# Behind the Counter in Pharmacy

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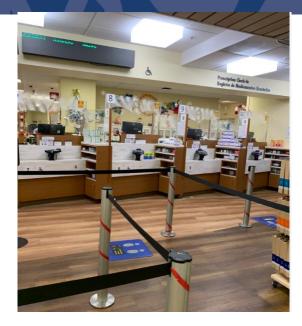
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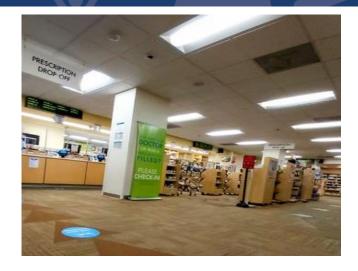
# Pharmacy areas

- Outpatient / Retail Pharmacy
  - Pharmacy Clerks
  - Pharmacy Outpatient Pharmacy Technicians
  - Outpatient Pharmacists
- Hospital Pharmacy

- Pharmacy Inpatient Technicians
- Hospital Pharmacists

# **Outpatient Pharmacy**











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# **Hospital Pharmacy**



#### STERILE COMPOUNDING











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# **Pharmacy practice differences**

#### **Outpatient Pharmacy (Retail)**

- Set hours (i.e., 9am-5pm)
- Work in the Pharmacy
  - Pharmacists
  - Pharmacy Technicians
  - Pharmacy Clerks

#### **Hospital Pharmacy**

- Opened 24/7
- Work in the hospital
  - Pharmacists
  - Pharmacy Technicians
  - Physicians
  - Nurses
  - Dieticians
  - Respiratory therapists
  - Other healthcare

# **Pharmacy Clerks**

- Requirements:
  - Requires a HS diploma
  - Duties include:
    - Selling prescriptions and over the counter (OTC) medications to patients/members
  - Skills needed:
    - Must be able to type 30 WPM
    - Excellent customer service and communication skills
    - Learn computer system
    - Organized
    - · Enjoys working with a team

# **Pharmacy Technicians**

### • Requirements:

- Completion of a Pharmacy Technician program (i.e., Community College- ~6-month program)
  - Completion of an externship (outpatient and hospital pharmacy)
- Upon graduation → apply for a Technician license through the California State Board of Pharmacy
- Skills needed:
  - Working knowledge of current drug forms, dosage strengths etc.
  - Good with calculations/math/problem solving
  - Enjoys working in a fast-paced environment
  - Excellent customer service skills

## **Pharmacy Technicians**

- Duties include:
  - Preparing medications
  - Answering phone calls from patients, physicians, nurses.
  - Compounding/mixing medications
  - Delivering medications (in hospital)
  - Preparing medication kits/trays (in hospital)
  - Ordering medications
  - Medication inventory control
  - Assisting the Pharmacists

## **Pharmacists**

- Requirements:
  - Must complete pre-pharmacy classes (Chemistry, Physics, Math related) → 2-3 years or completion of a degree in the Science field (Chemistry, Biology etc.).
  - Completion of Pharmacy school  $\rightarrow$  3–4-year programs
  - Degree is a Doctor of Pharmacy or Pharm.D.
  - Must pass the State Board exam to get a State Board of Pharmacy license to practice in California.
  - Additional training: Residency in specific Pharmacy areas or Board Certification in specialty areas (Pediatrics, Oncology etc.).

## **Pharmacists**

- Skills needed:
  - Excellent communication and problem-solving skills
  - Enjoys working with patients and other healthcare professionals
  - Able to work in a fast-paced environment
  - Enjoys continuous learning  $\rightarrow$  keeping up with drug therapies
- Duties include:

- Educating patients
- Ensuring medication orders are accurate and complete
- Answering medication related questions from physicians, nurses or other medical staff
- Checking pharmacy technician's work
- Oversight of the pharmacy

# **Additional opportunities**

- Certification in medical translation (Spanish, Chinese etc.).
- Other Pharmacist opportunities:
  - Research
  - Teaching
  - Industry
  - Leadership

# Next steps

- The future of the Pharmacy profession.
- Opportunities for advancement.
- If interested, visit a pharmacy or volunteer.

# **Questions?**

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• Thank you for attending.

