



## Proposed Standards of Practice for **Registered Pharmacy Technicians**



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### **A FOUNDATION FOR AN EXPANDED ROLE TO SUPPORT PHARMACISTS**

**A**t its December 2004 meeting, Council approved the release of the *Proposed Standards of Practice for Registered Pharmacy Technicians* for consultation with stakeholders.

With this significant decision, we have taken another important step toward establishing a distinct class of registration for pharmacy technicians able to perform an expanded role. These technicians will be qualified and able to provide greater support for pharmacists who face workplace challenges linked to the requirements of their own standards of practice.

It is important to note that these proposed standards apply to a class of registration of pharmacy technicians that does not currently exist. Presently, no pharmacy technician in Ontario is legally able to perform the functions that are contemplated for this expanded role.

The *Pharmacy Technician Competency Profile*, published in the September/October 2003 issue of *Pharmacy Connection* was the culmination of five years' work and provided the basis for these proposed standards.

### **CONCURRENT WITH EFFORTS TO OPTIMIZE THE PHARMACIST'S ROLE**

The development of an expanded role for pharmacy technicians will progress *in concert with* the College's work to expand the role of the pharmacist. The College's goal is to ensure that every effort to expand the technician's role directly supports both the current and the expanded future roles of the pharmacist.

(Please review the results of a survey by the Task Force on Optimizing the Pharmacist's Role on proposed future roles of the pharmacist in the September/October 2004 issue and the September 2004 Council Report in the November/December 2004 issue which presents the Task Force's recommendations approved by Council.)

## MANY STEPS TO GO

Establishing a new class of registration for Registered Pharmacy Technicians (R.Ph.T.) will involve many steps that must be presented first to Council, then to external organizations for comment, and eventually to the Ontario government. As with all College initiatives, Council will require consultation with stakeholders and will review and approve each step we take towards regulation. These steps are outlined below.

1. Legislative change
2. Finalizing code of ethics
3. Developing education requirements
4. Accrediting educational providers
5. Developing separate but parallel registration process and procedures
6. Developing parallel complaints and discipline procedures and a quality assurance program

## DIFFERENCES BETWEEN UNREGULATED AND THE REGISTERED TECHNICIAN

Predicting how the role of the future registered technician will support the pharmacist has led to some confusion and concerns. The following information highlights the major differences between the current unregulated technician and the anticipated role of the new class of regulated technician.

### **Role**

Under the direct supervision of a pharmacist, the regulated pharmacy technician would perform all of the functions outlined in the *Guidelines for the Pharmacist on the Role of the Pharmacy Technician* (1994).

In addition, the regulated pharmacy technician, subject to legislation and applicable policies and procedures, would be able to perform the following functions:

- Receive a new or repeat prescription from healthcare providers
- Transfer prescriptions to, and receive prescriptions from, other pharmacies
- Copy prescriptions for authorized recipients
- Check pharmaceutical products prepared by another regu-

lated pharmacy technician or by unregulated pharmacy personnel

- Confirm the accuracy and completeness of pharmaceutical products prepared for release
- Refer all inquiries and/or issues that require a therapeutic decision to the pharmacist

### **Education**

All registered pharmacy technicians will be educated to meet the competencies approved by Council in 2003. It is important to note that no program currently in place is approved to educate pharmacy technicians in the expanded role. The standards to qualify as a regulated pharmacy technician will be set in accordance with tasks and responsibilities associated with a new class of health professional.


Formal educational programs and a prior learning assessment process will also be established to ensure that candidates seeking registration have achieved the educational outcomes required to meet the entry-to-practice competencies. Lifelong learning, as embodied by the College's quality assurance requirements, will also apply.

### **Council Participation**

Registered pharmacy technicians will have representation on Council and its committees and will be accountable to the College for all activities within the scope of their practice.

## YOUR OPINION IS IMPORTANT

Our success depends significantly on maintaining continual communication with all of our colleagues and stakeholders. We will continue to publish updates in *Pharmacy Connection* and on our website to ensure that you can follow our progress and have the opportunity to provide feedback.

I urge you to review this document carefully and to consider its potential impact on your practice and your practice setting. If you have questions or comments regarding these *Proposed Standards*, please submit them in writing, by no later than June 1, 2005, to Della Croteau, Deputy Registrar/Director of Programs. 

## PROPOSED STANDARDS OF PRACTICE FOR REGISTERED PHARMACY TECHNICIANS

# SUMMARY

### STANDARD ONE

The pharmacy technician practises within legal requirements and ethical principles, demonstrates professional integrity, and acts to uphold professional standards of practice.

*Refer: Operational Components 1.1- 1.4*

### STANDARD TWO

The pharmacy technician, as a member of the pharmacy team and in compliance with relevant legislation and established policies and procedures, uses knowledge and skills to receive, renew, and transfer/copy prescriptions and to document.

*Refer: Operational Components 2.1-2.3*

### STANDARD THREE

The pharmacy technician, as a member of the pharmacy team, uses knowledge, skills, and established policies and procedures to enter demographic and prescription data into the patient profile or health record.

*Refer: Operational Component 3.1*

### STANDARD FOUR

The pharmacy technician, in collaboration with the pharmacist, designated manager, or hospital pharmacy manager, prepares pharmaceutical products for release and documents.

*Refer: Operational Components 4.1-4.4*

### STANDARD FIVE

The pharmacy technician, in collaboration with the pharmacist, designated manager, or hospital pharmacy manager, performs distributive and quality assurance functions to ensure safety, accuracy, and quality of supplied products.

*Refer: Operational Components 5.1- 5.4*

### STANDARD SIX

The pharmacy technician, as a member of the pharmacy team, uses knowledge and skills and follows established policies and procedures to communicate with patients or their agents, pharmacists, and other healthcare providers.

*Refer: Operational Components 6.1-6.2*



# Proposed Standards of Practice for Registered Pharmacy Technicians



## STANDARD 1

The pharmacy technician practises within legal requirements and ethical principles, demonstrates professional integrity, and acts to uphold professional standards of practice. *Refer: Operational Components 1.1- 1.4*

### Operational Component 1.1

The pharmacy technician complies with federal and provincial regulatory by-laws, standards of practice, policies and guidelines, practice expectations, and where provided, workplace policies and procedures.

- 1.1.1 The pharmacy technician keeps current with and applies knowledge of legal requirements, professional standards, and where provided, workplace policies and procedures.
- 1.1.2 The pharmacy technician recognizes the right, role, and responsibility of regulatory bodies to establish and monitor professional standards, ethical guidelines, and practice expectations.

### Operational Component 1.2

The pharmacy technician applies ethical principles and guidelines to practice.

- 1.2.1 The pharmacy technician acts in the best interest of the patient and the public by:
  - Reflecting on personal values and attitudes and examining their influence on interactions with the patient, the patient's agent, members of the pharmacy team, and other healthcare providers
  - Respecting diversity
  - Protecting patient rights to quality care, dignity, privacy, and confidentiality

### Operational Component 1.3

The pharmacy technician demonstrates personal and professional integrity.

- 1.3.1 The pharmacy technician understands the roles, rights, and responsibilities of and collaborates with members of the pharmacy and healthcare teams to promote the patient's health and wellness
- 1.3.2 The pharmacy technician recognizes and practises within the limits of his or her professional role and

personal knowledge and expertise.

- 1.3.3 The pharmacy technician accepts responsibility for his or her decisions and actions.
- 1.3.4 The pharmacy technician shows respect for the dignity of the patient.
- 1.3.5 The pharmacy technician collaborates with the pharmacist in enabling the patient to achieve his or her health care goals and to support optimal patient care.

### Operational Component 1.4

The pharmacy technician continuously strives to gain knowledge and maintain professional competence.

- 1.4.1 The pharmacy technician identifies learning needs and seeks, evaluates, and participates in learning opportunities to meet these needs to enhance practice through education and experiential learning.
- 1.4.2 The pharmacy technician seeks out and incorporates into his or her practice information, guidance and constructive feedback from the pharmacist and/or, if required, from other healthcare providers.



## STANDARD 2

The pharmacy technician, as a member of the pharmacy team and in compliance with relevant legislation and established policies and procedures, uses knowledge and skills to receive, renew, and transfer/copy prescriptions and to document.

*Refer: Operational Components 2.1-2.3*


### Operational Component 2.1

The pharmacy technician receives a new prescription or a request to renew a prescription from patients and/or patients' agents.

- 2.1.1 The pharmacy technician having obtained the patient's or patient's agent's consent where required and while ensuring patient privacy and confidentiality, gathers information to create and maintain a patient profile\* or health record.

\* A profile shall include demographic information about the patient as articulated under the Drug and Pharmacies Regulation Act and Regulations or the





CSHP Standards of Practice and may also include where appropriate other information that is considered important for the continuity of care and achievement of optimal therapeutic outcome. This profile could include known patient risk factors for adverse drug reactions, drug allergies, or sensitivities, known contraindications to prescription drugs, non-prescription drugs, natural health products and complementary and alternative medicines, and other medications or treatments the patient is currently taking that may contribute to their condition or interact with suggested therapy. (Source: Operational Component 1.2, Standards of Practice for Pharmacists, 2003)

- 2.1.2 The pharmacy technician checks for authenticity of the prescription.
- Determines whether the prescription meets all legal requirements, and where it does not, notifies the pharmacist, and follows up using applicable policies, effective communication, and discretion.
  - Uses healthcare provider lists, where available, to determine current status of prescriber's privileges.
- 2.1.3 The pharmacy technician verifies accuracy and completeness of the demographic and prescription data.
- Checks the demographic and prescription data for accuracy and completeness
  - Reviews the prescription for clarity of abbreviations, medical terminology, drug names, dosage forms, strengths, availability, schedule, route, and related information
  - Notifies the pharmacist regarding known allergies, therapeutic considerations, and/or discrepancies
- 2.1.4 The pharmacy technician differentiates when there are changes in the drug and dosage, the patient profile or health record, and where provided, the diagnosis or medical condition; and notifies the pharmacist.
- 2.1.5 The pharmacy technician completes appropriate documentation.

### **Operational Component 2.2**

The pharmacy technician receives a prescription from healthcare providers.

- 2.2.1 The pharmacy technician complies with workplace policies and procedures to receive prescriptions.
- 2.2.2 The pharmacy technician uses effective communication skills and workplace policies and procedures

to receive an orally transmitted prescription.

- 2.2.3 The pharmacy technician, while ensuring patient confidentiality, gathers information to create and maintain the patient profile or health record.
- 2.2.4 The pharmacy technician checks for authenticity of the prescription.
- Determines whether the prescription meets all legal requirements, and where it does not, notifies the pharmacist, and follows up using applicable policies, effective communication, and discretion.
  - Uses healthcare provider lists, where available, to determine current status of prescriber's privileges
- 2.2.5 The pharmacy technician verifies accuracy and completeness of demographic and prescription data.
- Checks the demographic and prescription data for accuracy and completeness
  - Reviews the prescription for clarity of abbreviations, medical terminology, drug names, dosage forms, strengths, availability, schedule, route, and related information
  - Notifies the pharmacist regarding known allergies, therapeutic considerations, and/or discrepancies
- 2.2.6 The pharmacy technician when receiving orally transmitted prescriptions uses critical thinking and problem-solving skills to recognize the need for pharmacist intervention and to notify the pharmacist.
- 2.2.7 The pharmacy technician transcribes an orally transmitted prescription accurately and completely.
- 2.2.8 The pharmacy technician differentiates when there are changes in the drug and dosage, the patient profile or health record, and where provided, the diagnosis or medical condition and notifies the pharmacist.
- 2.2.9 The pharmacy technician refers to the pharmacist all therapeutic questions or queries made by other healthcare providers.
- 2.2.10 The pharmacy technician completes appropriate documentation.

### **Operational Component 2.3**

The pharmacy technician, in compliance with relevant legislation and, where provided, established policies and procedures, transfers prescriptions to other pharmacies, receives prescriptions from other pharmacies, and copies prescriptions for authorized recipients.

- 2.3.1 The pharmacy technician confirms that the patient or the patient's agent has consented to the transfer.

2.3.2 The pharmacy technician checks for authenticity and ensures accuracy and completeness of the demographic and prescription data before transferring to or receiving/transcribing a prescription from another pharmacy and when copying a prescription for an authorized recipient.

2.3.3 The pharmacy technician completes appropriate documentation.



### STANDARD 3

The pharmacy technician, as a member of the pharmacy team, uses knowledge, skills, and established policies and procedures to enter demographic and prescription data into the patient profile or health record.

*Refer: Operational Component 3.1*

#### Operational Component 3.1

The pharmacy technician enters a prescription as part of the processes used to prepare pharmaceutical products for release and to keep records.

3.1.1 The pharmacy technician while ensuring patient privacy and confidentiality enters, updates, and verifies demographic information in the patient profile or health record.

3.1.2 The pharmacy technician enters prescription data into the patient profile or health record using correct format, terminology, symbols, and abbreviations and which prescription data and notes have been confirmed for accuracy, completeness, and authenticity. When entering prescription data, the pharmacy technician uses knowledge to recognize drug names and to associate these with common health conditions.

3.1.3 The pharmacy technician verifies entered prescription data and notes against information contained in the written prescription received, the electronically transmitted prescription, or the transcribed oral prescription.

3.1.4 The pharmacy technician notifies the pharmacist of any alerts or therapeutic issues.

- Differentiates when there are changes in the drug and dosage, the patient profile or health record, and where provided, the diagnosis or medical condition
- Identifies to the pharmacist all prescriptions received in that pharmacy for the first time
- Reviews the patient profile or health record for alerts
- Reviews the patient notes for patient preferences

- Reviews current patient profile or health record and notes duplicate therapy and active prescriptions on file

- Brings to the pharmacist's attention any changes and/or compliance issues

- Contacts the patient or patient's agent to obtain relevant information or instructions

3.1.5 The pharmacy technician determines patient preferences, applies knowledge about available forms of the pharmaceutical product, and applies knowledge of third-party insurance plan coverage to enter the pharmaceutical product/compound that meets the requirements of the prescription.



### STANDARD 4

The pharmacy technician, in collaboration with the pharmacist, designated manager, or hospital pharmacy manager, prepares pharmaceutical products for release and documents.

*Refer: Operational Components 4.1-4.4*

#### Operational Component 4.1

The pharmacy technician confirms that the pharmacist has had the opportunity to review the prescription and patient profile or health record, prior to the release of the pharmaceutical product.

#### Operational Component 4.2

The pharmacy technician, in collaboration with the pharmacist, prepares/compounds pharmaceutical products for release.


4.2.1 The pharmacy technician obtains a pharmaceutical product that meets the requirements for the prescription.

4.2.2 The pharmacy technician follows formulation instructions, calculates, and confirms calculations with another registered pharmacy team member, documents calculations, and uses proper techniques to prepare/compound sterile pharmaceutical products.

4.2.3 The pharmacy technician follows formulation instructions, calculates, and where necessary confirms calculations with another registered pharmacy team member, documents calculations, and uses proper techniques to prepare a non-sterile compound, a pre-packaged pharmaceutical product, or a reconstituted pharmaceutical product.

4.2.4 The pharmacy technician uses the appropriate container, labels pharmaceutical products including





auxiliary labels, and where specified by the pharmacist, provides patient information materials.

- 4.2.5 The pharmacy technician performs quality control/assurance procedures.

### **Operational Component 4.3**

The pharmacy technician verifies the accuracy and completeness of pharmaceutical products prepared for release.

- 4.3.1 The pharmacy technician shall be permitted to check pharmaceutical products prepared by another registered pharmacy technician/unregistered pharmacy personnel.
- 4.3.2 The pharmacy technician, having prepared a pharmaceutical product, shall have it checked by a registered pharmacist/pharmacy intern or another registered pharmacy technician.
- 4.3.3 The pharmacy technician checks the accuracy and completeness of the demographic and prescription data for pharmaceutical products prepared for release.
- 4.3.4 The pharmacy technician confirms that the prescribed pharmaceutical products being released are the correct products, are properly labelled including auxiliary labels, and that patient materials have been provided.
- 4.3.5 The pharmacy technician confirms the accuracy and completeness of pharmaceutical products prepared for release and documents that verification.
- 4.3.6 The pharmacy technician confirms that a registered pharmacy team member has checked the accuracy and completeness of the pharmaceutical product and documents that check before releasing the product.

### **Operational Component 4.4**

The pharmacy technician collaborates with the pharmacist in the release of the pharmaceutical product to the correct patient or patient's agent.



## **STANDARD 5**

The pharmacy technician, in collaboration with the pharmacist, designated manager, or hospital pharmacy manager, performs distributive and quality assurance functions to ensure safety, accuracy, and quality of supplied products.

*Refer: Operational Components 5.1- 5.4*

### **Operational Component 5.1**

The pharmacy technician participates in distributive and quality assurance functions in accordance with federal and provincial legislation, policies and guidelines, and/or workplace policies and the Canadian Society for Hospitals Pharmacists (CSHP) Standards of Practice.

- 5.1.1 The pharmacy technician collaborates with the pharmacist in providing optimal patient care and pharmacy services through compliance with health and safety legislation, guidelines, and workplace policies and through efficient and effective inventory management.
- 5.1.2 The pharmacy technician collaborates with the pharmacist in the provision of adequate and appropriate staffing, development of efficient workflow patterns, and the development, implementation and evaluation of workplace policies and procedures and quality indicators.
- 5.1.3 The pharmacy technician follows established policies and procedures for ensuring proper location, storage, handling, preparation, distribution, removal, and disposal of drugs, in compliance with environmental requirements.
- 5.1.4 The pharmacy technician uses time management skills to prioritize workload demands, to establish and work within realistic time frames, and to evaluate and modify work patterns.
- 5.1.5 The pharmacy technician selects technology appropriate to the task and uses the technology correctly.
- 5.1.6 The pharmacy technician follows guidelines for safe and correct use of automated medication storage distribution devices and performs appropriate quality assurance measures on automated dispensing cabinet replenishment, packaging/repackaging of pharmaceutical products, bulk compounding products, and medication storage areas outside the dispensary.

### **Operational Component 5.2**

The pharmacy technician responds appropriately to activities, which would divert drugs from their intended legitimate use that come to his/her attention.

### **Operational Component 5.3**

The pharmacy technician individually and as a member of the pharmacy team takes appropriate action to prevent and reduce medication errors\* and medication discrepancies\*\* and implements measures to prevent recurrence.



\* “Medication Error” – (may also be referred to as a medication incident) is an event which involves the actual prescribing, dispensing, delivery or administration of a drug or the omission of a prescribed drug to a patient.

\*\* “Medication Discrepancy” – is an event which does not involve the actual administration of a drug to a patient, but where the error in the medication process has been detected and corrected before reaching the patient.

(Source: Operational Component 1.8, Standards of Practice for Pharmacists, 2003)

- 5.3.1 The pharmacy technician complies with workplace policies and procedures that have been established to prevent and reduce medication errors and medication discrepancies.
- 5.3.2 The pharmacy technician acknowledges and discusses his or her medication error or medication discrepancy with the pharmacist, pharmacy manager, or hospital pharmacy manager.
- 5.3.3 The pharmacy technician documents the medication error or medication discrepancy and completes appropriate procedures according to established workplace policies and procedures.
- 5.3.4 The pharmacy technician participates, as a member of the pharmacy team and/or a healthcare team, in the evaluation of medication errors and discrepancies.

#### **Operational Component 5.4**

The pharmacy technician only practises under conditions, which do not compromise his or her professional independence or judgement.



#### **STANDARD 6**

The pharmacy technician, as a member of the pharmacy team, uses knowledge and skills and follows established policies and procedures to communicate with patients or their agents, pharmacists, and other healthcare providers.

Refer: Operational Components 6.1-6.2

#### **Operational Component 6.1**

The pharmacy technician communicates within his or her professional role to support optimal patient care and pharmacy services.

- 6.1.1 The pharmacy technician clearly identifies self and is clearly identifiable as a registered pharmacy technician and when necessary describes the role and responsibilities accurately to the patient, the patient’s agent, other healthcare providers, and others.
- 6.1.2 The pharmacy technician refers all therapeutic issues, questions, and queries to the pharmacist.
- 6.1.3 The pharmacy technician establishes and maintains positive working relationships with the patient, the patient’s agent, members of the pharmacy team, and other healthcare providers:
  - Listening, speaking and writing skills
  - Sensitivity to nonverbal forms of communication
  - Sensitivity to language barriers, and
  - Sensitivity to diversity
- 6.1.4 The pharmacy technician uses established communication policies, procedures, or protocols within the pharmacy and when interacting with the patient, the patient’s agent, and other healthcare providers.
- 6.1.5 The pharmacy technician demonstrates a caring and professional attitude.
- 6.1.6 The pharmacy technician maintains confidentiality of patient information.
- 6.1.7 The pharmacy technician documents demographic and prescription data, and other pharmacy related information in the patient profile or health record.
  - Follows standards, policies, and procedures related to documentation and to the maintenance, security, and disposal of records
  - Documents clearly, concisely, correctly, and in a timely manner

#### **Operational Component 6.2**

The pharmacy technician communicates using effective and appropriate communication skills while respecting the patient’s personal, cultural, and educational differences. When interacting with the patient/patient’s agent the pharmacy technician demonstrates flexibility in recognizing the unique qualities of each patient/patient’s agent to find workable communication solutions.



Proposed Standards of Practice for  
**Registered Pharmacy Technicians**

# SCENARIOS

*To illustrate the manner in which pharmacists, unregulated pharmacy technicians and registered pharmacy technicians could interact to meet client needs, the following scenarios are provided. How the scenarios unfold might vary; however, it is expected that all steps outlined in the scenarios would be completed.*

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## **PHARMACY STAFF:**

Jenny Stiles, Unregulated Pharmacy Technician

Mohammed Quazi, Registered Pharmacy Technician

Yan Wang, Pharmacist

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## **SCENARIO 1**

**D**r. Adams calls Lakeland Pharmacy to give a new prescription for her patient Leila Duquette. Jenny, an unregulated pharmacy technician, takes the call. Jenny asks the physician to hold and asks Mohammed (registered pharmacy technician) to take the call. Mohammed identifies himself as a

registered pharmacy technician to Dr. Adams, who then orders an antibiotic for Ms. Duquette. The physician has no questions.

Mohammed transcribes the order and gives it to Jenny to enter into the computer and to prepare the product. When she has finished, Jenny initials the prescription and sets aside the completed prescription product, which she has labelled; the original

copy of the prescription transcription, done by Mohammed; the patient's receipt; and the stock bottle and medication profile printout, for Mohammed to check.

Mohammed reviews the completed product and documentation and signs the prescription. He then sets aside the completed prescription product, medication profile, and receipt for Yan, the pharmacist on duty, to deliver to the patient, who is waiting.

Yan counsels the patient on the use of the product and answers her questions. Yan then signs the prescription, documenting that she has counselled the patient.

## SCENARIO 2

As in Scenario 1, but Dr. Adams wants to know about other medications that Ms. Duquette is taking.

Mohammed (registered pharmacy technician) notifies Yan (pharmacist) who then takes the call while referring to the medication profile on the computer screen. She answers Dr. Adams' questions and transcribes the prescription order. She then calls Ms. Duquette to the counselling area, counsels her on her new medication, and indicates that it will be ready shortly. Ms. Wang signs the prescription order to indicate that counselling has been completed, and gives the prescription order to Jenny to enter into the computer and to prepare the

pharmaceutical product for release.

When she is finished preparing the product, Jenny initials the prescription and asks Mohammed to check it. Mohammed then signs the prescription order to document that he has checked the pharmaceutical product for accuracy and completeness, and releases the product to Ms. Duquette.

## SCENARIO 3

Jenny (unregulated pharmacy technician) greets Mr. Lennox at the counter as he presents a prescription for a dermatological preparation that requires compounding. Mr. Lennox is a first-time client at the pharmacy so Jenny asks him for his demographic information and medication and allergy history. Jenny enters this information into the computer and prints out the label, profile and receipt.

Jenny calculates the quantities needed of each component of the compound and places the stock bottles, labels, and profile on the counter for Mohammed (registered pharmacy technician) to check. Mohammed checks the prescription, calculations, ingredients and labels, and asks Jenny to complete the compounding. Jenny does so, adds the labels and signs the prescription order to indicate that she has completed the data entry and the compounding. She leaves the prepared product, stock bottles and

documentation for a final check by Mohammed.

After doing his final check of the product, Mohammed signs that he has checked the prepared product then leaves it for Yan (pharmacist) to counsel Mr. Lennox. Yan counsels Mr. Lennox and signs the prescription to indicate that counselling has occurred.

## SCENARIO 4

Mohammed (registered pharmacy technician) and Jenny (unregulated pharmacy technician) are checking products in the non-prescription, over-the-counter section when Mrs. White, a senior citizen, asks them for advice about purchasing a cold medication and whether it will interact with her other medication. Mohammed states that he is a registered pharmacy technician and tells Mrs. White that he will ask the pharmacist to help her with her request.

Mohammed brings Yan over to Mrs. White. Yan asks Mrs. White about her symptoms and whether she has tried other medications. As all her prescriptions are filled at this pharmacy, Ms. Wang is able to check Mrs. White's profile and selects a non-prescription cold medication that will not interact with any of her other medications. She counsels Mrs. White on its use, enters the medication in the profile and asks Jenny to complete the sale. 