



## **Prescription Assistance Program Coordinator/ Pharmacy Technician-in-Training**

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**REPORTS TO:** Pharmacist-in-Charge

**FLSA CATEGORY:** Full time or part time

**EEO CATEGORY:** Technician

### **POSITION DESCRIPTION**

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This position will be accountable for the daily activities associated with running the prescription assistance program (PAP). This position works closely with HealthWorks' pharmacy staff and prescribing providers both at HealthWorks and throughout the community. Potential to work as a Pharmacy Technician-in-Training or Certified Pharmacy Technician if all requirements are met for the Wyoming Board of Pharmacy.

### **ESSENTIAL FUNCTIONS**

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1. Assists patients in applying to manufacturer prescription assistance programs and is knowledgeable about eligibility requirements.
2. Utilizes PAP software (MedData) in order to refill medications and reapply to the programs as needed.
3. Obtains required financials from patients and submit them to the manufacturers.
4. Calls manufacturers, patients, and prescribing provider offices as needed.
5. Drops off and pickup PAP applications at prescribing provider offices throughout the community.
6. Responsible for checking the mail daily, entering prescriptions received, and notifying patients when they have medications ready to be picked up.
7. Notifies patients when re-enrolling in a program is necessary.
8. Maintains strict confidentiality of patient information in accordance with HIPAA (The Health Insurance Portability and Accountability Act) and PSQIA (Patient Safety and Quality Improvement Act).
9. Demonstrates the intent and ability to retain a Wyoming Pharmacy Technician-in-Training License.
10. Demonstrates the ability to operate a cash register accurately and efficiently, including credit card transactions.

11. Assists the pharmacy with Technician-in-Training duties as necessary.
  - A. Receives and processes patient prescription and demographic data.
  - B. Analyzes eligibility requirements for PAP and Pharmacy.
  - C. Interacts with health care professionals to promote positive patient outcomes.
  - D. Prepares applications, prescriptions and documents for the PAP.
  - E. Effectively utilizes all software applications used by the PAP and the Pharmacy, including but not limited to MedData, EPIC and Computer Rx.
  - F. Interacts with patients in a professional and compassionate manner.
  - G. Understands and supports the principles of HealthWorks' Patient-Centered Medical Home concept.
  - H. Orders and maintains adequate inventory from multiple sources.
  - I. Accepts donated medication for the Wyoming Medication Donation Program.
  - J. Understands and complies with facility's 340B Policy and Procedure and conducts necessary audits for the program.

## **RESPONSIBILITIES**

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Other Duties/Responsibilities: As assigned

Supervision Received: Reports to the Pharmacist-in-Charge and works under the supervision of a Pharmacist.

Supervisory Responsibilities: None

Budgetary/Fiscal Responsibility: None

Policy and Procedure Development: None

Contact with Others: Daily phone conversations with manufacturers, patients, and prescribing provider offices. Daily contact with healthcare providers, pharmacy staff, patients, their families and their caregivers.

## **JOB REQUIREMENTS/EXPERIENCE**

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Education: High school diploma or GED equivalent. Bilingual, English and Spanish is preferred.

Knowledge, Skills, and Abilities:

- Skill in planning and organizing.
- Skill in exercising initiative, judgment, problem-solving and decision-making.
- Skill in establishing and maintaining effective working relationships with patients, staff and the public.
- Skill in organizing time and prioritizing tasks.

- Ability to learn and retain names of drugs, drug classes, and dose forms.
- Ability to read and interpret prescription orders.
- Skill in interpreting medical terminology and translating into appropriate directions.
- Ability to enter prescription data into appropriate software application.
- Ability to perform mathematical calculations as required to prepare prescription products.
- Ability to create an atmosphere that encourages motivation, innovation, and high performance.
- Ability to communicate clearly and effectively.
- Ability to deal effectively with difficult people.
- Ability to function effectively within a team.
- Ability to effectively interact in a professional manner with patients, medical and administrative staff and the public.
- Ability to work independently and take initiative.
- Knowledge of computer systems and applications, including Word, Excel, and Outlook.
- Ability to understand and comply with HealthWorks' Policies and Procedures.

Experience: Experience in healthcare is preferred.

Licenses/Certifications: Must be licensed as a Technician-in-Training by the Wyoming Board of Pharmacy or willing to obtain Technician-in-Training license within 1 month of start date.

COVID-19 vaccination is a condition of employment. Proof of vaccination by a third party must be provided to HealthWorks by the date of Hire. Per Healthworks policy, requests for medical or religious exemptions may be submitted for consideration and approval.

## **BEHAVIORAL EXPECTATIONS**

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### Clinical Quality and Patient Safety

- Assumes personal responsibility for providing quality service, comfort and responsiveness as perceived by patients, visitors, physicians, and co-workers.

### Service Excellence and Employee Engagement

- Demonstrates self-initiative and the ability to adapt to the challenges, conflicts, and ambiguities inherent to the position. Exhibits reliability and dependability. Reports to work on time and as scheduled. Demonstrates the willingness to accept other tasks as assigned. Exhibits ethical behavior and honesty.
- Demonstrates a commitment to individual growth and expansion of knowledge as it attributes to the position. Actively and aggressively initiates action to

improve performance. Recognizes the value of teamwork and works cooperatively with others.

- Demonstrates a commitment to HealthWorks' mission, vision, and values.

#### Physician and Community Relations

- Works in partnership with Cheyenne Regional Medical Center, clinic physicians and other community providers.

#### Financial Performance

- Demonstrates flexible and efficient time management and the ability to prioritize workload.

### **PHYSICAL REQUIREMENTS**

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1. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made upon request to enable individuals with disabilities to perform the essential functions.
2. Ability to speak, understand, and communicate the English language effectively. Ability to hear adequately on the phone or in person and group settings.
3. Ability to work in front of a computer screen and keyboard, sitting and/or standing up to 8-10 hours per day (possibly longer if overtime is required).
4. Ability to work in a normal office environment conditions using various office equipment including (i.e. computer, keyboard, mouse, calculator, copier, printer, fax, scanner, telephone). Mobility necessary to access various offices and a wide variety of meeting settings.
5. Mobility necessary to perform a variety of tasks that involve standing, walking, sitting, stooping, kneeling, bending and twisting, occasionally climbing stairs or using an elevator, possibly reaching chest high and overhead for materials.
6. Possess faculties, mobility and ability necessary to access research and interpret information from a variety of media (e.g., computer screen, projected images, printed material) and individuals.

### **WORK ENVIRONMENT**

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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

All HealthWorks' facilities are tobacco-free.

## EXPOSURE TO HAZARDS

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Housekeeping products, sterilization equipment and chemicals, needles, high noise levels caused by dental equipment, chemicals found in dental materials and products, such as acids and disinfectants, biological hazards such as blood borne pathogens, infectious diseases, contaminated wastes, saliva, and radiation. Exposure to hazardous drugs.

## HOURS OF WORK / ATTENDANCE REQUIREMENTS

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Regular attendance is required.

## TRAVEL

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Some travel may be required for training purposes. Weekly visits to prescribing provider offices throughout the community are required (company vehicle may be used).

## BLOOD/FLUID EXPOSURE RISK

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### **Blood/Fluid Exposure Risk: (Check the appropriate category)**

- Category I:** Tasks routinely involved in potential for mucous membrane or skin contact exposure to blood, fluids, or tissue. Use of personal protective equipment (PPE), when appropriate, is required.
- Category II:** Usual tasks do not involve exposure to blood, body, fluids or tissues but job may require performing unplanned Category I tasks.
- Category III:** Tasks involved no greater exposure to blood, body fluids or tissues than would be encountered by a visitor. Category I tasks are not a condition of employment.

Signature below acknowledges that I have received a copy of my job description and my supervisor has discussed it with me.

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Employee Signature

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Date

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Supervisor Signature

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Date