Pharmacy Technician Program
Technical Standards

Students enrolled in the Pharmacy Technician Program should be able to meet the established technical standards identified below. The technical standards for the Pharmacy Technician Program are representative of those found in the Pharmacy Technician profession.

Ability	Standard	Examples (not inclusive)
Physical	**Student must have sufficient:** • Endurance, strength, mobility, balance, flexibility and coordination to perform client care activities and emergency procedures • Gross and fine motor skills to perform administrative, clinical and laboratory skills in a timely, safe and effective manner	• Sit, stand, walk and maintain balance at varying intervals • Bend, stretch, squat, twist, kneel and reach • Good hand-eye coordination • Arm-hand steadiness • Finger and manual dexterity (squeeze, grasp, twist, pinch, and manipulate small objects) • Move in confined spaces
Sensory	**Student must have sufficient:** • Auditory ability • Visual ability • Sense of Smell • Tactile ability	• Detect audible sounds for function and warning of equipment • Ability to visually detect equipment displays • Ability to visually detect environmental hazards • Detect objects, symbols and numbers both near and far • Detect and identify different colors
Communication	**Student must have effective:** • Verbal communication • Nonverbal communication • Written communication • Electronic communication	• Ability to discuss and ask questions regarding patient care with patient, family, and health care team • Ability to convey information in a clear, professional and timely manner • Listen and respond to others in an accepting and respectful manner • Discuss details and ask questions regarding patient care

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Ability	Standard	Examples (not inclusive)
	Student must be able to: • Interact appropriately with patients, peers and leadership • Interpret and convey information • Speak, read, write, comprehend, interpret, and document information • Recognize nonverbal behavior	• Listen and respond to others in a nonjudgmental, respectful manner • Awareness of non-verbal communication • Observe, interpret and respond appropriately to surroundings, nonverbal cues, verbal and written information
Safety	**Student must be able to:** • Apply knowledge, skills and experience to provide a safe work environment	• Work in an environment with potentially infectious materials • Demonstrate adherence to safety guidelines and regulations • Recognize potentially hazardous conditions and take appropriate actions • Maintain immunization and health care requirements • Utilize personal protective equipment (gloves, masks, eyewear, gown) • Operate equipment, adhering to safety standards • Identify and resolve unsafe situations • Be familiar with and follow emergency procedures
Critical Thinking	**Student must have sufficient critical thinking and problem solving skills to:** • Calculate, reason, analyze and synthesize data in a timely manner • Problem solve and make decisions in a timely manner • Apply knowledge, skills and experience to determine best/safe practice	• Apply broad concepts to clinical situations • Concentrate to perform clinical tasks • Recognize the need to consult with healthcare professionals • Demonstrate problem-solving skills • Anticipate needs for procedures, provider and patient, and respond appropriately • Prioritize patient care duties • Ability to problem solve complex situations while maintaining a professional demeanor
Professionalism	**Student must demonstrate the ability to:** • Establish effective relationships	• Exhibit positive interpersonal skills in all interactions • Maintain confidentiality

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Ability	Standard	Examples (not inclusive)
	• Display cross-cultural competency, integrity, moral reasoning, ethical behaviors and concern for others • Show respect for diverse populations • Work cooperatively with all professional teams • Adapt to changing environments inherent in clinical practice	• Demonstrate appropriate impulse control and professional level of maturity • Recognize appropriate boundaries in relationships with patients and colleagues • Demonstrate ability to work as a team member • Demonstrate ability to cope with stressful situations • Adhere to attendance, dress code, and personal hygiene protocol • Display integrity, honesty, respect, reliability and accountability • Accept and utilize constructive feedback to enhance personal and professional growth • Work independently and in team • Respond to challenging situations while maintaining composure and professionalism

Gateway Technical College is committed to providing access and equal opportunity for all. Reasonable accommodations are provided for all education services, programs, and activities for individuals with disabilities. Students must be able to demonstrate these abilities with or without reasonable accommodations. Accommodations are determined and provided by disability support services. For more information related to the accommodations process, please visit https://www.gtc.edu/campus-life/learning-success/disability-support-services

Student's Name (printed) _____

Student's Name (signed) _____

Date _____