

**Canadian Pharmacy Technician Educators Association  
(CPTEA)**

**Educational Outcomes for Pharmacy Technician Programs  
in Canada**

**March 2007**

## Framework of the Educational Outcomes Document

There are seven educational outcomes. In order to graduate, learners in pharmacy technician programs must demonstrate that they can safely and competently perform the technical, distributive, and information-gathering aspects related to the preparation and release of pharmaceutical products in practice settings in the community, hospitals, and other organized health care facilities. It is the responsibility of the program to provide learners with appropriate learning opportunities and assessment strategies so that by the completion of the learners' course of studies, the program can confirm that graduates have met the technical, distributive and information-gathering knowledge, skills, and values/attitudes as outlined by the outcomes.

The seven outcomes synthesize the knowledge, skills, and attitudes underlying safe and competent practice. Each outcome is a broad statement of role performance that reflects the essential learning and performance required to graduate from entry-level pharmacy technician programs. With each of the seven outcomes, there are outcome descriptors. These outcome descriptors are a comprehensive but not an exhaustive description of the essential knowledge, skills, and attitudes that the learners must develop and demonstrate.

The educational outcomes:

1. Reflect the key concepts about the essential learning, upon which Canadian pharmacy technician educational programs should be developed and measured. The educational outcomes incorporated in this document outline the broad-based, essential knowledge, skills, attitudes, and values required at the pharmacy technician's point of the entry into practice, whether in community, hospital, long-term care, or other pharmacy sectors. They set the foundation for professional growth through lifelong learning. It is believed that while graduates must meet these educational outcomes, the outcomes are not restrictive: programs can provide learning opportunities that exceed the required level of knowledge, skills, or attitudes or can have additional outcomes as defined by legislative parameters and professional standards.
2. Create benchmarks, which when applied as the basis of program approval/program accreditation, will enable an external agency or body to assess programs for consistency of curricula, delivery, and evaluation of the educational outcomes.
3. Respect provincial differences in pharmacy technician practice.
4. Integrate knowledge, skills, and attitudes found in existing regulatory and professional competency profiles and in provincial standards for the regulation of post-secondary institutions.
5. State the essential learning as performance based success in acquiring the knowledge, skills, and attitudes to enter practice. They describe the learning needed for the current and for an expanded professional role and frame the knowledge, skills, attitudes, required to fulfill these roles, wherever enabling legislation and professional standards of practice supports them.
6. Provide outcome descriptors, which describe the essential learning and role performance inherent in the outcome. Programs may choose to include more descriptors to meet local context and demand. In some jurisdictions legislation may enable performance of a broader role. Since these are intended as national outcomes, each outcome has general outcome descriptors and as well some outcomes have descriptors that identify the knowledge and skills required for the performance of this broader role. In the document, an asterisk (\*) will identify these outcome descriptors. It is proposed that programs should provide learners with opportunities to develop the knowledge and values to support these outcomes and all their descriptors and, where the legislation, regulations, standards, policies, and procedures permit, to practise. It is recognized, however, that for some learners their practice may occur only within the educational setting.
7. State the essential performance components for situations that require pharmacist intervention, those in which pharmacy technicians can work independently, and those in which pharmacy technicians perform interdependent actions with pharmacists, other pharmacy technicians, and healthcare team members.

**SUMMARY OF EDUCATIONAL OUTCOMES**  
**FOR PHARMACY TECHNICIAN PROGRAMS IN CANADA**

- 1.0 ASSUME LEGAL, ETHICAL, AND PROFESSIONAL RESPONSIBILITIES.
- 2.0 COMMUNICATE WITH PATIENTS, PATIENTS' AGENTS, AND HEALTHCARE PROVIDERS.
- 3.0 COLLABORATE WITH THE PHARMACIST AND MEMBERS OF THE HEALTHCARE TEAM.
- 4.0 PROCESS PRESCRIPTIONS IN COMPLIANCE WITH LEGISLATION AND ESTABLISHED POLICIES AND PROCEDURES.
- 5.0 PREPARE PHARMACEUTICAL PRODUCTS FOR RELEASE TO PATIENTS OR THEIR AGENTS, IN COMPLIANCE WITH LEGISLATION AND ESTABLISHED POLICIES AND PROCEDURES.
- 6.0 PERFORM DRUG DISTRIBUTION.
- 7.0 ASSUME MANAGEMENT, ADMINISTRATIVE, AND QUALITY ASSURANCE RESPONSIBILITIES TO ENSURE THAT PATIENTS RECEIVE QUALITY PHARMACEUTICAL PRODUCTS.

## Educational outcomes for Pharmacy Technician Programs in Canada

### 1.0 ASSUME LEGAL, ETHICAL, AND PROFESSIONAL RESPONSIBILITIES.

**Description:** Pharmacy technicians shall comply with legal requirements, practise within ethical guidelines and professional standards of practice and established policies and procedures; and, demonstrate professional integrity and the ability to fulfill professional responsibilities.

- 1.1 Be accountable for personal performance and conduct in the pharmacy technician role.
- 1.2 Responds to performance appraisals, evaluations and constructive criticism to enhance professional development.
- 1.3 Take responsibility for self-evaluation and professional development.
- 1.4 Comply with legislation, professional standards, and ethical guidelines.
- 1.5 Follow established workplace standards, policies and procedures.
- 1.6 Refer therapeutic issues and questions to the pharmacist.
- 1.7 Use critical thinking and problem-solving skills in every aspect of practice.
- 1.8 Use current, relevant, and appropriate information resources.
- 1.9 Act as a resource for patients.
- 1.10 Respect patient rights to quality care, dignity, privacy, confidentiality, and to make their own decisions.
- 1.11 Respect cultural diversity.
- 1.12 Maintain confidentiality of all patient, corporate and workplace information.
- 1.13 Promote understanding of the pharmacy technician role and its relationship to the roles of other healthcare providers.
- 1.14 Promote patients' health and wellness in collaboration with other members of the pharmacy team.
- 1.15 Appreciate the role that professional associations can have in promoting the professional role of pharmacy technicians.
- 1.16 Commit to lifelong learning, continuing education, self-evaluation and professional development, as means to maintain and improve required knowledge base and performance skills.

## 2.0 COMMUNICATE WITH PATIENTS, PATIENTS' AGENTS, AND HEALTHCARE PROVIDERS.

**Description:** Pharmacy technicians communicate with groups and individuals to support optimal client care and to promote health. Communication can be with the patients or their agents, pharmacists, pharmacy technicians, pharmacy personnel, and other healthcare providers.

- 2.1 Respond within the parameters of the pharmacy technician role to patients' questions.
- 2.2 Direct patients', patients' agents', and/or other health-care providers' questions and concerns that are outside the pharmacy technician role and/or personal competency to the pharmacist.
- 2.3 Demonstrate knowledge of appropriate and effective communication and listening skills:
  - 2.3.1 Recognize facilitators of and challenges to communication.
  - 2.3.2 Use appropriate communication techniques.
  - 2.3.3 Use oral and written language and communication style appropriate to purpose, setting, and situation.
  - 2.3.4 Read, write, and speak fluently in an official Canadian language at the competency level defined by the provincial pharmacy regulatory authority.
  - 2.3.5 Use conflict management skills effectively.
  - 2.3.6 Use interpersonal skills when interacting with patients, patients' agents, and healthcare providers.
  - 2.3.7 Respect confidentiality of all communication.
- 2.4 Use established communication policies, procedures, or protocols within the pharmacy and when interacting with the patients, the patients' agents, and healthcare providers.
- 2.5 Use information sources and technology.
  - 2.5.1 Be able to operate a pharmacy software system competently.
  - 2.5.2 Be able to effectively communicate using electronic devices such as telephones and facsimiles.
- 2.6 Complete accurate, legible records and documentation including patient medication records that meet standards, policies, and procedures.
- 2.7 Follow standards, policies, and procedures related to the maintenance, security, and disposal of records.
- 2.8 Prepare business correspondence including letters and memoranda as required.
- 2.9 Inform patients or patients' agents about the technical aspects of the use of point-of-care home monitoring products, drug delivery devices, supplies and medical equipment.

**3.0 COLLABORATE WITH THE PHARMACIST AND MEMBERS OF THE HEALTHCARE TEAM.**

**Description** Pharmacy technicians, as members of the pharmacy and healthcare teams, collaborate in the preparation, release, and supply management of pharmaceutical products. Their work supports the goal of optimal patient outcomes, pharmacy practice, and inter-professional relations.

- 3.1 Participate effectively as a professional healthcare team member.
- 3.2 Establish and maintain positive working relationships.
- 3.3 Bring to the pharmacist's attention any alerts or therapeutic issues, changes and/or compliance issues and/or patients' or patients' agents questions or concerns.
- 3.4 Support patients and patients' agents need for consultation with a pharmacist.
  - 3.4.1 Recognize the need for patients and patients' agents to consult with the pharmacist about therapeutic concerns and issues.
  - 3.4.2 Inquire, prior to releasing the pharmaceutical product, whether patients or patients' agents have been offered/have received counselling by the pharmacist.
  - 3.4.3 Inform the pharmacist of patients' or their agents' need for counselling in a timely manner.
- 3.5 Collaborate with the pharmacist in the release of the pharmaceutical product to the correct patients or patients' agents.

#### 4.0 PROCESS PRESCRIPTIONS IN COMPLIANCE WITH LEGISLATION AND ESTABLISHED POLICIES AND PROCEDURES.

**Description:** Pharmacy technicians, acting within legislation and established policies and procedures, support safe and effective patient care by receiving prescriptions and entering and storing information that can be easily accessed, retrieved, and provided to the appropriate healthcare provider.

- 4.1 Receive prescriptions from patients, patients' agents, or appropriate healthcare providers.
- 4.2 Prioritize and organize prescriptions as they are received.
- 4.3 Refer therapeutic questions to the pharmacist.
- 4.4 Read, understand, and use pharmaceutical, medical, laboratory, metric, imperial, household, and apothecary terms, abbreviations, and symbols.
- 4.5 Check for authenticity of prescriptions received. \*
  - 4.5.1 Determine whether prescriptions meet all legal requirements, and where they do not, notify the pharmacist, and follow up using applicable policies, effective communication, and discretion.
  - 4.5.2 Use healthcare provider lists, where available, to determine current status of prescriber's privileges.
- 4.6 Verify accuracy and completeness of demographic and prescription data. \*
  - 4.6.1 Review prescriptions for clarity of abbreviations, medical terminology, drug names, dosage forms, strengths, quantity, directions, prescriber, date, patient demographics, third party insurance/information availability, schedule, legislation, route, and related information.
  - 4.6.2 Recognize common trade or generic names, dosage forms, doses, quantities, and directions for use of commonly used prescription drugs.
- 4.7 Gather information to create and maintain the patient profile or health record.
  - 4.7.1 Collect and/or update patients' demographics, current health histories, allergies, use of non-prescription products, and third party information.
  - 4.7.2 Identify when there are changes in the drug and dosage, the patient profile or health record, and where provided, the diagnosis or medical condition; and notify the pharmacist.
  - 4.7.3 Use paper-based, electronic, and other resources to locate and select information.
  - 4.7.4 Confirm and update demographic, third party, and prescription data entered into the record and compare data against information received before processing the prescription.
  - 4.7.5 Recognize the names, classifications, and uses of commonly used non-prescription drugs.
- 4.8 Identify and report to the pharmacist:
  - Prescriptions that do not meet legal requirements.
  - Changes in the drug, dosage, quantity, dosage form, directions, the patient profile or health record, and where provided, the diagnosis or medical condition.
  - Known allergies, alert flags for drug allergies, drug or disease interactions, patient non-compliance or other therapeutic issues and considerations, and/or discrepancies.
- 4.9 Act within parameters of role, knowledge, and experience.
  - 4.9.1 Use understanding of knowledge of pharmacology, therapeutics, anatomy, physiology, and common medical conditions.

- 4.9.2 Correlate trade and generic names of major drug classifications and medications with their common reasons for use, adverse effects, drug interactions, and drug dosage forms, strengths, and routes.
- 4.9.3 Identify the relevance, applicability, accuracy, reliability, and validity of information received or retrieved.
- 4.9.4 Apply knowledge of quality assurance as it applies to safe medication practices.
- 4.10 Apply drug schedules, legislation, and categories including prescription, non-prescription, restricted access, and natural products.
- 4.11 Inform patients about the third-party plan coverage and payment requirements for prescription and for non-prescription products not designated as benefits.
- 4.12 Implement workplace pricing policies and pricing constraints.
- 4.13 Transfer/copy a prescription, in compliance with relevant legislation and established policies and procedures. \*
- 4.14 Transfer a prescription to another pharmacy. \*
  - 4.14.1 Receive the request from patients or patients' agents to transfer the prescription.
  - 4.14.2 Take appropriate action to verify that patients or patients' agents have approved/requested the transfer and document the actions taken.
  - 4.14.3 Ensure accuracy and completeness of prescriptions before transferring the prescriptions.
  - 4.14.4 Complete required documentation.
- 4.15 Receive prescription information from another pharmacy. \*
  - 4.15.1 Receive/transcribe the prescriptions, gather information, verify accuracy and completeness of the demographic and prescription data, and check for authenticity.
  - 4.15.2 Complete required documentation.
- 4.16 Provide prescription information to patients and authorized recipients such as patients' agents or healthcare providers.
  - 4.16.1 Ensure the accuracy and completeness of demographic and prescription data.
  - 4.16.2 Complete required documentation.

(\*) *This outcome descriptor indicates the requirement that learners have the appropriate knowledge and where the legislation, regulations, standards, policies, and procedures permit, have demonstrated performance.*

**5.0 PREPARE PHARMACEUTICAL PRODUCTS FOR RELEASE TO PATIENTS OR THEIR AGENTS, IN COMPLIANCE WITH LEGISLATION AND ESTABLISHED POLICIES AND PROCEDURES.**

**Description:** Pharmacy technicians, acting within legislation and established policies and procedures, acquire products, perform calculations, measure ingredients, and prepare sterile and non-sterile extemporaneous products and those from formulae for release to patients or their agents.

- 5.1 Ensure a clean and accessible work area; follow infection control procedures; exercise caution related to workplace hazards; and safely perform high-risk activities.
- 5.2 Recognize when to use and correctly use legislative requirements and workplace hazardous materials information when preparing products and compounds.
- 5.3 Comply with legislative requirements and established policies and procedures related to:
  - Handling of controlled substances including narcotics and targeted substances.
  - Preparing sterile pharmaceutical products.
  - Preventing and transmitting disease.
- 5.4 Use systems of measurement common to pharmacy practice.
- 5.5 Perform accurate calculations and conversions and document the results of dosage calculations and extemporaneous products.
- 5.6 Solve pharmaceutical calculations that require common and decimal fraction conversion, manipulation of ratios and proportions, and percentages.
  - 5.6.1 Calculate the amount of drug product required for a single dose, for a day, and for a full drug order.
  - 5.6.2 Calculate drug dose based on body weight, body surface area or age, and determine the amount to be released based on prescription dose, frequency, and duration of therapy.
- 5.7 Verify calculations, weights and volumes, and where necessary, confirm these with a member of the pharmacy team who is regulated and document the results.
- 5.8 Select the pharmaceutical product/compound that meets the requirements of the prescription.
- 5.9 Identify interchangeable drugs appropriately when selecting pharmaceutical products needed for patients.
- 5.10 Select clean or aseptic technique, whichever is appropriate to the task, and comply with the relevant principles, standards, and established policies and procedures.
- 5.11 Select and operate equipment, appropriate to the task, including equipment used to prepare sterile products, and maintain this equipment.
- 5.12 Prepare/compound for release pharmaceutical products including extemporaneous compounds, sterile products, intravenous admixture, parenteral nutrition, and chemotherapy.
- 5.13 Prepare a non-sterile compound, a pre-packaged pharmaceutical product, or a reconstituted pharmaceutical product.
- 5.14 Prepare pharmaceutical products.
  - 5.14.1 Apply principles of drug solubility, stability, incompatibility, contamination, and product handling.
  - 5.14.2 Resolve problems involving drug solubility, stability, incompatibility, contamination, and product handling.
  - 5.14.3 Confirm where necessary, the problem solutions and document the results.
  - 5.14.4 Prepare, reconstitute, and compound according to approved formulation instructions and label correctly.
  - 5.14.5 Count, measure, or weigh the pharmaceutical product or products.

- 5.14.6 Verify accuracy and appropriateness of ingredients and quantities including weights and volumes.
- 5.14.7 Confirm where necessary with a pharmacy professional approved by the regulatory authority that quantities and ingredients are accurate, that intermediary processes have been correctly performed; and that the documentation has been completed.
- 5.15 Check the accuracy and completeness of pharmaceutical products prepared for release.
  - 5.15.1 Confirm that a pharmacist/pharmacy intern and/or a pharmacy technician who is authorized by enabling legislation, regulatory authority, and established policies and procedures, has checked and signed off on pharmaceutical products.

**Explanation**

Where permitted by enabling legislation, regulatory authority, and established policies and procedures), graduates of accredited pharmacy technician programs shall have the knowledge, skills, and attitudes required to:

- (a) Check pharmaceutical products prepared by other pharmacy technicians and where permitted, other members of the pharmacy team;

And,

- (b) Ensure, having prepared a pharmaceutical product, that a registered pharmacist/pharmacy intern or another pharmacy technician, who is authorized to do so through legislation and regulatory authority, has checked the products. \*

These steps ensure that pharmaceutical products have been checked twice, at minimum, during the preparation phase of the process and before release to patients or their agents.

- 5.15.2 Confirm whether the pharmacist has had the opportunity to review the prescription and the patient profile or health record, before pharmaceutical products are released.
- 5.15.3 Confirm that all appropriate regulated personnel have checked and signed off pharmaceutical products before releasing them to patients or patients' agents.
- 5.15.4 Confirm that the correct patients or patients' agents receive the correct pharmaceutical products before releasing the products.
- 5.16 Clean or dispose of, in a safe, timely manner, and by following established policies and procedures, any equipment, instruments, unused products, and/or by-products used to prepare pharmaceutical products.
- 5.17 Select the appropriate container for the pharmaceutical product.
- 5.18 Affix the appropriate label(s) to the pharmaceutical product or container.
- 5.19 Provide appropriate patient information materials, where specified by the pharmacist.

(\*) *This outcome descriptor indicates the requirement that learners have the appropriate knowledge and where the legislation, regulations, standards, policies, and procedures permit, have demonstrated performance.*

## 6.0 PERFORM DRUG DISTRIBUTION.

**Description:** Pharmacy technicians contribute to drug distribution by performing the functions of acquisition, preparation, and distribution of drug products and dosage forms in a manner that ensures the safety, accuracy, and quality of supplied products. They demonstrate the technical skills that are within pharmacy technician practice, including the use of computers and other technological tools. They use the business principles, policies, and procedures of their practice settings to support the preparation and release of quality pharmaceutical products.

- 6.1 Carry out distributive functions in a manner that ensures medication safety.
- 6.2 Comply with site-specific drug-distribution policies and procedures.
- 6.3 Describe distribution systems such as individual patient prescription, unit dose, compliance dose, and how these systems are used in different practice settings.
- 6.4 Describe automated dispensing machines, unit dose packaging equipment, infusion devices, and compounding devices.
- 6.5 Maintain and efficiently manage the workplace's drug distribution system.
- 6.6 Deliver pharmaceutical products to the correct person or designated location.
- 6.7 Document drug distribution activities.
- 6.8 Manage inventory.
  - 6.8.1 Apply knowledge of inventory management (sales/usage, rate of sale/usage, turnover, days of inventory, average inventory).
  - 6.8.2 Maintain inventory control systems (minimum, maximum, order point, and order quantity).
  - 6.8.3 Order drugs and supplies and maintain appropriate inventory levels.
  - 6.8.4 Follow policies and procedures for purchasing and receiving.
  - 6.8.5 Receive, verify, and reconcile pharmacy orders.
  - 6.8.6 Package or repackage and label bulk drugs correctly.
  - 6.8.7 Follow procedures for the proper storage, handling, distribution, removal, and disposal of expired and unusable drugs.
  - 6.8.8 Ensure that products remain in date by rotating inventory, restocking, and monitoring expiry dates.
  - 6.8.9 Follow appropriate legislation and established policies and procedures to purchase, receive, store, and distribute controlled substances including narcotics, controlled drugs, and targeted substances.
- 6.9 Apply basic product display and merchandising skills.
- 6.10 Be familiar with non-pharmacological products such as point of care home monitoring products, drug delivery devices, supplies, and medical equipment.

**7.0 ASSUME MANAGEMENT, ADMINISTRATIVE, AND QUALITY ASSURANCE RESPONSIBILITIES TO ENSURE THAT PATIENTS RECEIVE QUALITY PHARMACEUTICAL PRODUCTS.**

**Description:** Pharmacy technicians have a significant role in the efficient and effective operation of a pharmacy. Their role includes knowledgeable use of electronic, technical, and technological means to enter, access and retrieve information, do reimbursement, billing, co-payment, and report writing. They contribute to the working environment, quality assurance, and quality improvement processes of the pharmacy.

- 7.1 Collaborate to ensure optimal workplace practices:
  - 7.1.1 Use time management skills to prioritize workload demands, to establish and work within realistic timeframes, and to evaluate and modify work patterns.
  - 7.1.2 Be familiar with pharmacy management issues related to workflow, staffing requirements including workload management systems, such as the Canadian Institute for Health Information (CIHI) scheduling personnel, determining and coordinating tasks, prioritizing and organizing pharmacy services, and developing operational policies.
  - 7.1.3 Identify opportunities for increased effectiveness and efficiency of pharmacy services.
  - 7.1.4 Apply knowledge of formularies, benefit lists, interchangeable products, the role of co-payments and deductible limits, and prescription quantity limitations.
  - 7.1.5 Prepare invoices as required.
- 7.2 Collaborate with the pharmacist and other healthcare professionals in reducing and preventing medication errors and discrepancies.
  - 7.2.1 Be familiar with medication safety issues inherent in all drug dispensing or distribution systems and be able to reconcile errors and discrepancies.
- 7.3 Comply with federal and provincial legislation and established standards, policies, and procedures related to the requirements for:
  - 7.3.1 Prescriptions and prescription labelling.
  - 7.3.2 Maintenance, security, and disposal of records and patient and prescription information.
  - 7.3.3 Health and safety including the handling of hazardous products and the disposing of waste.
- 7.4 Be familiar with quality control/assurance procedures.
  - 7.4.1 Participate in the development, implementation, and evaluation of quality assurance indicators.
  - 7.4.2 Perform appropriate audits on automated dispensing cabinet replenishment, packaging/repackaging of pharmaceutical products, bulk compounding products, and medication storage areas outside the dispensary.
- 7.5 Select and use technology appropriate to the task.
  - 7.5.1 Comply with guidelines for safe and correct use of automated distribution devices.
  - 7.5.2 Be familiar with routine equipment maintenance tasks and resolution of minor mechanical breakdowns.
  - 7.5.3 Demonstrate data management skills to enter, update, access, retrieve, and store electronic and/or paper-based/manual entries and records.
  - 7.5.4 Be familiar with on-line adjudication of claims, pricing, billing systems, reports, claims, and drug interaction systems.
- 7.6 Be familiar with cash and other methods of payments.
  - 7.6.1 Complete cash payments.

- 7.6.2 Explain to patients, third-party plan coverage and payment requirements for prescription and for non-prescription products, not identified as benefits.
- 7.6.3 Process cash and third party prescriptions including patient profiles, labels, auxiliary labels, pricing, receipts, and third party reimbursement claims and other billing records by both electronic and manual means.

## GLOSSARY

### **Educational Outcome**

A learned ability resulting from the integration and mobilization of a set of effectively used resources (skills, attitudes, knowledge, values). In order to graduate, learners reliably demonstrate educational outcomes (written as broad statements of knowledge, skills, and attitudes) through a variety of valid assessment strategies.

Adapted from the Canadian Council for Accreditation of Pharmacy Programs, *Accreditation Standards and Guidelines for the Baccalaureate Degree Program in Pharmacy*. 2006.

### **Health History**

Current, relevant information about patients including their general health and any disease conditions that are currently being experienced, and those that are chronic or episodic in nature. These histories include information about current medications, both prescription and non-prescription. Patients' health histories include general demographic information such as age and gender.

### **Legislation**

All current law that is relevant to pharmaceutical care and pharmacy practice.

### **Pharmaceutical Product**

Any drug product purchased commercially from a pharmaceutical company or prepared in a pharmacy.

### **Pharmacy Technician**

Healthcare providers who are graduates of accredited educational pharmacy technician programs, who have completed requirements for entry-to-practice, and who may be regulated by their provincial jurisdiction(s). Pharmacy technicians are an integral part of the healthcare team and collaborate with that team to receive and process prescriptions and to prepare and release pharmaceutical product or device in a safe and competent manner. In some jurisdictions, *pharmacy technician* is a professional title protected by legislation.

### **Prescription**

An authorization from a practitioner to dispense a specified drug or device for use by a designated individual or animal. *Pharmacists, Pharmacy Operations and Drug Scheduling Act*, Province of British Columbia, March 1998.

### **Prescription Authenticity**

Only a regulated health professional, acting within the limitations established by legislation, is permitted to issue prescriptions. Authentic prescriptions contain the prescriber's correct name and identifying information including professional designation and address and will have accurate and complete information about the drug and/or pharmaceutical products that are needed by patients.

### **Therapeutic Questions**

Those questions or requests for clarification presented by patients, patients' agents, or health care providers that reflect therapeutic, prescription, health, and well-being-related issues that go beyond the basic knowledge and/or technical and/or distributive functions that are related to the pharmacy technician role. The content of and process for referring questions concerning therapy and the requirement to refer such matters to the pharmacist can be defined by legislation, or, where appropriate, by policies and procedures established by the workplace.