



UNION JOB DESCRIPTION

JD5739

JOB TITLE:	Pharmacy Technician - Best Possible Medication History (BPMH)	JOB DESCRIPTION NO.:	5739
CLASSIFICATION:	Regulated Pharmacy Technician; Clerk III, Health Records	GRID/PAY LEVEL:	F 32
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	15405; 10602
UNION:	HEU	JOB/CLASS CODE:	40766
PROGRAM/DEPARTMENT:	Pharmacy	BENCHMARKS (If Applicable):	15405; 10602
REPORTING TO:	Pharmacy Clinical Coordinator or designate		
FACILITY/SITE:	Royal Jubilee Hospital; Victoria General Hospital; Nanaimo Regional General Hospital; Campbell River & District General Hospital; Cowichan District Hospital (Quw'utsun Valley Hospital)		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of Island Health (Vancouver Island Health Authority), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Pharmacy Clinical Coordinator or designate and under the supervision of the Technician Team Leader and/or Site and/or Clinical Coordinator, the Best Possible Medication History (BPMH) Regulated Pharmacy Technician works in a variety of patient care settings to ensure accurate medication histories are obtained from patients and families. Working as a pivotal member of a multidisciplinary health care team, they ensure the accuracy and completeness of patients' medication histories upon admission to the hospital when patients are in their most acute state by conducting detailed interviews with patients in Emergency Rooms (including psych emergency, trauma bays and isolation rooms for communicable diseases), ICU, HAU and Medical Floors. The BPMH Pharmacy Technician gathers information about patients' current medications and compares this information with medical records including phoning family physician offices and retail pharmacies to acquire patient related information to identify any discrepancies or missing details.

Working closely with pharmacists, physicians, and other healthcare professionals both within and external to Island Health, they contribute to medication safety, optimize therapeutic outcomes, and enhance the quality of patient care. They operate in accordance with the competency guidelines and scope/standards of practice for Pharmacy Technicians as outlined by the College of Pharmacists of British Columbia, and according to organizational policies, procedures, standards, and unit specific protocols. The BPMH Clinical Pharmacy Technician role requires strong communication skills, attention to detail, and a commitment to patient safety.

Medication reconciliation is a required organizational practice; The best possible medication history is the first step in the medication reconciliation process making the work the BPMH Clinical Pharmacy Technicians completed essential to patient care and critical in meeting Accreditation Standards.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Completes a thorough and accurate BPMH within 4 hours of patients' admission to an acute care facility.

2. Conducts thorough interviews with patients and family members/caregivers to gather detailed information about their current medications, including prescription medications, over-the-counter drugs, herbal supplements, and vitamins. Access the provincial billing database for the province to clarify information as well as provincial electronic health records to support the delivery of patient care.
3. Liaises with other healthcare providers, pharmacies, and caregivers as needed to verify medication history information and confirm accuracy.
4. Compares the medication history information obtained from relevant sources of information with patient medical records to ensure accuracy and completeness of medication history. Identify and communicate discrepancies or missing information from medication information available and actual medication use to the healthcare team.
5. Collaborates with pharmacists, physicians, nurses, and other members of the healthcare team to ensure comprehensive medication management and patient safety during the hospital stay and upon discharge. Informal liaison with members of the health care team based on information provided during the patient interview.
6. Accurately documents all medication-related information obtained from patients and family members in the electronic health record which may include identifying a patient as a member of a high-risk population and communicating this with the care team.
7. Enters and ensures the accuracy and completeness of medications and personal health information in the electronic health record.
8. Reviews, creates and maintains an accurate record of a patient's home medication list and contributing to patient histories in the electronic health record (Ex. Social history and allergies).
9. Provides education to patients that is within their scope of practice such as appropriate medication disposal, appropriate medication storage, how to use devices such as insulin pens and inhalers appropriately, the importance of reporting adverse drug reactions and reviewing generic and brand names of medications.
10. Participates in quality improvement initiatives aimed at enhancing medication reconciliation processes and reducing medication errors.
11. Ensures compliance with relevant laws, policies, and standards governing medication management, patient privacy, and confidentiality.
12. Stays informed with Island Health policies, procedures, and guidelines for best possible medication history documentation through ongoing education and training.
13. Provides instruction and/or experiential learning and training to new pharmacy staff, undergraduate pharmacy students and pharmacy technician students.
14. Performs pharmacy technician and other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Grade 12 and graduation from an accredited Pharmacy Technician program or an equivalent combination of education, training, and experience. Current practicing registration as a Pharmacy Technician with the College of Pharmacists of British Columbia.

Skills And Abilities

- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Physical ability to carry out the duties of the position.
- Ability to keyboard.
- Ability to organize work.
- Ability to work independently with minimal supervision.

- Ability to work in high-risk direct patient care areas in potentially stressful environments.
- Ability to operate related equipment.