



# Oregon

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**To:** Oregon Licensed Pharmacy Technicians

**From:** Gary Schnabel, Executive Director

**Date:** July 20, 2007

**Re:** Responsibility and Discipline

## **REVISED AND REPRINTED AUGUST 13, 2007**

Following the June, 2007 Board of Pharmacy Meeting, the Board asked me to communicate with the state's pharmacists and pharmacy technicians to clarify areas of apparent confusion that exist regarding individual responsibilities and potential exposure to disciplinary action. The Board wishes to illustrate the importance it places on the integrity of new prescriptions, and on pharmacy security and access codes. The Board also wishes to ensure that no confusion exists around the potential for disciplinary action for what the Board considers deliberate violations. The August, 2007 Board of Pharmacy Newsletter will contain information about specific responsibilities regarding oral prescriptions and pharmacy security, access and DUR override codes and passwords. As you know, every pharmacy is required to maintain Newsletters on file. Please make sure you find and read this issue.

*1. A pharmacy technician is allowed to receive prescription refill authorization over the phone. However, receiving a new prescription or reducing an oral prescription to writing, including those retrieved via voice mail, does not fall within the technician's allowable duties. This cannot be delegated to a technician or a clerk, although a pharmacy intern may be allowed to perform this function if he/she has been properly trained and is supervised by a pharmacist.*

*2. Recent inspections and investigations have discovered a number of technicians who possess the pharmacist's password or override code. No matter how appropriate, efficient or convenient it may seem for a specific circumstance, no pharmacy employee should ever, under any circumstances, give his or her password or code to another pharmacy employee. Each pharmacy should have policies and procedures in place that provide guidance to employees regarding proper use and maintenance of these important security and safety tools. It is the responsibility of each pharmacist and technician to understand and comply with these policies.*

If a pharmacist shares his/her password or override code with a technician, both the pharmacist and the technician may be subject to disciplinary action. Likewise, if a pharmacist allows a technician to receive a new prescription or reduce an oral prescription to writing, both the pharmacist and the technician are in violation of Oregon Pharmacy law.

As a reminder, on the backside of this sheet is a list of Technician Functions and Restrictions which can and cannot be performed by Pharmacy Technicians.

## Technician Functions and Restrictions

THE TECHNICIAN CAN	THE TECHNICIAN CANNOT
Can receive prescriptions from patients	<b><i>Cannot take new prescriptions over the phone</i></b>
Can obtain & record patient drug histories for pharmacy records	<b><i>Cannot interpret data or advise/answer health and drug-related questions</i></b>
Can enter prescriptions into the computer	<b><i>Cannot override warnings on computer</i></b>
Can call doctor's office on refills	<b><i>Cannot take a changed prescription order</i></b>
Can prepare prescriptions for dispensing (count & pour)	<b><i>Cannot verify dispensing</i></b>
Can sell or deliver prescriptions to patients	<b><i>Cannot counsel patients</i></b>
Can do bulk compounding	<b><i>Cannot perform extemporaneous compounding (meaning: impromptu, make shift, without specific instruction from a pharmacist)</i></b>
Can prepackage drugs (Must know expiration date limitations)	<b><i>Cannot verify prepackaging</i></b>
Can fill unit-dose (Must know expiration date limitations)	<b><i>Cannot put away stock bottle until checked by a pharmacist</i></b>
Can prepare IV's with documented competency training	<b><i>Cannot remove drugs/supplies involved until checked by a pharmacist</i></b>
Can reconstitute antibiotic suspensions and measure water	<b><i>Cannot be dispensed until identity and volume of diluent are checked by the pharmacist</i></b>
Can load automated drug distribution equipment	<b><i>Cannot be distributed until checked by a pharmacist</i></b>
Can reconcile CII perpetual inventory	<b><i>Cannot leave discrepancies unreported</i></b>
Can order, receive, unpack, and put away drug shipments	<b><i>Cannot violate appropriate storage requirements or leave discrepancies unreported</i></b>
Can retrieve and file OBRA records in computer or hard copy	<b><i>Cannot assess drug therapy or discuss therapy with patients</i></b>
Can perform approved duties under supervision of a pharmacist	<b><i>Cannot work without pharmacist supervision</i></b>
Must wear name badge with words "Pharmacy Technician" on it	<b><i>Cannot say "my badge is at home" or "my badge is in my jacket pocket"</i></b>
Must maintain confidentiality all patient health information	<b><i>Cannot discuss patient health information outside of the professional work setting</i></b>
Should review all technician policies & procedures annually	<b><i>Cannot receive or give out prescription transfers</i></b>