NACDS NATIONAL ASSOCIATION OF CHAIN DRUG STORES

Pharmacy Technicians in Community Pharmacy

Pharmacists face increasing pressure to deliver high quality health care services to a greater number of patients in today's reformed health care system. To optimize the delivery of high quality and timely patient care, NACDS supports a practice environment that utilizes and promotes well-qualified pharmacy technicians as essential members of the pharmacy care team. Pharmacy technicians are paraprofessionals that perform non-judgmental tasks to assist pharmacists in preparing and dispensing prescription medications and performing related pharmacy care services.

In the community pharmacy setting, pharmacy technicians do not work independently, but are supervised by licensed pharmacists. This ability to delegate non-judgmental tasks to pharmacy technicians enables pharmacists to focus on counseling patients, performing medication therapy management, providing disease management programs, engaging in other important pharmaceutical patient care services, and conferring with other health care professionals, thus permitting a higher level of service to patients.

Since pharmacy technicians work in a number of different pharmacy settings, NACDS supports flexibility in the training and evaluation of pharmacy technicians. Pharmacies must be allowed to employ programs that are appropriate to the needs of their individual operations and patients; we believe a one-size-fits-all training approach fails in this regard and does not best serve patient safety. We encourage state boards of pharmacy to allow for employer-based pharmacy technician training programs and evaluation exams. These programs provide pharmacy technicians with hands-on training and interaction with pharmacists. They offer the advantages of teaching general and specialized skills that prepare pharmacy technicians to work in particular practice settings. The accompanying evaluation exams are tailored to assess a pharmacy technician's performance skills. This approach improves overall service to patients by allowing each pharmacy to train pharmacy technicians to perform the duties needed to serve the patients in their individual practice setting.

NACDS supports legislative and regulatory proposals to require pharmacy technicians to be licensed or registered by the state board of pharmacy. This helps ensure a standard competency level for pharmacy technicians.

NACDS Position

- Pharmacy technicians are essential to the pharmacy care team. They allow pharmacists and pharmacies to provide a higher level of care to patients.
- We support requirements for training and evaluating of pharmacy technicians, but do not believe a one-size-fits-all approach would best serve patient safety. Pharmacy technicians must be trained to operate within their particular practice setting.
- NACDS supports state licensure or registration of pharmacy technicians.

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