

Pharmacy Assistant

➤ Pharmacy Assistant Practical

Assessable Outcomes	Performance Criteria
HSS / N 5401: Receive prescription and assist pharmacist in verifying that information is complete	PC1. Read the prescription carefully
	PC2. Assist pharmacist to maintain patient confidentiality when receiving verbal, electronic or transferred prescription
	PC3. Assist pharmacist in reviewing prescriptions to confirm that they are complete, authentic and meet all current laws, regulations and policies
	PC4. Assist pharmacist in determining whether the prescription meets all legal requirements, and where it does not, notify the pharmacist and follow up using applicable policies and effective communication
	PC5. Assist pharmacist in inspecting the prescription for authenticity and signs of tampering and that prescription is as per current laws, regulations and policies for non-authentic or fraudulent prescriptions
HSS / N 5402: Record and select the correct medicines for dispensing	PC1. Record prescription information in the patient profile or health record
	PC2. Verify entered prescription information against the original prescription
	PC3. Select drugs consistent with applicable laws, regulations and policies including interchangeability
	PC4. Retrieve, count, or measure quantities of drugs
	PC5. Verify prescription products
	PC6. Ensure that the prescription product is verified via a final check prior to release
	PC7. Ensure that the right prescription products are released to the right patient in case of out-patient and to nurse in case of in-patient
	PC8. Answer patient's questions, referring them to the pharmacist if the question requires patient assessment, clinical analysis or application of therapeutic knowledge
	PC9. Reinforce the availability of the pharmacist for discussion or recommendations
	PC10. Manage billing and payment for prescription products/medicines
	PC11. Identify and resolve billing or adjudication issues encountered when processing prescriptions
	PC12. Identify and refer to the pharmacist patients who have discrepancies between their current drug therapy and their recent or intended drug therapy
	PC13. Provide information that does not require application of therapeutic knowledge to patients requiring assistance in selecting non-prescription drugs and medical devices

	PC14. Instruct patients about the operation and maintenance of medical devices
HSS / N 5403: Establish or maintain patient profile, including lists of medications taken by individual patients	PC1. Ensure confidentiality when gathering, using or providing patient information
	PC2. Gather, review, enter and/or update the information required to create and/or maintain a patient records including: <ul style="list-style-type: none"> - Patient demographics - Health history - Allergies - Drug and medical device use - Payment information
	PC3. Assist pharmacists in compiling best possible medication histories for patients, referring to the pharmacist patients who require assessment, clinical analysis or application of therapeutic knowledge
HSS/ N 5404: Manage and maintain the drugs supply and order	PC1. How to identify the re-order level and send request
	PC2. How to maintain inventory to maximise safe and efficient drug distribution
	PC3. How to set order limits and calculate replenishment orders
	PC4. How to prepare and place orders in compliance with relevant legislation
	PC5. How to identify and minimise risks associated with look-alike and sound alike products
	PC6. How to acquire, receive, verify and store stock and supplies and identify, investigate and resolve or report any discrepancies
	PC7. How to support safe and effective drug distribution through workflow management, organising their roles and responsibilities to allow the priority to be on patient care and to minimize diversion and dispensing errors
	PC8. Schedule and perform routine equipment maintenance
	PC9. How to organise, file and store documents according to legal requirements and in a manner in which they can be retrieved readily
HSS / N 5405: Maintain proper storage and security condition for drugs	PC1. Identify pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) to be ordered
	PC2. Remove from inventory expired/discontinued/slow moving/overstocked pharmaceuticals, durable and nondurable medical equipment, devices, and supplies
	PC3. Perform required inventories and maintain associated records
	PC4. Ensure proper and safe storage

➤ **Soft Skills and Communication Practical**

Assessable Outcomes	Performance Criteria
1. Attitude	
HSS/ N 9603 (Act within the limits of one's competence and	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice
	PC2. Work within organisational systems and requirements as

authority)	appropriate to one's role
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority
	PC4. Maintain competence within one's role and field of practice
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times
	PC7. Identify and manage potential and actual risks to the quality and safety of practice
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements
	HSS/ N 9606: Maintain a safe, healthy, and secure working environment
	PC2. Comply with health, safety and security procedures for the workplace
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person
	PC4. Identify potential hazards and breaches of safe work practices
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person
	PC9. Complete any health and safety records legibly and accurately

➤ **Pharmacy Assistant Theory**

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	PC4. How to prepare and place orders in compliance with relevant legislation

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➤ **Soft Skills and Communication Theory**

National Occupational Standards (NOS)	Performance Criteria
1. Attitude	
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice
	PC2. Work within organisational systems and requirements as appropriate to one's role
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority
	PC4. Maintain competence within one's role and field of practice
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times
	PC7. Identify and manage potential and actual risks to the quality and safety of practice
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements
HSS/ N 9606: Maintain a safe, healthy, and secure	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements

working environment	PC2. Comply with health, safety and security procedures for the workplace
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person
	PC4. Identify potential hazards and breaches of safe work practices
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person
	PC9. Complete any health and safety records legibly and accurately