

Technical Standards for Pharmacy Assistant

If an accommodation is necessary to participate in the program, it is imperative to identify a reasonable accommodations to those students who qualify under the Americans with Disabilities Act (ADA). Reasonableness is determined by [Accessibility Resources](#) and the program on a case-by-case basis utilizing the program technical standards.

The accommodation needs to be in place prior to the start of the program, or it may delay your ability to start the program. It is the student's responsibility to contact [Accessibility Resources](#) and request accommodations.

SKILLS	DESCRIPTION	SPECIFIC EXAMPLES
MOTOR SKILLS	Ability to work with small items and computers.	Count tablets and enter information into a computer system.Count change as well as work with credit and insurance cards.Scan items.
VISION	Vision sufficient enough to access information on small labels, numbers and electronic screens.	Must verify prescription labels and deliver correct medications.Apply insurance and other information to a computer system.Work within computer system for payment received from customers.
HEARING	Hearing ability sufficient enough to process and respond to information received.	Work requires using the telephone, communicating with customers face to face and via microphone in a drive thru lane.Must communicate with coworkers, managers and insurance companies.
TECHNOLOGICAL	Use of technology, training related to initial use then updates, and current technology are essential for this field.	Much of the work done in this field is done using technology.This includes computers, software, scanners, cameras, telephones and other essential technologically based equipment.

SKILLS	DESCRIPTION	SPECIFIC EXAMPLES
COMMUNICATION	Communication skills are essential for this job.	Employees are required and need to be able to communicate with customers, coworkers, insurance companies and other employees of the pharmacy every day.
CRITICAL THINKING/ PROBLEM SOLVING	A Pharmacy Assistant needs to be able to solve problems and relate information verbally and via technology without constant assistance.	All information and details must be accurately received then conveyed to the customer or entered into the system to be sure the correct medications/dosages are dispensed and received.
INTERPERSONAL SKILLS	Interpersonal skills are essential to perform the job duties of a Pharmacy Assistant.	Pharmacy Assistants must work with customers, pharmacists, managers and other store personnel from diverse backgrounds to accomplish various tasks assigned.
ENVIRONMENTAL TOLERANCE	Pharmacy Assistant work is done behind the counter of a retail pharmacy. This can be a confined/smaller area with fluorescent lighting but also some exposure to outdoor light at a drive thru window.	Must be able to stand for long periods of time in an enclosed space. May have fluorescent lighting in this area of the drug store.
OTHER	Details, accuracy and math calculations are of utmost importance when working in a retail pharmacy.	The Pharmacy Assistant must be trained and able to complete numerous tasks to work in this field.

This document is intended to serve as a guide regarding the physical, emotional, intellectual and psychosocial expectations placed on a student. This document cannot include every conceivable action, task, ability or behavior that may be expected of a student. Meeting these technical standards does not guarantee employment in this field upon graduation. Ability to meet the program's technical standards does not guarantee a student's eligibility for any licensure, certification exam, or successful completion of the degree program