



Klamath Tribal Health & Family Services

3949 South 6th Street
Klamath Falls, OR 97603

Phone: (541) 882-1487 or 1-800-552-6290
HR Fax: (541) 273-4564

**OPEN: 11/22/23
UNTIL FILLED**

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: CERTIFIED PHARMACY TECHNICIAN (Level I & II)

RESPONSIBLE TO: Pharmacy Director

SALARY: Step Range: 12 (\$38,149) – 31 (\$66,895); Full Benefits

CLASSIFICATION: Non-Management, Regular, Full-Time

LOCATION: Klamath Tribal Health & Family Services
Wellness Center, Chiloquin, Oregon

BACKGROUND: Comprehensive

POSITION OBJECTIVES

Working under the general supervision of a licensed Pharmacist, the Certified Pharmacy Technician (CPT) will assist in all aspects of pharmacy function permissible under their Oregon Licensure to support the mission of Klamath Tribal Health & Family Services (KTHFS) Pharmacy. This will include, but not be limited to, prescription order entry, billing, filling, labeling, reconstituting, and dispensing; along with helping to maintain the perpetual inventory, updating patient & provider profiles, providing customer service in person & on the phone, and performing various administrative tasks. These services are provided to eligible patients primarily at KTHFS locations, but also in homes, schools, alternate job sites, and other community locations within the Klamath Tribes' Service Unit. The CPT level of I or II is based on experience, duties, responsibility and ability to achieve minimum requirements.

MAJOR DUTIES AND RESPONSIBILITIES

CPT Level I:

1. The incumbent must recognize their training and experience limitations so as to not "over extend" themselves when matters are more appropriately handled by a Pharmacist or supervisor.

2. Perform Pharmacy Clerk duties including answering phone calls, transferring calls, documenting refill requests, greeting visitors, answering routine and procedural questions, dispensing medications, and other clerical functions.
3. Perform all technical aspects of the medication order including prescription processing, billing, measuring, counting, packaging, compounding, reconstituting, labeling, and unit dosing of prescriptions. Fill requested medications and supplies ordered to be issue to another departments.
4. Efficiently and accurately use the pharmacy computer system to process prescriptions by ensuring all legal requirements of a prescription are reviewed, calculated, entered, and selected to properly fill and bill.
5. Assist Pharmacists with ensuring patient, provider, and drug information is accurate within the pharmacy system.
6. Assist with inventory maintenance, ordering, and removal of recalled or expired pharmaceuticals and other supplies from the pharmacy stock according to Standard Operating Procedures (SOP).
7. Perform third party reimbursement functions including billing, rebilling, submitting prior authorization requests, and assisting with pharmacy audits.
8. Communicate with patients, caregivers, and other health care professionals, regarding pharmacy and other services in person or on the phone according to the KTHFS & Pharmacy SOPs and in compliance with patient privacy regulations.
9. Understand and follow all KTHFS and Pharmacy departmental policies and SOPs.
10. Review prescription orders and patient medication profiles to assist the Pharmacist ensure medication safety and appropriateness.
11. Help develop and implement orientation, ongoing training, and proficiency assessments for Pharmacy staff within scope of professional credentials.
12. Receive training specific to the detection, correction, and prevention of Fraud, Waste and Abuse in the delivery of Medicare and Medicaid benefits. Training shall be performed within 30 days of hire and at least annually thereafter.
13. Complete in a timely manner other standard annual required training for health care workers or any training required by KTHFS such as Blood Borne Pathogen, HIPAA Privacy and Security, and others as deemed necessary.
14. Assist in maintaining a clean, professional, and organized working environment.
15. The incumbent will be asked to accomplish other tasks within their scope of work.

CPT II includes CPT I and below:

16. Independently perform all aspects of home delivery preparation, coordination, reports, and communication to optimize patient care of delivery to eligible patients.
17. Independently perform all aspects of medication orders for departments and other entities including receipts of order, preparing order, coordinating pharmacist verification, removing the ordered medication from pharmacy perpetual inventory, and coordinating delivery to departments and entities.
18. Independently perform all aspect of medication prepacking for point of dispensing by providers, for example dental and medical, at locations outside of the pharmacy assuring all regulatory and record keeping aspects are completed.
19. Independently perform coordination of direct patient care, under pharmacist oversight, through medication synchronization refill program, bubble packs, home deliveries, clinic deliveries, care facilities, etc..
20. Assist with drafting, reviewing & updating pharmacy SOPs to improve operations.
21. Assist with quality assurance/quality improvement activities through planning, testing, monitoring, and reassessing stages.
22. Assist with training and coaching of other staff to improve pharmacy operations.

SUPERVISORY CONTROLS

The immediate supervisor is the Pharmacy Director. Work is assigned in terms of goals, objectives and basic priorities. After initial training, work is performed independently with pharmacist oversight.

Assignments are performed according to Policy and Procedures set forth in the Pharmacy and other KTHFS SOPs. New assignments will be provided in detail, as well as changes in current procedures. Major or new issues should be referred to the Pharmacy Director. Work will be checked for accuracy, adequacy, and timeliness.

KNOWLEDGE, SKILLS, ABILITIES

Possess basic knowledge of Federal regulations regarding Pharmacy operation.

Ability to perform work and accomplish tasks by following specific Pharmacy Department and general KTHFS policy and SOPs to accomplish Pharmacy Department priorities.

Must be able to communicate effectively both orally and in writing with patients, caregivers, Pharmacy personnel, and other Health Care Professionals.

Possess strong public and interpersonal relationship skills. This is the ability to meet and deal with a variety of individuals exercising cultural awareness, tact, diplomacy, and mature judgment. Must be able to greet and deal with the public in a pleasant, courteous, and professional manner including times of stressful situations.

Must have the ability and willingness to learn new skills necessary for the obtainment/renewal of the Pharmacy Technician National Certification and Oregon licensure.

Must possess the ability to function effectively under time constraints or when multiple tasks are required.

Must attain the skills and abilities required to operate prescription pharmacy computer systems.

Ability to use pharmacy ordering systems and to understand procurement SOPs.

Skill and ability to operate a computer/word processor in order to accomplish assignments in a proficient manner.

Ability to maintain strict confidentiality of medical records and adhere to the standards for health record-keeping, HIPAA and Privacy Act requirements. **Must maintain strict confidentiality of patient privacy and program information.**

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.*

CPT Level I:

- **REQUIRED** to possess a High School Diploma or Equivalent. *(Must submit copy of diploma or transcripts with application.)*
- **REQUIRED** to possess Pharmacy Technician Certification Board (PTCB) or National Healthcareer Association (NHA) pharmacy technician certification.
- **REQUIRED** to possess Oregon Certified Pharmacy Technician Licensure *(Must submit a copy of certification with application.)*
- **REQUIRED** to be free from exclusion from providing Federal health care benefits including Medicare and Medicaid as per the Federal OIG and GSA exclusion lists.
- **REQUIRED** to have computer and/or word processor experience.

- **REQUIRED** to have knowledge of records management.
- **REQUIRED** to be able to stand and walk around a busy pharmacy at least 80% of the time.
- **REQUIRED** to submit to pre-employment alcohol and drug testing and occasional random testing.
- **REQUIRED** to submit to annual TB skin testing and adhere to KTHFS staff immunization policy in accordance with the Centers for Disease Control immunization recommendations for healthcare workers.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to acquire and maintain BLS certification within 180 days of hire; strongly recommend certification within 90 days of hire, probationary period will be extended for a maximum of 180 days pending certification.
- **REQUIRED** to accept the responsibility of a **mandatory reporter** in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.

CPT level II must meet CPT level I and:

- **REQUIRED** to have at least 3 years' experience as a CPT at KTHFS or KTHFS equivalent experience. Other CPT experience is 50% KTHFS equivalent, other medical experience is 25% up to 1 year KTHFS equivalent, CPT Certificate program is 1 year KTHFS equivalent.

Preferred Qualifications:

- Positive working experience with Native Americans in a related field.
- Prior volunteer work, education, training or experience in a related allied health field.
- Possess an active Pharmacy Technician Certification Board (PTCB) certification

Indian Preference:

- Indian and Tribal Preference will apply, as per policy. *(Must submit tribal documentation with application to qualify for Indian Preference).*

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit a Klamath Tribal Health & Family Services ***Application for Employment*** with all requirements and supporting documentation to:

Klamath Tribal Health & Family Services
ATTN: Human Resource
3949 South 6th Street
Klamath Falls, OR 97603
jobs@klm.portland.ihs.gov

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for “Indian Preference”.

Applications will not be returned.

Employee Signature Date

Supervisor Signature Date