

# *Pharmacy Technician Reference Guide*

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# Introduction

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## Introduction

Congratulations on your new job as a pharmacy technician with Walgreens! We understand that starting a new job in the pharmacy can be very overwhelming, but with this reference guide you will become an experienced technician in no time.

You have already been through basic training on the registers and with customer service, but you will not be able to get full training in the pharmacy until you are scheduled for the corporate training.





# **Chapter 1**

## **Using Intercom Plus**

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## Chapter 1: Using Intercom Plus

Intercom Plus is the operating system that all computers in the pharmacy use. Quickly learning how to use it will greatly help you adjust to working in the pharmacy.

### Understanding the Work Queue

The work queue is where all prescriptions that are filled, in the process of being filled, or that have been sold in the past 5 days can be seen.

Access the work queue by pressing F2 on any computer in the pharmacy. Search the work queue by patient last name by typing it into the "Last Name" search bar at the top of your screen and pressing the enter key.

Once you search a list (alphabetical by first name) will appear. You will see the name of the patient, the prescription number, the name of the drug, the time it is promised or the time it was picked up, and its status.

The status of the prescription tells you which stage of being filled it is in:

- **Entered** means a prescription has been scanned and typed for the patient, but still needs to be checked by the pharmacist and filled.
- **Reviewed** means that an entered prescription has been checked by the pharmacist for accuracy, and is now ready to be printed.
- **Printed** means the prescription label has been printed out, but it is not yet filled.
- **Filled** means that the prescription has already been completed and is just waiting pharmacist approval.
- **Ready** means that the prescription is ready waiting to be picked up in the bins.
- **Sold** means that the prescription has already been

### Using Quick-Keys

Quick-key functions allow you to quickly access a menu or part of the Intercom Plus system without taking your hands off the keyboard: if a letter in any word on the screen is underlined, then simply hold down the *alt* key plus the underlined letter to quickly use that function.

## Entering Patient Information

If a patient has never filled with a Walgreens in the past, then you must create a new profile for them before entering a prescription. If this is the case then ask them to stay at the counter or in the drive through while you enter all the information, because not all of it is available on the prescription itself.

1. Press F9 (may be labeled "Patient Info" on some keyboards).
2. Enter patient's date of birth and name and click the *Register* button on your screen.
  - A new screen will come up of a blank patient profile with the date of birth and name already filled in for you.
3. Complete the rest of the fields, including:
  - Address
  - Phone number
  - Drug allergies and/or health conditions
  - Any insurance information if available (see Chapter 4 for further help with insurance)
4. Save the profile.

Now you can begin scanning a new prescription for the patient.

## Entering New Prescriptions

Doctors may call in or fax new prescriptions for their patients, however many people still bring in paper prescriptions for the pharmacy to fill. In order to fill these prescriptions you must enter them into the Intercom Plus system:

1. Press F9 (may be labeled "Patient Info" on some keyboards)
2. Enter patient's last name or date of birth and press the enter key to search the Walgreens system for their profile.
  - A search will automatically pull up all patients who have filled at your location previously in the past year. If they have filled at another location or earlier than a year ago, you will have to perform a central search by clicking the "Central Search" button on the top right of your screen.

3. Select the correct patient to pull up their profile.
  - You may need to confirm you are selecting the correct person by asking them to verify their address or date of birth if they have not already provided it.
4. Place the hard copy of the prescription upside down and face down on the scanner next to the computer.
5. Click the "Start Scanning" button located on the right of the patient profile.
  - The scanner will begin to pull the paper through.
6. Select whether the patient is waiting, coming back later, or coming back tomorrow to pick up their prescription when prompted.
7. Click the "Stop Scanning" button located under the "Start Scanning" button once the paper has gone through the scanner.
  - There should now be a number next to the patient's name indicating how many papers are scanned and waiting to be typed for them.

Once you have scanned the hard copy into the computer you must file it:

- All control II prescriptions must be placed in a basket above the pharmacist
- All other prescriptions with controlled drugs on them are put in a file on the counter next to the pharmacist.
- Any legend prescriptions are to be filed alphabetically by last name next to the drive through window.

Do not worry about typing prescriptions now; you will learn that in later training. Just focus on scanning in the prescriptions to be filled.

## Entering Refills

Most patients' prescriptions have refills on them, and people may call or come in the store to request a refill to be filled.

The easiest way to enter a refill is by the prescription number, so ask the patient if they know it.

**If they have the prescription number:**

1. Press F6 (may be labeled "Refill" on some keyboards).
  - A new screen will pop up with the prescription number field highlighted for you.
2. Enter the 7 digit prescription number in the field.
3. Click the "Refill" button on the screen located under the prescription number.

Note: if a prescription is more than a year old or closed, then an error message will pop up letting you know. When this happens the pharmacy cannot legally fill the prescription and the patient must get a new one from their doctor.

4. Select whether the patient is waiting, coming back later, or coming back tomorrow for their refill when prompted.

**If they do not have the prescription number:**

1. Press F9 (may be labeled "Patient Info" on some keyboards)
2. Search for the patient by their date of birth or last name.
  - A search will automatically pull up all patients who have filled at your location previously in the past year. If they have filled at another location or earlier than a year ago, you will have to perform a central search by clicking the "Central Search" button on the top right of your screen.
3. Click the "Profile" button on the right of your screen to access their prescription history.
4. Highlight the prescription they want to refill by clicking on it
5. Click the "Refill" button at the bottom of the screen.

Note: if a prescription is more than a year old or closed, then an error message will pop up letting you know. When this happens the pharmacy cannot legally fill the prescription and the patient must get a new one from their doctor.

6. Select whether the patient is waiting, coming back later, or coming back tomorrow for their refill when prompted.

# Chapter 2

## Answering Customer Questions





## Chapter 2: Answering Customer Questions

Many customers come to the pharmacy with questions about various medications or look for a recommendation for a product. There are some questions that technicians are allowed to answer, but there are also many that only a pharmacist may answer.

### Drug Questions

#### Location of Items

You can answer any questions about where items are located in the store, whether they are behind the counter or over the counter products. You should learn the layout of your store so that you can easily point customers in the right direction when they are searching for an item.



# **Chapter 3**

## **Dispensing Medication**

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## Chapter 3: Dispensing Medication

### Pulling

“Pulling” a drug refers to getting the item off the shelf before counting it out. If there is a high number of prescriptions to fill, then you may be asked to strictly pull for another employee who is constantly filling. You will see where the drug is located at the bottom of each patient leaflet.

### Fast Rack

The fast rack is located directly above the filling station. It has the most frequently used items, which varies store by store. All drugs are alphabetical starting in the top left and going down to the bottom right.

### Liquid/Reconstituted

All medicines that need to be reconstituted or are in liquid form are kept on the back wall of the pharmacy. The reconstitutable drugs are all on the left in alphabetical order and the liquids on the right in alphabetical order.

### Control II

All control II drugs are kept in a locked cabinet before beginning of the alpha drugs. Only pharmacists are able to have a key. Alert the pharmacist on duty if you need to fill a prescription for a control II drug and they will unlock the cabinet and retrieve the medicine that you need.

### Alpha

All “alpha,” or alphabetically sorted drugs take up most of the shelf space in the pharmacy. They contain all legend and control III-V drugs and are located on the shelves from the control II drugs all the way to the other end of the pharmacy.

### Refrigerator

All items that need to be kept below room temperature are kept in the refrigerator. Most items are sorted alphabetically starting from the top shelf, with the exception of vaccines.

Vaccines are all located on the top shelf of the refrigerator door.

## OTC (Over the Counter)

Some doctors may write a prescription for an over the counter item. Some OTC items are located behind the counter inside of the pharmacy, but you must find most of them out in the store aisles.

### *Diabetic Supplies*

Diabetic supplies are kept behind the counter above the prescription bins and to the left. This includes all meters, testing strips, and lancets.

### *Pseudoephedrine Products*

Products containing pseudoephedrine are kept behind the counter above the prescription bins.

### *Pain Relievers*

Non-prescription pain relievers and are kept out in the store on the same aisle. Locate or ask which aisle they are kept in your store.

### *Vitamins*

Vitamins are kept on the aisle directly in front of the pharmacy.

### *Acid Reducers*

Acid reducers are used for treating upset stomach and heartburn. They are all located along the back wall perpendicular to the pharmacy counter.

## Counting

Once you have pulled the medication you are now ready to fill the prescription. Select the correct size pill bottle or liquid vial, shown in figures 1 and 2, which you will find listed for you under the drug name on each patient leaflet.



Figure 1



Figure 2

## Pills and Capsules

To count all pills and capsules you will use a counter and spatula similar to those in Figure 3.

You will see the number of pills or capsules needed for the prescription on the bottom left of the patient leaflet.

1. Pour an estimate of the amount you will need from the stock bottle onto the flat surface on the right side.
2. Separate 5 pills or capsules at a time using the spatula and move them into the chamber on the left.
3. Pour any extras back into the original stock bottle using the funnel-shaped corner in the top right. The medication that you already counted will stay inside of the chamber since you shut it.



Figure 3

## Liquids

To fill a liquid prescription you will simply pour the medicine from the stock bottle into the chosen liquid vial.

You will see the amount, in milliliters, on the bottom left of the patient leaflet.

1. Pour the medicine into the liquid vial until it reaches the appropriate fill line on the side
  - The fill lines are marked every 10 milliliters on the left side of the vial.

## Vial Labels

Once you fill the prescription, it is now time to pass it onto the pharmacist for them to verify it. Before you do this you must change the status of the prescription from “printed” to “filled.”

1. Scan the barcode on the right of the patient leaflet with the reader at the filling station.
  - The reader will beep once it has registered the prescription
2. Scan the barcode on the stock bottle with the reader at the filling station.
  - A label sticker will print out from the small printer next to the reader.
3. Take the label sticker that has printed out.
4. Place the label sticker on the filled bottle or liquid vial.

The filled prescription is now ready to be given to the pharmacist. They will then verify it and change the status to “ready” so that the patient can pick it up.



# Chapter 4

## Entering Insurance

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## Chapter 4: Entering Insurance

Most patients have some kind of insurance coverage to help cover their prescriptions. Each individual's insurance information must be saved to their profile in order for the insurance company to be billed correctly so that the pharmacy can get paid.

### Entering Information

Each individual's insurance plan information is different, so it is necessary to have the insurance card so that you can correctly enter the information. Ask the patient if you may see their insurance card. Once you have it complete the following steps to save the information to their profile.

1. Press F9 (may be labeled "Patient Info" on some keyboards)
2. Enter patient's last name or date of birth and press the enter key to search the Walgreens system for their profile.
  - A search will automatically pull up all patients who have filled at your location previously in the past year. If they have filled at another location or earlier than a year ago, you will have to perform a central search by clicking the "Central Search" button on the top right of your screen.
3. Select the correct patient to pull up their profile.
  - You may need to confirm you are selecting the correct person by asking them to verify their address or date of birth if they have not already provided it.
4. Click the *Information* button on the right of the screen.
5. Click on the *Plan Information* tab at the top of the screen.
6. Enter the following information listed on the card in the designated spaces on your screen:
  - BIN number
  - PCN number
  - group number
  - identification number
  - person code
7. Type "Y" in the blank next to where it says "Primary Plan"
8. Click the *Save* button at the bottom of your screen.

The insurance information is now saved on the patient's profile and will be used for all future prescriptions.



# **Chapter 5**

## **Selling Medication**

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## Chapter 5: Selling Medication

A prescription is ready to be sold once it has been through the entire filling process. The prescriptions are filed alphabetically by last name in baskets directly behind the registers, or if it is a refrigerated drug it is kept in the bottom drawer inside the refrigerator.

Once the customer has told you who they are picking up for, find their prescription(s) in the bins behind you or in the refrigerator and scan the barcode with the barcode reader attached to the register. Before you can complete the sale you have to make sure the person is picking up the right prescription by verifying some patient information.

### Verifying the Patient

In order to ensure that the correct person is picking up the prescription you must verify the patient information.

### Legend Prescriptions

To verify a prescription ask the person picking up the medication what the date of birth or address is of the patient. You will find this information on the back of the patient leaflet stapled to the prescription bag.

### Control Medications

In addition to verifying the address or date of birth, you must also check the ID of the person picking up the prescription with controlled drugs.

After you scan the barcode of a prescription with a controlled drug the register will prompt you to check the ID. You may only accept the following forms of identification:

- Driver's license
- Passport
- Military ID
- Any other government issued picture ID

Work or school ID cards are not acceptable forms of identification.

Write down the following information from the ID on the form kept below the register:

- Name
- Type of ID
- Identification number
- Prescription number(s) they are picking up

You may now complete the sale on the register and give them the prescription.

### **Selling Pseudoephedrine Products**

No prescription is necessary for pseudoephedrine products, but all of them are kept behind the pharmacy counter, and each person is limited to purchasing 3.6 grams per day. This is to prevent the use of these drugs in the making of illegal methamphetamines.

When you scan the barcode of any product containing pseudoephedrine the register will prompt you to ask for an ID. You may only accept the following forms of identification:

- Driver's license
- Passport
- Military ID
- Any other government issued picture ID

Scan the barcode on the back of the ID with the barcode reader on the register. Once the register has finished processing the ID the product they are purchasing will register on the screen and you can complete the sale.



# Troubleshooting

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# Conclusion

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