



# Oregon

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## **Non-Licensed Personnel—Clerks** *Functions and Restrictions*

This document is intended to assist PICs in providing non-licensed pharmacy personnel—pharmacy clerks—with an understanding of the capabilities and limits of their duties. The table is not all inclusive of the “DOs and DON'Ts” and does not provide all the necessary training for a clerk. The PIC and clerk should each initial each area reviewed and maintain this document on file available for Board inspection.

**Non-licensed pharmacy personnel CAN** enter non-prescription information into a computer record system and may perform clerical duties such as filing prescriptions, delivery, housekeeping, and general record keeping, but the responsibility for the accuracy of the non-licensed pharmacy personnel's work lies with the pharmacist.<sup>1</sup>

**Non-licensed pharmacy personnel CANNOT** engage in the duties of a pharmacy technician, or any function that can impact the outcome of a prescription.<sup>1,3</sup> Persons used solely for clerical duties, such as recordkeeping, cashiering, bookkeeping and delivery of medications released by the pharmacist are not considered pharmacy technicians.<sup>2</sup>

<b>Clerks (<u>CAN</u>):</b>	<b>Clerks (<u>CANNOT</u>):</b>	<b>PIC &amp; Clerk Initials</b>
CAN send and receive orders to replenish the pharmacy's stock, unpack and price the drugs, and place the drugs on the pharmacy's shelves	CANNOT affix any labels upon a prescription	/
CAN perform inventory counts of pharmacy stock	CANNOT count, reconstitute, pack, pour, or place in a container for dispensing, sale, distribution, or transfer possession of any drug, medicine, poison, or chemical	/
CAN pull outdates from pharmacy stock	CANNOT pull stock for filling of prescriptions	/
CAN inform the patient of a change in medication appearance/manufacturer, if properly trained	CANNOT counsel on any medications	/
CAN answer non-professional telephone inquiries (Price Quotes)	CANNOT initiate or answer any professional questions (via telephone or otherwise)	/
CAN work as a cashier, enter patient demographics and billing information in to computer, and perform housekeeping and bookkeeping duties	CANNOT record patient or medication information (allergies, medical conditions, etc.) in computer systems	/

CAN accept refill request by Rx number only	CANNOT accept or initiate refill requests pursuant to drug name and/or therapeutic class	/
CAN accept drop off Rx and hand off to pharmacist, Intern, or pharmacy technician for processing	CANNOT communicate or accept by oral communication a new or transferred prescription of any nature; and CANNOT accept oral or electronic refill authorizations	/
CAN deliver medications released by pharmacist (Home Delivery)	CANNOT perform any task that requires the professional judgment of the pharmacist	/
CAN file prescriptions in pharmacy	CANNOT perform functions that directly impact the outcome of any specific patient's specific prescription	/

I have read and understand Oregon Administration Rule Chapter 855 Division 025 and Rule Chapter 855 Division 006 section 0005.

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Pharmacy Clerk

Signature

Date

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Pharmacist-in-charge

Signature

License #

Date

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<sup>1</sup>OAR 855-025-0040 (1). Portland (OR): OBOP; 2013 Jan. Oregon Board of Pharmacy Laws & Rules. 15 Jan. 2013 [20 Jun. 2013]. Available from: [http://www.oregon.gov/pharmacy/Imports/Laws\\_RulesPDF/OBOP%20Laws\\_Rules\\_FiledThrough1.13.pdf](http://www.oregon.gov/pharmacy/Imports/Laws_RulesPDF/OBOP%20Laws_Rules_FiledThrough1.13.pdf)

<sup>2</sup>OAR 855-006-0005 (2). Portland (OR): OBOP; 2013 Jan. Oregon Board of Pharmacy Laws & Rules. 15 Jan. 2013 [20 Jun. 2013]. Available from: [http://www.oregon.gov/pharmacy/Imports/Laws\\_RulesPDF/OBOP%20Laws\\_Rules\\_FiledThrough1.13.pdf](http://www.oregon.gov/pharmacy/Imports/Laws_RulesPDF/OBOP%20Laws_Rules_FiledThrough1.13.pdf)

<sup>3</sup>Oregon Board of Pharmacy PIC Training. Portland (OR): OBOP; 2012 Jan., Slide 32 [20 Jun. 2013]. Available upon request from the Board.