

Washington State Pharmacy Quality Assurance Commission

Sample Ancillary Personnel Utilization Plan

Overview

What is an AUP?

An Ancillary Personnel Utilization Plan (AUP) is a document that pharmacies licensed by the Pharmacy Quality Assurance Commission (commission) must submit to the commission for approval, prior to the utilization of pharmacy assistants or pharmacy technicians ([RCW 18.64A.040](#) and [RCW 18.64A.060](#)).

What is an AUP required to include?

An AUP must contain information regarding how pharmacy assistants or pharmacy technicians will be utilized and supervised while working in the pharmacy, including explanations of delegated tasks, and the conditions under which pharmacy assistants or pharmacy technicians are expected to perform their tasks ([WAC 246-945-410](#)). All functions shall be listed in the AUP application. Specialized functions are no longer required to be submitted separately.

Where should Pharmacy Ancillary Utilization Applications be submitted?

The [Pharmacy Ancillary Utilization Application](#), along with a completed ancillary personnel utilization plan, and check or money order made payable to **Department of Health**, should be mailed to:

Department of Health
P.O. Box 1099
Olympia, WA 98507-1099

Please send any other documents not sent with the initial application to:

Pharmacy Quality Assurance Commission Credentialing
P.O. Box 47877
Olympia, WA 98504-7877

Please retain a copy of your submitted AUP and Pharmacy Ancillary Utilization Application for your records.

To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email doh.information@doh.wa.gov.

When should an initial Pharmacy Ancillary Utilization Application and AUP be submitted?

Pharmacies that are applying for an initial license with an AUP and Pharmacy Ancillary Utilization Application, must submit them at least 60 days prior to a Pharmacy Commission business meeting.

Why has the commission issued a sample AUP? Is my pharmacy required to use the sample AUP?

The commission has provided this sample AUP as a tool to assist licensees in creating a plan for utilizing its pharmacy personnel. The use of the sample AUP is not required, however, pharmacies may choose to use it as a template and format it to meet their specific practice needs.

How do I use the sample AUP?

Your pharmacy may use the sample AUP to document the duties and responsibilities to be performed by ancillary personnel. Tables are provided for you to input the duties and responsibilities of both pharmacy technicians and pharmacy assistants. Appendix A contains additional tables should you require more space to complete your plan. Appendix B contains a supplemental list of potential duties and responsibilities that may be helpful to pharmacies as they prepare their AUPs. Note: Appendix B does not contain an exhaustive list. It is intended to function as a resource, but its use is not required.

Where can I find information regarding staffing and the supervision of pharmacy personnel?

The commission recognizes that many pharmacies face challenges related to adequate staffing. For reference, [WAC 246-945-410](#) addresses sufficient staffing in the pharmacy. [WAC 246-945-460](#) specifically addresses the staffing and supervision of pharmacy personnel, which the responsible pharmacy manager determines. Chapter [18.64A RCW](#) addresses the duties of pharmacy technicians and assistants and limitations on practice. This is noted on the next page in **Definitions and Duties**.

Definitions and Duties

“Pharmacy ancillary personnel” means pharmacy technicians and pharmacy assistants ([RCW 18.64A.010\(5\)](#)).

“Pharmacy technician” means: (a) A person who is enrolled in, or who has satisfactorily completed, a commission-approved training program designed to prepare persons to perform nondiscretionary functions associated with the practice of pharmacy; or (b) A person who is a graduate with a degree in pharmacy or medicine of a foreign school, university, or college recognized by the commission ([RCW 18.64A.010\(6\)](#)).

“Pharmacy assistant” means a person registered by the commission to perform limited functions in the pharmacy ([RCW 18.64A.010\(7\)](#)).

Scope of Practice:

“Pharmacy technicians” may assist in performing, under the supervision and control of a licensed pharmacist, manipulative, nondiscretionary functions associated with the practice of pharmacy and other such duties and subject to such restrictions as the commission may by rule adopt ([RCW 18.64A.030\(1\)](#)). Pharmacy technicians may not perform tasks identified by the commission as nondelegable in [WAC 246-945-320](#).

“Pharmacy assistants” may perform, under the supervision of a licensed pharmacist, duties including, but not limited to, typing of prescription labels, filing, refiling, bookkeeping, pricing, stocking, delivery, nonprofessional phone inquiries, and documentation of third-party reimbursements and other such duties and subject to such restrictions as the commission may by rule adopt ([RCW 18.64A.030\(2\)](#)). A pharmacy assistant may also prepackage and label drugs for subsequent use in prescription dispensing operations; and count, pour, and label for individual prescriptions ([WAC 246-945-315\(3\)](#)). Pharmacy assistants may not perform any other pharmacy task other than those provided above.

Please also see [WAC 246-945-315](#) for the Commission’s rules on supervising and delegating tasks to pharmacy ancillary personnel.

Duties and responsibilities to be performed under the supervision and control of a licensed pharmacist. *To be completed by the applicant. Please fill in the duties and responsibilities of the pharmacy technician(s) in the fields below.*

T1.
T2.
T3.
T4.
T5.
T6.
T7.
T8.
T9.
T10.
T11.
T12.
T13.
T14.
T15.
T16.
T17.
T18.
T19.
T20.

Please see Appendix A if you need additional pages to complete the plan.

Duties and responsibilities to be performed under the supervision and control of a licensed pharmacist. *To be completed by the applicant. Please fill in the duties and responsibilities of the pharmacy assistant(s) in the fields below.*

A1.

A2.

A3.

A4.

A5.

A6.

A7.

A8.

A9.

A10.

A11.

A12.

A13.

A14.

A15.

A16.

A17.

A18.

A19.

A20.

Please see Appendix A if you need additional pages to complete the plan.

Appendix A
Additional Duties and Responsibilities

Duties and responsibilities to be performed under the supervision and control of a licensed pharmacist. *To be completed by the applicant. Please fill in the duties and responsibilities of the pharmacy technician(s) in the fields below.*

T21.

T22.

T23.

T24.

T25.

T26.

T27.

T28.

T29.

T30.

T31.

T32.

T33.

T34.

T35.

T36.

T37.

T38.

T39.

T40.

Appendix A
Additional Duties and Responsibilities

Duties and responsibilities to be performed under the supervision and control of a licensed pharmacist. *To be completed by the applicant. Please fill in the duties and responsibilities of the pharmacy assistant(s) in the fields below.*

A21.

A22.

A23.

A24.

A25.

A26.

A27.

A28.

A29.

A30.

A31.

A32.

A33.

A34.

A35.

A36.

A37.

A38.

A39.

A40.

Appendix B
Supplemental List of Potential Duties and Responsibilities
Note: This is not an exhaustive list. Please refer to the appropriate RCWs and WACs specific to the applicant's practice setting and personnel's scope of practice.

A, T = Assistants and technicians may perform
T = Only technicians may perform

Related to Prescription Processing

- Greets customers/patients arriving at the pharmacy. (A, T)
- Greets customers/patients calling the pharmacy and answers inquiries regarding
 - a) The price of a prescription that has been filled and is ready for pick-up. (A, T)
 - b) The pharmacy's hours of operation. (A, T)
 - c) The number of refills remaining on a prescription. (A, T)
 - d) The request to refill a medication when provided the prescription number. (A, T)
 - e) The date a prescription medication will be returned to stock. (A, T)
 - f) The date and time of a customer's/patient's vaccination appointment. (A, T)
 - g) The availability of goods and services (may require directing the phone call to a pharmacist). (A, T)
- Handles calls to and/or from a prescriber's office regarding a customer's/patient's profile information that does not require interpretation (e.g., medication quantity, date last filled, and price). (A, T)
- Handles calls from a prescriber's office authorizing refills provided that no changes in the prescription are involved. (A, T)
- Receipt of written profile information (A)
- Receipt and processing of written & verbal profile information (i.e., allergies, medications) into pharmacy software system. (T)
- Process/Enter new prescriptions into pharmacy software system. (T)
- Processes refills in pharmacy software system. (A, T)
- Pulls medication from shelf, counts, pours, and labels for an individual prescription (T)
- Pours and counts medication from a stock bottle pulled from the shelf by a pharmacist, technician, or intern and labels for individual prescription(s). (A, T)
- Prepackage and label drugs for subsequent use in prescription dispensing operations. (A, T)
- Medication reconstitution (i.e., restoration of the original form of medication previously altered for preservation and storage by the addition of a specific quantity of distilled water or provided diluent requiring no calculation). (T)
- Prepares IV admixtures. (T)
- Compounds products per compounding standards established by the United States Pharmacopeia (USP) ([WAC 246-945-100](#)). (T)
- Provides vaccine screening forms for customers/patients to complete and for the pharmacist to review. (A, T)

Appendix B
Supplemental List of Potential Duties and Responsibilities
Note: This is not an exhaustive list. Please refer to the appropriate RCWs and WACs specific to the applicant's practice setting and personnel's scope of practice.

A, T = Assistants and technicians may perform
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Related to Prescription Processing

- Receives and unpacks deliveries containing supplies and drugs and stocks to shelf. (A, T) Stock automated dispensing machines. (T)
- Documents third-party reimbursements. (A,T)
- Performs filing, refiling, bookkeeping, and pricing duties. (A,T)
- Contacts a wholesaler or distributor to place or verify the status of an order. (A, T)
- Maintains assigned work area and equipment in clean and orderly condition, including the pharmacy counters and shelves. (A, T)
- Protects secure patient information from plain view and disposal in common wastebaskets. (A, T)

Related to Prescription Finalization

- Assists customers/patients waiting to check out at the pharmacy. (A, T)
- Calls customers/patients to let them know their medications are ready for pick-up. (A, T)
- Operates cash register and/or digital signature pad used to document prescription pick- up. (A, T)
- Hands out refills when specifically requested to do so by a pharmacist and when a pharmacist has determined that counseling is not necessary. (A, T)
- Systematically files completed prescriptions that have been verified and prepared by the pharmacist for customer/patient pick-up. (A, T)

Other Pharmacy Functions

- Administers immunizations, medications, and devices. (T)*
- Files and retrieves various pharmacy records as required by the pharmacist, including order invoices and receipts. (A, T)

*Pharmacies and pharmacists who wish to use pharmacy technicians to administer medications or devices should submit an AUP that meets the standards identified in the Pharmacy Commission's [Guidance Document: Ancillary Utilization Plans and Pharmacy Technician Administration](#).