PHARMACY TECHNICIAN PRODUCT VERIFICATION
MODEL LEGISLATION

EXECUTIVE SUMMARY

Technician product verification allows pharmacy technicians to independently perform the technical tasks required for medication preparation and dispensing. Policies in support of pharmacy technician product verification enable pharmacists to spend more time on clinical and cognitive functions, streamline workflows, and create advanced opportunities for pharmacy technicians. Examples of pharmacy technician final verification include tech-check-tech, tech-check-technology, or technician-check-repackaging.

EXPLANATION OF KEY ELEMENTS

1 **Provide clear authority for certain pharmacy technicians to participate in product verification efforts**

The model legislation establishes clear authority for a supervising pharmacist to delegate product verification responsibilities associated with the technical tasks of physical preparation and processing of medication orders to a qualified pharmacy technician, or other delegate such as a qualified student pharmacist intern. A pharmacy department with a pharmacy technician product verification program must develop policy related to pharmacy technician qualifications and training, medications included and excluded from the program, accountability and quality assurance, and other elements as specified.

2 **Describe the type of product verification activities allowed**

The model legislation states pharmacists may delegate, and pharmacy technicians may perform under pharmacist supervision, any task associated with the physical preparation and processing of medications so long as activities do not require exercise of discretion or clinical judgement by the pharmacy technician. Activities related to the technical aspects of medication selection, preparation, and distribution that are allowed include:

- a second pharmacy technician verifying the work of a first pharmacy technician (e.g., tech-check-tech);
- a pharmacy technician using bar code technology for the initial verification of a medication to be stored in a unit dose cart or automated medication dispensing system for administration by a licensed health care professional (e.g., tech-check-technology);
- a second pharmacy technician verifying the work of a first pharmacy technician when repackaging medications from bulk to unit dose;
- other activities authorized by rules adopted or waiver approved by the state board of pharmacy

3 Outline qualifications and training required for the pharmacy technician participating in product verification

Initial and ongoing training of a pharmacy technician must occur in order to perform product verification. A pharmacy technician authorized to perform product verification must meet training requirements specified by authorizing legislation/regulation and outlined by institutional policy. A training program must include: didactic or equivalent training; pharmacist-observed practical training; and initial validation of competency and accuracy. Documentation of training must be retained and available for reporting as needed.

4 Explain technology needed for pharmacy technician product verification

Pharmacy departments leverage technology (i.e., automated pharmacy systems) in medication selection, preparation, and distribute as a means to enhance patient safety, create workflow efficiencies, and improve accuracy. Examples of technology available to incorporate into pharmacy technician product verification include bar code scanning, video/camera technology, automatic medication and counting systems, automated medication packaging, medication carousels, and robotics.

5 Provide clear authority on regulatory oversight from state boards of pharmacy

State boards of pharmacy have regulatory oversight of pharmacy practice and licensed pharmacy professionals and pharmacies. Boards should be authorized to make, adopt, amend, and repeal rules necessary for administration and enforcement of pharmacy technician product verification.

6 Outline quality assurance and quality improvement requirements

The pharmacy permit holder is accountable for the final product dispensed or released for administration from the pharmacy. The model legislation contains provisions that require pharmacy departments with pharmacy technician product verification programs to assure quality of activities and to develop and implement a continuous quality improvement plan. Components of the plan must include but are not limited to: quality and safety-related event recording and reporting, documentation and review of accuracy rates, training and re-validation requirements for pharmacy technicians failing to meet accuracy expectations, and corrective actions to take to reduce quality related events and eliminate errors reaching the patient.