**Pharmacy Technician Technical Standards**

 **Purpose Statement**

All students in the Pharmacy Technician program are expected to meet certain technical standards essential for successfully completing all program phases and reflecting industry requirements and standards. To verify the student’s ability to perform these essential functions, students may be required to demonstrate the technical standards below.

Meeting these technical standards does not guarantee employment in this field upon graduation. The ability to meet the program’s technical standards does not guarantee a student’s eligibility for any certification exams or successful program completion.

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| Technical Standard | Definition of Standards | Examples |
| Critical Thinking/Problem Solving Skills | Ability to collect, interpret, and integrate information and make good decisions within range of abilities and scope of practice. | * Collect data, prioritize needs and tasks, and anticipate reactions.
* Transfer knowledge from one situation to another.
* Make decisions independently within range of function.
* Goal is to maintain safety.
* Ability to measure, calculate, reason, analyze, integrate, and synthesize information.
* Ability to prioritize and perform multiple procedures accurately, efficiently, and safely under stressful conditions within significant time constraints.
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| Interpersonal Skills | Ability to effectively communicate and collaborate with faculty, student-peers in the classroom/lab/clinical settings, employers/healthcare workers, and when working with patients. | * Respect, and care for residents whose appearance, race, ethnicity, gender, sexual orientation, condition, beliefs, and values may conflict with your own.
* Establish rapport with residents, instructors, staff, colleagues, and groups.
* working with patients and other healthcare workers.
* Able to demonstrate socially appropriate behaviors when working with people of a variety of cultural, religious, social, emotional, and intellectual backgrounds.
* Display compassion, empathy, and concern for others.
* Ability to maintain patient confidentiality.
* Exhibit honesty, integrity, dependability, and accountability in the performance of one’s laboratory responsibilities.
* Project an image of professionalism including appearance, dress, and attitude.
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| Communication Skills | Able to effectively express oneself in English in verbal, nonverbal, and written formats with faculty, students, patients, and families, and other healthcare team members. | * Communicate effectively and sensitively, both orally and in writing, with all members of the healthcare team and/or patients.
* Read and comprehend written material such as textbooks, test materials, procedure manuals, instrument manuals, and safety/personnel policies.
* Transmit information clearly, accurately, and efficiently.
* Speak and write English.
* Create organized, legible, and coherent written documentation.
* Offer support to patients, ask direct questions and answer questions, demonstrate active listening skills, recognize and respond to non-verbal communication, able to keep accurate records and charting with medical jargon and spelling.
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| Coping Skills | Ability to maintain a state of harmony. | * Adapt rapidly to changing environments and/or stress.
* Solves personal and interpersonal problems.
* Minimize stress and conflict.
* Balances internal needs and external demands.
* Respond appropriately to constructive feedback.
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| Mobility/Motor Skills | Ability to manipulate equipment through adequate gross and fine motor skills, stoop, bend or turn while providing safe patient care.Able to sit or stand while performing job duties. | * Perform prolonged standing.
* Able to use equipment specific to work duties.
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| SensoryAuditory, Observation, and Tactile: | Auditory abilities are sufficient to monitor and assess health needs.Visual ability is sufficient for observation and assessment is necessary for nursing.Tactile ability is sufficient for physical assessment.Ability to visually observe patients, read records and patient charges and read equipment.Able to visually monitor patients during day and evening lighting.Adequate sense of touch to monitor patients and detect health needs/abnormalities.Adequate sense of touch to monitor patients and detect health needs/abnormalities. | * Actively participate in all classroom and laboratory sessions including: demonstrations, lectures, student laboratory, and clinical practicums.
* Recognize alarms, both visual and auditory.
* Observe resident responses and see changes in conditions.
* Read vital sign equipment and medical records.
* Hear cries for help.
* Palpate pulses.
* Detect skin and environmental temperatures.

Detect odors. |
| Intellectual, Conceptual, Integrative, and Quality Skills:  | Possess the intellectual abilities to be skilled in clinical reasoning and problem-solving. | * Be able to prioritize based on the needs of the patient and/or situation.
* Be able to determine when to seek supervisory help in a clinical setting.
* Deal simultaneously with several problems.
* identify and communicate the limits of their knowledge to others when appropriate
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| Ethical Standards:  | Possess belief in ethical, legal, and professional behavior consistent with laws and regulations. | * Demonstrate professional demeanor and behavior.
* Demonstrate honesty and integrity.
* Be willing to admit to mistakes and take responsibility for one’s own actions.
* Perform ethically in dealing with peers, faculty, staff, and residents/patients.
* Practice discretion and confidentiality.
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| Mobility/Motor Skills | Ability to manipulate equipment through adequate gross and fine motor skills, stoop, bend, or turn while providing safe patient care.Sufficient strength to assist patient(s) who may have physical strength deficits. | * Perform prolonged standing.
* Able to use equipment specific to work duties.
* Perform moderately taxing continuous physical work, including prolonged standing within confined spaces.
* Maintain balance in multiple positions.
* Administer CPR.
* Twist, bend, stoop/squat.
* Move quickly (e.g. response to an emergency).
* Grasp small objects with hands and fingers (e.g. pencil).
* Write with a pen or pencil.
* Key/type (e.g. use a computer).
* Pinch/pick or otherwise work with fingers.
* Squeeze with fingers.
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| Emotional/Behavioral | Emotional stability is sufficient to maintain composure in stressful situations and assume responsibility/accountability for actions. | * Possess the emotional health skills required for full utilization of intellectual abilities to include: exercising sound judgment, recognizing emergency situations, working in a changing and stressful environment, and functioning independently in the face of uncertainties.
* Demonstrate the ability to follow directions with accuracy and precision.
* Demonstrate the ability to maintain intellectual and emotional stability and maturity.
* Possess the ability to manage time and organize workload
* Adhere to safety guidelines to ensure safety of themselves and others.
* Function independently as well as part of a team.
* Be prepared to give and receive constructive feedback.
* Possess the ability to be respectful to instructor and peers.
* Maintain personal hygiene and professional appearance.
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In the case of an otherwise qualified individual with a documented disability, appropriate and reasonable accommodations will be made unless doing so would fundamentally alter the essential training elements, cause undue hardship, or directly threaten the safety of the patient or student.

Beaufort County Community College is dedicated to providing equal opportunities to all individuals regardless of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity or other legally protected categories. The College will provide all qualified individuals with reasonable accommodations in the work and educational environment and ensure equal access to all College programs, activities, and facilities. The College does not discriminate in admissions, educational programs, or employment on the basis of any factor outlined above or prohibited under applicable law. The College is committed to creating and maintaining an environment free of discrimination that is unlawful or prohibited by College policy. For detailed information or to request accommodations visit Support Services at <https://www.beaufortccc.edu/student-life/accessibility-services>. An appointment is recommended before enrollment to discuss any special concerns.

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