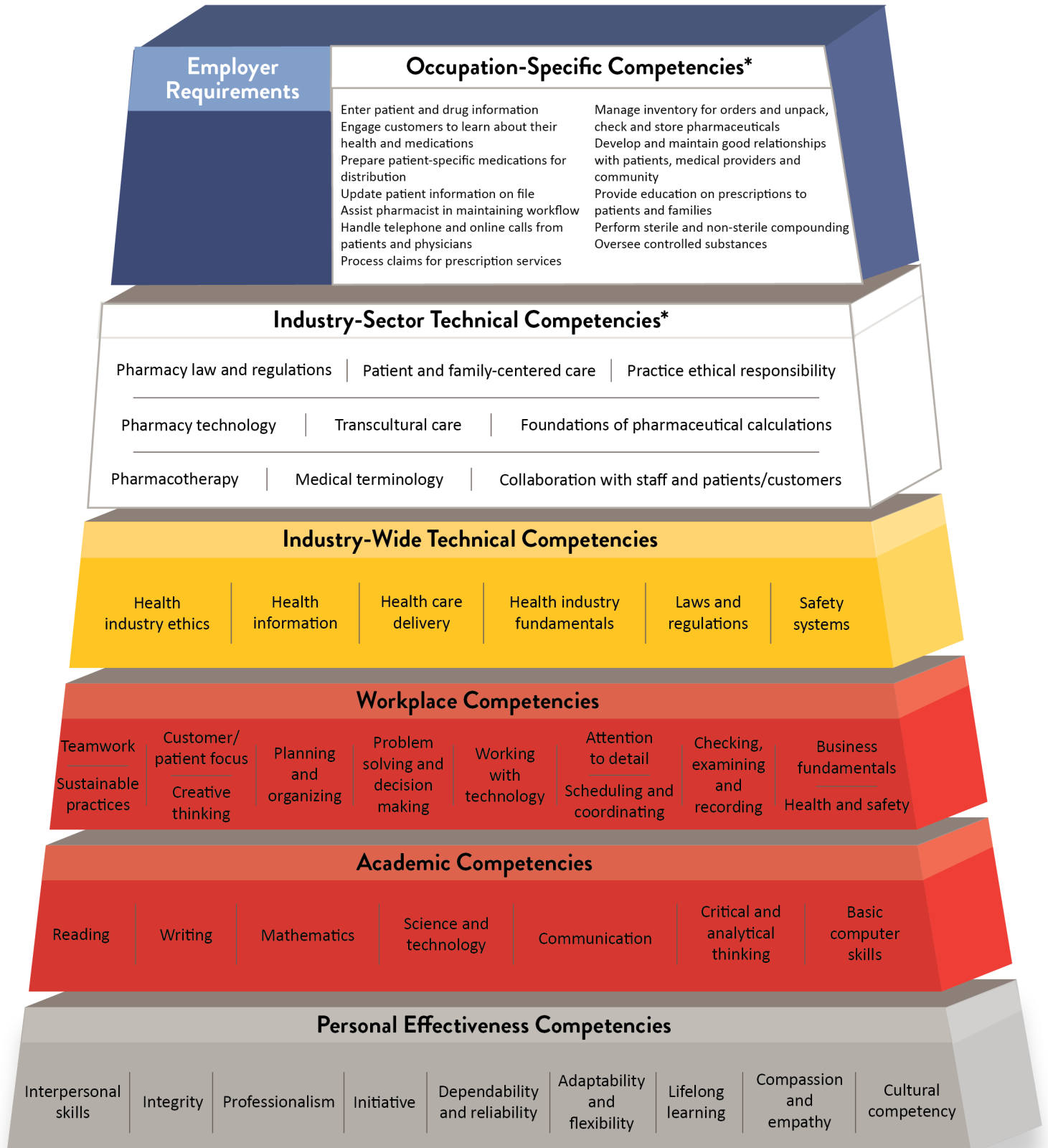


Minnesota Dual-Training Pipeline

Competency Model for Health Care Services

Occupation: Pharmacy Technician



Based on: Fundamentals of Health Care Competency Model, Employment and Training Administration, United States Department of Labor, February 2025. For more detailed information about competency model creation and sources, visit dli.mn.gov/business/workforce/health-care-services.



Competency Model for Pharmacy Technician

Pharmacy Technician – An individual who works under the direct supervision of a licensed pharmacist to provide patients with safe and effective medication therapy. Works closely with healthcare professionals in diverse settings such as hospitals, clinics, and community pharmacies. Technicians perform vital functions to support patient care efforts of the pharmacy team with roles and responsibilities that continue to expand and evolve.

*Pipeline recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job (OJT) training opportunities.

Industry-Sector Technical Competencies

Related Instruction for dual training means the organized and systematic form of education resulting in the enhancement of skills and competencies related to the dual trainee's current or intended occupation.

- **Pharmacy law and regulations** – Understand relevant local, state, and federal laws and regulations that impact the delivery of pharmaceuticals.
- **Patient and family-centered care** – Understand how patients are partners with their health care providers, and providers treat patients and families not only from a clinical perspective, but also from an emotional, mental, spiritual, social, and financial perspective.
- **Practice ethical responsibility** – Understand how medical ethics allow people, regardless of race, gender, or religion to be guaranteed quality and principled care.
- **Pharmacy technology** – Understand various efficiencies within the field including, but not limited to prescription drug monitoring, medication therapy management, automated dispensing cabinets and medication reminder devices.
- **Transcultural care** – Understand the awareness of different cultures and cultural sensitivity with both verbal and non-verbal communication.
- **Foundations of pharmaceutical calculations** – Understand basic mathematic concepts and skills necessary for correctly interpreting prescriptions and drug orders and performing dosing calculations.

- **Pharmacotherapy** – Understands the therapeutic uses of medications. Understands what a formulary is and proper process of generic medication substitution.
- **Medical terminology** – Understand the language used to precisely describe the human body including its components, processes, conditions affecting it, and procedures performed upon it.
- **Collaboration with staff and patients/customers** – Understand the importance of active listening, appropriate conversation, and relaying of information among patients, families, and colleagues.

Occupation-Specific Competencies

On-the-Job Training is hands-on instruction completed at work to learn the core competencies necessary to succeed in an occupation. Common types of OJT include job shadowing, mentorship, cohort-based training, assignment-based project evaluation and discussion-based training.

- **Enter patient and drug information** – Understand the need to minimize the risk of system errors by accurately entering patient and drug information.
- **Engage customers to learn about their health and medications** – Understand how to exhibit empathy, concern, and a willingness to help each person.
- **Prepare patient-specific medications for distribution** – Understand the precise attention to detail with each prescription.
- **Update patient information on file**– Know how to update information, including allergies and current active medications.
- **Assist pharmacist in maintaining workflow** – Know how to maintain checks and balances and process mistake-free prescriptions.
- **Handle telephone and online calls from patients and physicians** – Understand how to communicate and the need to ensure accuracy of insurance information data and medication orders.
- **Process claims for prescription services** – Know how to collect and enter patient insurance information data into the pharmacy information system accurately.
- **Manage inventory for orders and unpack, check, and store pharmaceuticals** – Understand careful, accurate and regular inventory management including removing outdated supplies as necessary.

- **Develops and maintains good relationships with patients, medical providers, and community** – Knows how to provide friendly customer service while strictly maintaining customer confidentiality.
- **Provide education on prescriptions to patients and families** – Understands how to use effective communication skills to determine if a patient or caregiver would like pharmacist counseling on medications.
- **Perform sterile and non-sterile compounding** – Understands the law of compounding and can use proper techniques for compounding sterile and non-sterile products.
- **Oversee controlled substances** – Understand how to properly handle and manage controlled substance inventory.

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