PHARMACY AUTOMATION SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for the day-to-day operations of the hospital’s automated pharmacy dispensing systems. An incumbent provides user support, performs maintenance activities and troubleshooting, and monitors proper functionality and use of the system. An incumbent coordinates the installation of new units or the expansion of the system with the appropriate hospital departments, such as Information Systems and Facilities. Supervision is not a responsibility of this position. Does related work, as required.

EXAMPLES OF WORK:

Assists pharmacists and technicians and other staff in the safe, effective, and efficient operation of the automated medication distribution process;

Coordinates setup, new builds, installations and expansions, ensuring that all systems, such as network, emergency power, space, etc., are ready for the unit ‘go-live’;

Communicates the status of system projects, activities and issues to pharmacy, nursing and other appropriate staff;

Informs system operations team of any upcoming HIS interface software changes, nursing unit moves, or other activities that may affect the proper functioning of the system;

Monitors system activities and communications with the main hospital information system;

Installs new hardware or software when required;

Troubleshoots the system as issues arise;

Performs physical inspection of stations, and makes or coordinates any necessary repairs;

Ensures that the stations are updated to conform with changes to the formulary;

Manages the user database and maintains an up-to-date user list and activates, deactivates and deletes users as necessary;

Manages inventory of units, reviews and adjusts par levels, monitors expiration dates, and reviews orders against medications withdrawn from the stations;

Establishes the training necessary for each user group to effectively use the system and creates training modules;

Trains or facilitates training of new staff and re-educates existing staff in all user groups, including Nursing, Anesthesia, Pharmacy, etc.;

Establishes and reviews daily batch reports, such as refill reports, stock out reports, all station events, discrepancies, overrides, ordered meds not loaded, etc.;
EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Monitors override activities, nursing activities and discrepancies, and follows up with appropriate Nurse Manager regarding problems requiring resolution;

Maintains files of all pertinent reports and ensures that they are reviewed by a Pharmacist when necessary;

Routinely archives system data;

Participates as a member of the multidisciplinary team to address system issues, develop and review policy and procedure, and contribute to planning and implementation;

Collects data for studies as defined by the Coordinator of Pharmacy Systems;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

May access protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e., incidental vs. extensive);

May perform other incidental tasks, as required.

FULL PERFORMANCE KNOWLEDGE SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the operational procedures and components of an automated pharmacy system; good knowledge of the rules and regulations governing the dispensing of medications in New York; good knowledge of regulations as they apply to the different categories of personnel using the system; good knowledge of the processes and procedures of dispensing medication at the hospital; ability to determine and resolve technical system problems; ability to establish effective working relationships with a variety of professional, technical, and support staff; good communication skills; sound judgment; accuracy; tact; resourcefulness; initiative; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:
High school or equivalency diploma and five years of experience as a Pharmacy Technician in a hospital or health care facility using an automated system such as Pyxis for dispensing medication.