



Code of Standards of Practice for Pharmacy Technicians

In accordance with section 35 of the Health Practice Act (2021 Revision)

1. Expertise in drug distribution systems

General Standard	Model Standards of Practice
Pharmacy technicians must maintain their competence	<p>1.1. Pharmacy technicians, regardless of the role they are fulfilling must:</p> <ul style="list-style-type: none">a) Fulfil all requirements for maintenance of competence.b) Adhere to current acts, regulations and policies applicable to pharmacy practice.c) Maintain all certifications and credentials required of pharmacy technicians in their practice.d) Pharmacy technicians must obtain and maintain specialized certification to operate in specialized roles, and must function in the confines of their training and qualifications.
	<p>1.2. Pharmacy technicians, regardless of the role they are fulfilling must:</p> <ul style="list-style-type: none">a) Know and practice within the scope of practice, as approved by the Pharmacy Council.b) Only carry out functions within the limits of their personal competence.c) Seek assistance or refer matters to the pharmacist, which fall beyond the scope of practice or personal competence.d) Seek out and use appropriate information and/or resources. <p>1.3. Pharmacy technicians, when collaborating to provide patient care, must:</p> <ul style="list-style-type: none">a) Ensure confidentiality when processing patient data.b) Gather, review, enter and/or update the information required to create and/or maintain a patient record including:<ul style="list-style-type: none">i) patient demographicsii) health historyiii) allergiesiv) drug and medical device usev) payment informationc) Assist pharmacists with compiling the Best Possible Medication Histories for patients, referring to the pharmacist, patients who require assessment, clinical analysis or application of therapeutic knowledge.d) Identify and refer to the pharmacist, patients who have discrepancies between their current drug therapy and their recent or intended drug therapy.

- e) Provide information that does not require the application of therapeutic knowledge to patients requiring assistance in selecting non-prescription drugs and medical devices.
- f) Instruct patients about the operation and maintenance of medical devices.
- g) Recognise when a patient potentially requires assessment, clinical analysis, or therapeutic knowledge application and consult with the pharmacist in such instances.

1.4. Pharmacy technicians, when processing prescriptions, must:

- a) Receive prescriptions in person, electronically, or by fax.
- b) Check the patient's demographic data for completeness and accuracy.
- c) Verify prescription information entered on the customer's record against the original prescription.
- d) Use knowledge of insurance or other third-party coverage to obtain and enter the information required for billing and reimbursement.
- e) Identify and refer to the pharmacist any questions requiring patient assessment, clinical analysis or application of therapeutic knowledge, including but not limited to:
 - i) changes in the medicinal product, dosage, directions for use, duration, refills, patient profile or health status of the patient;
 - ii) alerts generated;
 - iii) potential duplications in therapy;
 - iv) potential adherence and compliance problems; and
 - v) drug interactions.
- f) Consult with the pharmacist when any questions or concerns require patient assessment, clinical analysis or application of therapeutic knowledge, including changes in the medicinal product, dosage, instructions for use, adherence, patient profile or health status of the patient.
- g) Inspect the prescription for authenticity and signs of tampering.
- h) Notify the pharmacist when a review of the prescription is carried out and there is doubt that it is complete, authentic or satisfies all current acts, regulations and policies.
- i) Check the prescription information for accuracy and completeness; review the prescription for clarity of abbreviations, medical terminology, medicinal product names, dosage forms, strengths, availability, schedule, route and related information.
- j) Record prescription information in the patient profile or health record.
- k) Perform calculations as required.

1.5. Pharmacy technicians, when preparing prescription products according to prescriptions, must:

- a) Select medicinal products consistent with applicable acts, regulations and policies including interchangeability.
- b) Retrieve, count, pour, weigh or measure quantities of medicinal products accurately.

- c) Follow formulation instructions, calculate and confirm calculations and use proper techniques to prepare/compound sterile, nonsterile, pre-packaged or reconstituted medicinal products, and document calculations and procedures.
- d) Select the container and label(s) for prescription products.
- e) Assemble patient information materials as specified by the pharmacist.
- f) Choose viable medicinal products by checking the expiration date of the stock bottle before dispensing. In the event that a medicinal product is expired, the technician should remove it from the shelf immediately, record and place in the designated area for damaged or expired medicinal products.

1.6. Pharmacy technicians, when releasing prescription products, must:

- a) Confirm that a pharmacist has:
 - i) reviewed the therapeutic appropriateness of the prescription, including new or refilled prescriptions;
 - ii) evaluated the prescription (both for new and refill prescriptions), the patient, the patient's health history, the patient's allergies and the patient's drug-use record; and
 - iii) provided consultation and education to the patient where applicable.
- b) Verify prescription products by ensuring that the prescription product is verified via a final check prior to its release in accordance with the standard operating policies of the health care facility.
- c) Ensure that the correct prescription products are released to the right patient or authorised agent by requesting two patient identifiers.
- d) Answer patients' questions or refer them to the pharmacist if the matter requires patient assessment, clinical analysis, therapeutic knowledge application, or any other information outside the scope of the pharmacy technicians' expertise.
- e) Alert the patients to the information stated on their prescription and auxiliary labels, patient package inserts (PPI) and/or medicinal product monographs.
- f) Reinforce the availability of the pharmacist for discussion or recommendations.

1.7. Pharmacy technicians, when managing billing and payment for prescription products, including third-party insurance and adjudication, must:

- a) Resolve billing or adjudication issues encountered when processing prescriptions where appropriate.
- b) Assist patients and other health care team members in understanding the limitations and exceptions to formulary or insurance coverage.
- c) Identify when billing or adjudication issues potentially require patient assessment, clinical analysis, or application of therapeutic knowledge and consult with the pharmacist in such situations.

	<p>1.8. Pharmacy technicians, when contributing to management within a pharmacy, must:</p> <ul style="list-style-type: none"> a) Identify, report, and remove expired, defective, unsafe, or recalled drugs and medical devices. b) Dispose of, destroy, or return expired, unusable, or recalled medicinal products according to policy and /or legislation. c) Maintain inventory to maximise safe and efficient drug distribution, including: <ul style="list-style-type: none"> i) setting order limits and calculating replenishment orders; ii) preparing and placing orders in compliance with relevant legislation; iii) identifying and minimising risks associated with look-alike and sound-alike products; iv) acquiring, receiving, verifying and storing stock and supplies and identifying, investigating and resolving or reporting any discrepancies; and v) receiving and storing all drugs and medical devices, including controlled substances: <ul style="list-style-type: none"> (1) in compliance with legislation; and (2) to maintain drug stability and protect integrity. d) Identify, record, and remove expired, defective, unsafe, or recalled drugs and medical devices. e) Dispose of, destroy, or return expired, unusable, or recalled medicinal products according to legislation. f) Complete required audits and reconciliations for controlled substances and report any discrepancies or potential issues to the pharmacist. g) Support safe and effective drug distribution through workflow management, organising their roles and responsibilities to prioritise patient care and minimise diversion and dispensing errors. h) Maintain the cleanliness, functionality and integrity of compounding, packaging, dispensing and storage equipment. i) Organise and maintain documents according to legal requirements, and in a manner that makes such records readily available.
<p>Pharmacy technicians must provide evidence of application of their drug distribution expertise through documentation</p>	<p>1.9. Pharmacy technicians, regardless of the role they are fulfilling, must:</p> <ul style="list-style-type: none"> a) Maintain clear, accurate and legible records consistent with applicable legislation, regulations, policies and standards. b) Record matters connected with performing a task promptly, or as soon as possible afterwards. c) Document their activities and the information necessary to support the rationale and quality of these activities. d) Document any decisions and actions taken based on their interpretation of relevant data. <p>1.10. Pharmacy technicians, when distributing drugs, must:</p> <ul style="list-style-type: none"> a) Document information, procedures, and actions clearly and promptly.

	<ul style="list-style-type: none"> b) Record calculations, quantities, sources and procedures used in the preparation and compounding of medicinal products. c) Sufficiently document if they participated in verifying: <ul style="list-style-type: none"> i) that prescriptions received are complete, authentic and meet all legal and professional requirements; ii) that a final check of prescription products prepared for distribution has been completed; iii) the quality and legality of prescription products prepared for release; and iv) inventory management and distribution of scheduled drugs and controlled substances were conducted under the required applicable acts, regulations and policies.
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2. Collaboration

Pharmacy technicians work constructively with pharmacists, students, peers and members of the inter-professional team	<p>2.1. Pharmacy technicians, regardless of the role they are fulfilling, must:</p> <ul style="list-style-type: none"> a) Develop collaborative relationships with pharmacists and other health care professionals. b) Co-operate with and show respect for all members of the inter-professional team. c) Recognise and work within their scope of practice and limits of their competence. d) Refer patients and other health care professionals to the pharmacist for any question or issue that potentially requires patient assessment, clinical analysis or application of therapeutic knowledge. e) Act as positive role models. f) Fulfil their roles and obligations to colleagues within an appropriate time frame. g) Ensure their activities are consistent with the health care goals of maintenance of health and wellness promotion. h) Adhere to acts, regulations, and policies applicable to pharmacy practice. i) Participate as a team member in organised initiatives for disaster and emergency preparedness. j) Promote understanding of the pharmacy technician role and its relationship to the roles of other health care providers.
Pharmacy technicians communicate effectively	<p>2.2. Pharmacy technicians, regardless of the role they are fulfilling, must:</p> <ul style="list-style-type: none"> a) Demonstrate comprehension and proficiency in written and verbal English. b) Select and use effective verbal, non-verbal, listening and written communication skills. c) Communicate with sensitivity, respect and empathy. d) Manage conflicts in a professional manner. e) Respect patient confidentiality. <p>2.3. Pharmacy technicians, when collaborating to provide patient care, must:</p> <ul style="list-style-type: none"> a) Listen to patients and respect their views about their health and medicinal products.

	<ul style="list-style-type: none"> b) Maintain confidentiality while using communication techniques appropriate for patients or other health care professionals. c) Obtain and share information with patient's care providers or other health care professionals as required: <ul style="list-style-type: none"> i) under applicable acts, regulations and policies; and ii) to support safe and effective therapy.
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3. Safety and Quality

Pharmacy technicians undertake continuing professional development, quality assurance and quality improvement activities	3.1. Pharmacy technicians, regardless of the role they are fulfilling, must: <ul style="list-style-type: none"> a) Demonstrate a commitment to the quality and safety of the health care system. b) Participate in continuing professional development. c) Recognise and report any unsafe, illegal, unethical or unprofessional action or situations to the appropriate person or authority and assist in their resolution. d) Be able to identify the signs of medicinal product diversion. e) Comply with relevant workplace and occupational health and safety legislation. f) Ensure that staff or support personnel for whom they are responsible are assigned and undertake activities appropriate to their training and consistent with legislation, regulations and policies. g) Recognise and report problems within the distribution system.
Pharmacy technicians respond to safety risks	3.2. Pharmacy technicians, regardless of the role they are fulfilling, must: <ul style="list-style-type: none"> a) Recognise the occurrence of adverse events or close calls. b) Determine patients' immediate safety and care needs and provide appropriate interventions. c) Report the occurrence of adverse events and close calls to the pharmacist and disclose the event as appropriate. d) Participate in and promote patient safety initiatives. e) Where applicable, participate in the documentation and review of adverse events and close calls and the development of policies and procedures to minimise adverse events, medication errors and to promote safety initiatives.

4. Professionalism and Ethics

General Standard	Model Standards of Practice
Pharmacy technicians demonstrate professionalism and apply ethical principles in their daily work	4.1. Pharmacy technicians, regardless of the role they are fulfilling, must: <ul style="list-style-type: none"> a) Treat others with sensitivity, respect and empathy. b) Demonstrate personal and professional integrity. c) Maintain the patient's best interest as the core of all activities. d) Accept responsibility for their actions and decisions. e) Maintain professional boundaries. f) Adhere to applicable acts, regulations and policies. g) Ensure confidentiality of patient information and request and release such information only where appropriate and legally allowed.

	h) Provide information that does not require the application of therapeutic knowledge to patients, respecting their right to make their own, informed, decisions and supporting them in their ability to provide self-care.
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GLOSSARY

Term	Definition
A. Adherence	An action that the patient takes regarding their medication like filling or refilling their prescription, the dosage recommendations, following the correct schedule and fulfilling the period of time that is needed for effective treatment.
B. Adverse Event	An event that results in unintended harm to the patient, which is related to the care and/or services provided to the patient rather than to the patient's underlying medical condition.
C. Best Possible Medication History	A list of all medications that a patient has taken home, including drug name, dose, frequency and route.
D. Close call	An event with the potential for harm that did not result in harm because it did not reach the patient due to timely intervention or good fortune (sometimes called a near-miss). The term "good catch" is another common colloquialism to indicate the just-in-time detection of a potential adverse event.

E. Compounding	Drug preparation in customized dosages or formulations, typically at the request of a physician and for use by an individual patient.
F. Dispensing	The process of preparing and distributing drugs. The main steps are: (1) Prescription screening and interpretation (2) Medication preparation (3) Check then Counter-Check (4) Record Keeping (5) Medication release.
G. Distributing/Distribution	With respect to a drug, distribution is the safe transfer of a drug from the manufacturer to the patient in a manner that preserves both the integrity of the drug and the safety of the patient.
H. Diversion	Prescription medicines that are obtained or used illegally.
I. Dose	The specified amount and quantity of the drug to be taken at one time.
J. Drug	<p>A Drug includes any substance or mixture of substances manufactured, sold or represented for use in:</p> <ul style="list-style-type: none"> (a) the diagnosis, treatment, mitigation or prevention of a disease, disorder or abnormal physical state, or its symptoms, in human beings or animals, (b) restoring, correcting or modifying organic functions in human beings or animals, or (c) disinfection in premises in which food is manufactured, prepared or kept <p>Drugs, therefore, include both natural health products and mixtures compounded or prepared in a pharmacy, but exclude medical devices.</p>
K. Drug Distribution System	A system designed to facilitate the safe transfer of a drug or medical device from the manufacturer to the patient in a manner that preserves both the integrity of the drug or medical device and the patient's safety. Steps in the drug distribution system include manufacturing, storage, procurement, dispensing, administration and returns.
L. Expired	Any medicinal product with an expiration date in which the assigned date has lapsed. Therefore, the product is no longer stable, regarding its strength, quality, and purity according to the manufacturer's guidelines.
M. Look-a-like, Sound-a-like (LASA) medications	Medications that are visually similar in physical appearance or packaging and where the names of medications have spelling similarities and/or similar phonetics.
N. Medication error	Any preventable event that may cause or lead to inappropriate medication use or patient harm while the medication is in the control of the health care professional, patient, or consumer.
O. Medicinal Product	<p>Any substance, article or device (including any instrument, apparatus or appliance) which is manufactured, sold, supplied or imported for used wholly or mainly in either or both of the following ways:</p> <ul style="list-style-type: none"> (a) use by being administered to one or more human beings or animals for a

	<p>medicinal purpose;</p> <p>(b) use as an ingredient in the preparation of a substance, article or device which is being administered to one or more human beings or animal for a medicinal purpose pursuant to the <i>Health Practice Act (2021 Revision)</i>.</p>
P. Patient	Any person or authorised agent who is provided a drug or medical device and/or service that is within the practice of pharmacy. The authorised agent refers to a family member, caregiver, or another person who has a close personal relationship with the patient and whom that patient has endorsed for this purpose.
Q. Pharmacy Technician	A registered practitioner qualified under the <i>Health Practice Act (2021 Revision)</i> , who performs pharmacy-related functions under the supervision of a licensed pharmacist.
R. Prescription Product	Any drug or medical device prepared for a patient further to a prescription, in relation to <i>The Pharmacy Law (1979)</i> .
S. Recall	A medicinal product that is removed from the market because it is found to be either defective or potentially harmful.
T. Therapeutic Knowledge	<p>Therapeutic knowledge refers to knowledge required for the evaluation, selection, use, monitoring, advice, education and/or recommendations related to appropriate medicinal products to assist in the:</p> <ul style="list-style-type: none"> (a) management of individual patient's symptoms and disease states, and/or; (b) identification, management and/or resolution of drug-related problems. <p>Therapeutic knowledge does not include information and basic knowledge related to:</p> <ul style="list-style-type: none"> (a) principles related to communication, collaboration, professionalism, ethics or legal aspects of pharmacy practice (b) drug distribution systems (c) basic pharmacology (i.e. the mechanism of action, uses and customary doses of common drugs and drug classes) (d) basic pharmaceuticals (i.e. drug contents, dosage forms, stability and physical compatibility, pharmaceutical calculations) (e) basic nutritional, social and other factors involved in health maintenance and wellbeing (f) principles and practices related to patient safety (g) principles and practices related to pharmacy management.
U. Therapy	The treatment of disease through the use of medicinal products.