professional Knowledge and Skills

- (8) Demonstrate understanding of healthcare occupations and the health care delivery system.
- (9) Demonstrate understanding of wellness promotion and disease prevention concepts, such as use of health screenings; health practices and environmental factors that impact health; and adverse effects of alcohol, tobacco, and legal and illegal drugs.
- (10) Demonstrate commitment to excellence in the pharmacy profession and to continuing education and training.
- (11) Demonstrate knowledge and skills in areas of science relevant to the pharmacy technician's role, including anatomy/physiology and pharmacology.
- (12) Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of contemporary settings.
- (13) Demonstrate understanding of the pharmacy technician's role in the medication-use process.
- (14) Demonstrate understanding of major trends, issues, goals, and initiatives taking place in the pharmacy profession.
- (15) Demonstrate understanding of nontraditional roles of pharmacy technicians.
- (16) Identify and describe emerging therapies.
- (17) Demonstrate understanding of the preparation and process for sterile and non-sterile compounding.

Processing and Handling of Medications and Medication Orders

- (18) Assist pharmacists in collecting, organizing, and recording demographic and clinical information for direct patient care and medication-use review.
- (19) Receive and screen prescriptions/medication orders for completeness, accuracy, and authenticity.
- (20) Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.
- (21) Prepare non-patient-specific medications for distribution (e.g., batch, stock medications).
- (22) Distribute medications in a manner that follows specified procedures.
- (23) Practice effective infection control procedures, including preventing transmission of blood borne and airborne diseases.
- (24) Assist pharmacists in preparing, storing, and distributing medication products requiring special handling and documentation (e.g., controlled substances, immunizations, chemotherapy, investigational drugs, drugs with mandated Risk Evaluation and Mitigation Strategies [REMS]).
- (25) Assist pharmacists in the monitoring of medication therapy.
- (26) Prepare patient-specific medications for distribution.
- (27) Maintain pharmacy facilities and equipment, including automated dispensing equipment.
- (28) Use material safety data sheets (MSDS) to identify, handle, and safely dispose of hazardous materials.

Sterile and Nonsterile Compounding

- (29) Prepare medications requiring compounding of sterile products.
- (30) Prepare medications requiring compounding of nonsterile products.
- (31) Prepare medications requiring compounding of chemotherapy/hazardous products.

Procurement, Billing, Reimbursement and Inventory Management

- (32) Initiate, verify, and assist in the adjudication of billing for pharmacy services and goods, and collect payment for these services.
- (33) Apply accepted procedures in purchasing pharmaceuticals, devices, and supplies.
- (34) Apply accepted procedures in inventory control of medications, equipment, and devices.
- (35) Explain pharmacy reimbursement plans for covering pharmacy services.

Patient-and Medication-Safety

(36) Apply patient-and medication-safety practices in all aspects of the pharmacy technician's roles.

(37) Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals (e.g., tech-check-tech).

(38) Explain pharmacists' roles when they are responding to emergency situations and how pharmacy technicians can assist pharmacists by being certified as Basic Life Support (BLS) Healthcare Providers.

(39) Demonstrate skills required for effective emergency preparedness.

(40) Assist pharmacists in medication reconciliation.

(41) Assist pharmacists in medication therapy management.

Technology and Informatics

(42) Describe the use of current technology in the healthcare environment to ensure the safety and accuracy of medication dispensing.

Regulatory Issues

(43) Compare and contrast the roles of pharmacists and pharmacy technicians in ensuring pharmacy department compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.

(44) Maintain confidentiality of patient information.

Quality Assurance

(45) Apply quality assurance practices to pharmaceuticals, durable and nondurable medical equipment, devices, and supplies.

(46) Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or identification of another problem