

<p>ExCPT Certified Pharmacy Technician (CPhT) Detailed Test Plan*</p> <p><i>100 scored items, 20 pretest items</i> <i>Exam time: 2 hours 10 minutes</i></p>	# scored items
1. Regulations and Pharmacy Duties	35
A. Overview of technician duties and general information	14
1. Ensure all work performed by the technician is checked by the pharmacist.	
2. Identify medication prescribing and/or use patterns requiring pharmacist intervention.	
3. Differentiate between tasks that may be performed by a pharmacy technician and those that must be performed by a pharmacist.	
4. Comply with rules and regulations when filling prescriptions.	
5. Follow policies and procedures with regard to pharmacy workflow.	
6. Maintain a clean work environment in the pharmacy and patient care areas.	
7. Maintain pharmacy security by following proper procedures (e.g., alarms, personnel admitted, restricted areas).	
8. Remove recalled, discontinued, and overstocked products from inventory.	
9. Assist the pharmacist in managing inventory by placing, receiving, verifying, and stocking orders.	
10. Communicate to staff, healthcare professionals, and patients any changes in product availability (e.g. new, discontinued, back-ordered, and recalled products).	
11. Maintain proper supplies of prescription vials, caps, bottles, and other supplies.	
12. Identify expired products in a pharmacy's inventory.	

\*based on the results of the Job Analysis Study completed in 2010

13.	Dispose of drugs using proper procedures.	
B.	Controlled substances	10
1.	Properly file all classes of prescriptions.	
2.	Differentiate among the controlled substances schedules and the products within them.	
3.	Comply with rules and regulations when refilling prescriptions.	
4.	Follow the proper rules and regulations regarding the transfer of prescriptions between pharmacies.	
5.	Follow the proper rules and regulations for non-controlled substances when handling refills and/or partial filling of prescriptions.	
6.	Follow the correct procedures for handling requests for pseudoephedrine.	
7.	Comply with laws that pertain to handling sales of Schedule V and regulated non-prescription products.	
8.	Follow laws and regulations of the Controlled Substance Act with regard to ordering, storage, inventory, and dispensing.	
9.	Differentiate between legitimate versus illegitimate DEA numbers.	
C.	Other laws and regulations	11
1.	Maintain HIPAA compliance while communicating with patients.	
2.	Maintain HIPAA compliance while communicating with healthcare professionals.	
3.	Comply with HIPAA requirements regarding collection, storage, and disclosure of patient information.	
4.	Comply with laws and regulations regarding generic substitution.	
5.	Identify the practitioners who are authorized to prescribe specific medications.	
6.	Interpret prescriber identifier numbers (e.g. DEA, NPI, UPIN).	

7.	Properly package prescription medications in child-resistant containers or other approved containers as required.	
8.	Comply with professional, state, and federal laws and regulations.	
9.	Use information found on medication stock bottles, such as drug name and strength, expiration date, and lot number.	
10.	Inform patients of the different types of information they can find on an OTC package label.	
2. Drugs and Drug Therapy		11
A.	Drug classification	4
1.	Differentiate among different therapeutic classes of drugs.	
2.	Differentiate among various dosage forms (e.g. tablets versus capsules, ointments versus creams, controlled-release versus immediate-release, parenteral versus oral).	
3.	Match commonly used over-the-counter products with their most common indications.	
4.	Interpret what is represented by each of the three components of an NDC number.	
B.	Most frequently prescribed medications	7
1.	Interpret basic medical terminology commonly used in the pharmacy in order to effectively assist the pharmacist.	
2.	Match brand and generic names of commonly used prescription drugs.	
3.	Contrast generic and brand-name medications with regard to cost and effectiveness.	
4.	Match commonly used prescription drugs with their most common indications.	
5.	Recognize common and serious adverse drug reactions, contraindications, and drug interactions.	
6.	Recognize physical interactions and incompatibilities in the preparation of compounded and parenteral medications.	

3. Dispensing Process	54
A. Prescription information	8
1. Analyze a prescription form for completeness and gather any information that is missing.	
2. Properly process telephone, facsimile, and electronic prescription orders.	
3. Obtain prescription refill authorization requests from prescribers.	
4. Obtain information from patients pertaining to demographics, medication history, health conditions, allergies, and third-party payers.	
5. Correctly translate a prescriber's directions for use into accurate and complete directions for the patient.	
6. Interpret abbreviations used on prescriptions.	
7. Avoid common misinterpretations of prescription abbreviations.	
B. Preparing/dispensing prescriptions	29
1. Maintain and calibrate sterile compounding equipment.	
2. Identify drugs that require special handling procedures.	
3. Communicate appropriately and professionally with patients.	
4. Communicate appropriately and professionally with healthcare professionals.	
5. Follow proper record-keeping procedures pertaining to the pharmacy.	
6. Follow the pharmacy's quality assurance policies and procedures.	
7. Follow proper procedures to avoid medication errors.	
8. Take proper corrective action after detecting potential medication errors.	
9. Prevent mix-ups between look-alike, sound-alike products.	

10.	Follow proper procedures to assure delivery of the correct prescriptions to patients.	
11.	Properly use automated dispensing devices or other devices used in the dispensing process.	
12.	Maintain, calibrate, and stock automated dispensing systems.	
13.	Accurately enter prescription information into the computer.	
14.	Properly and accurately prepare prescription labels.	
15.	Prepare printed patient information leaflets.	
16.	Use the proper DAW code when entering prescription data into the computer.	
17.	Take proper action when receiving computerized messages, such as compliance alerts or interaction alerts, while entering data for a prescription.	
18.	Use auxiliary labels properly.	
19.	Properly label drug products packaged in approved containers or, when appropriate, in original packages.	
20.	Properly enter, update, and maintain electronic patient profiles.	
21.	Properly package and ship medications.	
22.	Answer patients' questions about their third-party prescription coverage.	
23.	Interpret third-party payer identifier numbers (e.g. BIN, PCN).	
24.	Complete claim forms properly.	
25.	Properly process third-party prescriptions.	
26.	Contact third-party payers and/or prescribers with regard to rejected claims.	
C.	Calculations	7
1.	Convert within and between each of the systems of measurement.	
2.	Calculate the quantities of prescription medications to be dispensed.	

3.	Correctly calculate the days' supply for prescriptions.	
4.	Properly calculate individual and daily dosages.	
5.	Correctly perform compounding calculations (e.g. ratio strength, w/w%, w/v%, v/v%, dilution/concentration, mEq).	
6.	Perform basic pharmacy business calculations (e.g. pricing and inventory control).	
D.	Sterile products, unit dose and repackaging	10
1.	Follow proper compounding procedures for non-sterile products.	
2.	Properly label and dispense medications when using multi-dose vials, punch cards, or unit-dose packaging.	
3.	Properly repackage and label unit-of-use products.	
4.	Properly calculate expiration dates for repackaged products.	
5.	Help patients interpret available manufacturer information regarding the use of various compliance aids and devices.	
6.	Differentiate among the various routes of administration for parenteral products.	
7.	Differentiate among the various types of sterile products.	
8.	Follow correct procedures for maintaining the environment for the sterile product compounding area.	
9.	Compound and label sterile products accurately.	