Binghamton University School of Pharmacy and Pharmaceutical Sciences
Pharmacy Technician Program

The Pharmacy Technician Program is committed to diversity and educating students who will make the population of health care professionals a true representative of our diverse community.

The following technical standards are not intended to deter any candidate for whom reasonable accommodation will allow the fulfillment of the complete curriculum. Program applicants and admitted learners with disabilities are encouraged to connect with Binghamton University's Services for Students with Disabilities to determine whether there are any reasonable accommodations that would permit the individual to satisfy the program standards. **Please include a signed acknowledgement with your application (see below).** The following technical standards are required of all students enrolled in the Pharmacy Technician Program:

Theme	Essential Function	Example of Required Activities (Not all inclusive)
Observation	Candidates must be able to observe demonstration and participate in hands- on learning in the classroom, laboratory and clinical experiential settings. Candidates must be able to acquire information from written documents and computer systems.	• Reading increment gradients on syringes and other measuring devices. • Reading various instruments for measurement in compounding. • Visually discern shades of colors and distinguish marking on tablets/capsules. • Assess the environment at a distance. • Enter, transcribe, and record information in written or electronic/digital forms. • Reading medication and/or patient documents. • Recognize and interpret facial expressions and body language. • Recognize and respond to soft voices, or voices over the telephone, through a face mask, speaker or from a microphone.
Communication	Candidates must be able to communicate effectively, sensitively, and efficiently with patients, families, health care professional and faculty. Candidates must be able to acquire the patient's medical/medication history in a timely manner, interpret non-verbal information, and establish a rapport with patients. Candidates must be able to engage in conversations with patients, caregivers and other health care professionals, including the ability to engage with professionals across multiple modalities including verbal and written language. Candidates are also required to record information accurately and clearly; and communicate efficiently in English with other health care professionals. Candidates must possess awareness of his/her/their own, as well as others', demeanor and nonverbal communication and be able to adjust his/her/their own behaviors as dictated by the situation.	• Sufficiently communicate in English to retrieve information from literature, lectures, computerized databases, electronic learning management systems (e.g. Brightspace), cloud-based course platforms (e.g. PharmTech Ready) to communicate concepts on prescription orders and patient profiles and complete learning assessments. • Communicate effectively and efficiently with patients, students, staff, faculty, and all members of the healthcare team during all learning experiences. • Fluently read and comprehend the English language necessary to understand written and/or electronic medication orders and understand any signage related to safety and patient care/customer service. • Interact with healthcare faculty and patients in person, over telephone or via videoconferencing platform (e.g. Zoom or Microsoft Teams).
Motor Skill &	Candidates must have sufficient motor functions	• Walking, standing, lifting, pushing

Mobility	that they are able to execute movements required to participate in relevant pharmacy operational duties in all health care settings within a specified amount of time.	• Demonstrate hand-eye coordination and finger dexterity required to achieve psychomotor objectives for prescription preparation (for example use of a tablet counter, needles, syringes, processing drug orders including operating a keyboard, dispensing all types of dosage forms, safe and aseptic handling of sterile preparations, accurate dosing of sterile preparations).
Interpersonal Behavior & Social Skills	Candidates must exhibit the emotional maturity required for full utilization of their intellectual abilities, which includes, but is not limited to, the exercise of good judgment, and the prompt completion of responsibilities associated with the care of patients and participation in pharmacy duties.	• Tolerate physically, mentally and emotionally demanding workloads, function effectively under stress, adapt to changing environments, display flexibility and learn to function in the face of uncertainties inherent in the clinical environment. • Express compassion, integrity, concern for others, interpersonal skills, interest, and motivation when working with patients, staff and faculty. • Manage apprehensive patients with a range of moods and behaviors in a tactful, culturally sensitive, congenial, personal matter so as not to alienate or antagonize them. • Accept feedback and respond by appropriate modification of behavior. • Show genuine empathy, understanding, interest and professionalism while interacting with patients.
Cognitive & Intellectual	Candidates must be able to assimilate detailed and complex information presented in both didactic and clinical coursework. Candidates are expected to possess the ability to measure, calculate, reason, analyze, synthesize, and transmit information. Candidate must also command the ability to think critically, possess problem-solving and organizational skills necessary the classroom, laboratory and clinical setting.	• Learn through a variety of methods including, but not limited to, classroom instruction, small group, problem-based learning groups, team and collaborative activities, individual study, preparation and presentation of reports simulations, and through the use of technology. • Organize time independently and manage multi- faceted demands and schedules. • Perform mathematical calculations essential to the duties of a pharmacy technician. • Demonstrate active and engaged listening skills.
Environment	Candidate must have the sensory and physical well-being that will allow an individual to tolerate occasional distressing and/or disturbing conditions that may be present in a clinical setting. Candidates must be able to perform tasks in noisy and complex environments	• Tolerate smells associated with disease states and infections. • Acclimate to various noises which may range from distractions to annoyances. • Function effectively (by completing the given task) in emergent and stressful situations.
Computer & Technological Skills	Candidates must be able to utilize electronic technology in didactic, laboratory and clinical environments.	• Demonstrate basic computer functions such as data entry, printing and ability to function in multiple screens simultaneously. • Learn and understand the software technology utilized in the health setting. • Demonstrate the ability to fully utilize computer equipment such as keyboard, mouse and bar- code scanner necessary to process orders and document any discrepancies.

Problem Solving/ Organizational Skills	Candidates must think critically, and demonstrate problem-solving and organizational skills necessary in providing quality patient care. Candidates must be able to collect, interpret and integrate information to make good decisions within the range of abilities and scope of practice. Candidates must be able to adapt to changing environments, to display flexibility and function in the face of uncertainties inherent in the academic and clinical environments with appropriate coping responses.	• Demonstrate the skills necessary to prioritize collections especially in emergent situations. • Effectively troubleshoot/adapt when necessary. • Understand additional resources available, where to locate them and how to use them.
Ethics and Professional Conduct	Candidates are expected to exhibit integrity, honesty, professionalism, compassion, and display a spirit of cooperation and teamwork. Candidates must adhere to the code of conduct for technicians described by the Pharmacy Technician Certification Board (See https://www.ptcb.org/guidebook/general-policies) and the code of ethics of the American Association of Pharmacy Technicians (See https://www.pharmacytechnician.com/pharmacy-technician-code-of-ethics/)	• Recognize the importance of performing duties in accordance with policies and standard operating procedures. • Accept the expectation of maintaining patient confidentiality, both from a legal standpoint and a humanitarian perspective. • Understand the Patient Bill of Rights and perform care in a manner that exhibits respect, dignity and empathy for the patient and family members. • Understand and perform care in a manner that respects and values human differences including but not limited to differences including: age; gender identity/expression; marital status; physical size; psychological, physical, or learning disability; race/ethnicity; religious, spiritual, or cultural identity; sex; sexual orientation; socioeconomic status; veteran status.

These Technical Standards were adapted with permission from the Mayo Clinic College of Medicine and Science Health Sciences Education Pharmacy Technician Program technical standards publicly available on their website.

Learners with disabilities may contact Binghamton University Services for Students with Disabilities for more information or to request an accommodation for this program at 607-777-2686 (Voice), Fax: 607-777-6893, email at ssd@binghamton.edu.

I have read and understand the Binghamton University School of Pharmacy and Pharmaceutical Sciences Pharmacy Technician Program's Technical Standards above. I acknowledge my understanding and, to the best of my knowledge, agree that I meet these standards, with or without reasonable accommodations. I also understand that should I need an accommodation(s) due to disability or should the need arise during my program, it is my responsibility to contact the Office of Services for Students with Disabilities to determine if any specific accommodations may be necessary and can be made.

Name: _____

Signature: _____

Date: _____

This form must be submitted with your application.