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MULTIPLE CHOICE

1. The acronym SNS represents
   a. Standardized National Substances.
   b. Standardized National Supplies.
   c. Strategic National Substances.
   d. Strategic National Supplies.

   ANS: D
   SNS is an acronym meaning Strategic National Supplies.

   DIF: Recall REF: p 12 | p 17
   OBJ: ASHP objective: 4.4 Explain basic safety and emergency preparedness procedures applicable to pharmacy services.

2. What is the meaning of the acronym POCT?
   a. Point of Care Testing
   b. Point of Care Therapeutics
   c. Practice of Care Testing
   d. Practice of Care Therapeutics

   ANS: A
   The acronym POCT stands for Point of Care Testing.

   DIF: Recall REF: p 12 | p 15 OBJ: ASHP objective: 4.6 Explain point of care testing.

3. PODS is an acronym meaning
   a. Pharmacy on Demand Services.
   b. Point of Distribution Services.
   c. Point of Dispensing Services.
   d. Point of Dispensing System.

   ANS: D
   PODS is an acronym meaning Point of Dispensing System.

   DIF: Recall REF: p 12 | p 17
   OBJ: ASHP objective: 4.4 Explain basic safety and emergency preparedness procedures applicable to pharmacy services.

4. Which acronym refers to a temporary area where a pharmacy is set up to be point for medication distribution during disasters?
   a. POCT
   b. PODS
   c. PPCP
   d. SNS

   ANS: B

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PODS means Point of Dispensing System and is a temporary area where a pharmacy is set up to be the point for medication distribution during disasters. POCT means Point of Care Testing and is a component part of the patient-centered approach consisting of early diagnosis and monitoring through tests to enhance the patient's overall health. PPCP refers to Pharmacists' Patient Care Process. SNS means Strategic National Stockpile which is national supply of medical and life-saving pharmaceuticals and supplies distributed during disasters.

DIF: Recall REF: p 12 | p 17
OBJ: ASHP objective: 4.4 Explain basic safety and emergency preparedness procedures applicable to pharmacy services.

5. All of the following are components of the Patient Centered Approach *except*
   a. informing the patient of the all aspects of their care.
   b. involving the patient in the decisions.
   c. listening to the patient.
   d. providing medications to the patient.

ANS: D
Providing medications to the patient is not a part of the Patient Centered Approach. The patient-centered approach is a basic three-way approach to treating patients. It includes listening to the patient, involving the patient in the decisions, and informing them of the all aspects of their care.

DIF: Comprehension REF: p 12
OBJ: ASHP objective: 4.1 Explain the Pharmacists' Patient Care Process and describe the role of the pharmacy technician in the patient care process.

6. What is the meaning of the acronym PPCP?
   a. Patient Pharmacist Care Process
   b. Pharmaceutical Patient Care Processes
   c. Pharmacy Patient Care Process
   d. Pharmacists' Patient Care Process

ANS: D
PPCP is an acronym for Pharmacists' Patient Care Process.

DIF: Recall REF: p 12 | p 15
OBJ: ASHP objective: 4.1 Explain the Pharmacists' Patient Care Process and describe the role of the pharmacy technician in the patient care process.

7. The patient-centered approach consists of how many components?
   a. 3
   b. 4
   c. 5
   d. 6

ANS: A
The patient-centered approach is a basic three-way approach to treating patients. It includes listening to the patient, involving the patient in the decisions, and informing them of the all aspects of their care.

DIF: Recall REF: p 12

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OBJ: ASHP objective: 4.1 Explain the Pharmacists' Patient Care Process and describe the role of the pharmacy technician in the patient care process.

8. All the following are components of the patient-centered approach *except*
   a. informing them of the all aspects of their care.
   b. involving the patient in the decisions.
   c. listening to the patient.
   d. performing medication reconciliation.

   ANS: D
   Performing medication reconciliation is not a component of a patient-centered approach. The patient-centered approach is a basic three-way approach to treating patients. It includes listening to the patient, involving the patient in the decisions, and informing them of the all aspects of their care.

   DIF: Comprehension REF: p 12
   OBJ: ASHP objective: 4.1 Explain the Pharmacists' Patient Care Process and describe the role of the pharmacy technician in the patient care process.

9. Which organizations have been working together with the state BOPs and the NABP to establish pharmacy technician standards?
   a. APhA and ASHP
   b. ASHP and NHA
   c. ASHP and PTCB
   d. APhA and PTCB

   ANS: C
   The Pharmacy Technician Certification Board (PTCB) and the American Society of Health System Pharmacists (ASHP) have been working together with state board of pharmacy (BOPs) and the National Association of Boards of Pharmacy (NABP) to achieve national standards for technicians for patient safety as well as the pharmacy's service to the public.

   DIF: Recall REF: p 12
   OBJ: ASHP objective: 2.1 Explain the importance of maintaining competency through continuing education and continuing professional development.

10. Which organization establishes guidelines for sterile compounding?
    a. ASHP
    b. BOP
    c. NABP
    d. USP

    ANS: D
    The United States Pharmacopeia (USP) establishes guidelines for sterile compounding.

    DIF: Recall REF: p 13
    OBJ: ASHP objective: 3.23 Prepare compounded sterile preparations per applicable, current USP Chapters.

11. According to the Bureau of Labor Statistics, what percent increase in pharmacy technicians will be required by 2028?
    a. 5%

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b. 7%
c. 10%
d. 12%

ANS: B
According to the Bureau of Labor and Statistics (BLS), there will be 7% increase for technicians will be needed by 2028.

DIF: Recall REF: p 13 OBJ: ASHP objective: N/A

12. Which of the following pharmacist's responsibilities can a clinically oriented pharmacy technician assume?
a. Clerical
b. Data collection
c. Project management
d. All of the above.

ANS: D
Clinically oriented pharmacy technicians can provide support and expertise through taking over some of the pharmacist's clerical, data collection, and project management responsibilities.

DIF: Comprehension REF: p 15
OBJ: ASHP objective: 2.3 Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment.

13. Which of the following tasks may a pharmacy technician perform?
a. Monitor lab results
b. Screen disease conditions
c. Track medication errors
d. All of the above.

ANS: D
Pharmacy technicians can screen disease outcomes or conditions, monitor lab results, and track medication errors.

DIF: Comprehension REF: p 15
OBJ: ASHP objective: 2.3 Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment.

14. A pharmacy technician performing clinical roles such as point of care testing should possess a basic understanding of which of the following subjects?
a. Pharmacy law
b. Pharmacology
c. Sterile compounding
d. All of the above.

ANS: B
Pharmacy technicians performing clinical roles such as point of care testing requires a basic pharmacology understanding.

DIF: Comprehension REF: p 15

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OBJ: ASHP objective: 4.6 Explain point of care testing.

15. The Pharmacist's Patient Care Process (PPCP) is covered under which piece of legislation?
    a. HIPAA
    b. Medicare Modernization Act
    c. OBRA-90
    d. Patient Protection and Affordable Care Act

    ANS: D
    The Pharmacist's Patient Care Process (PPCP) is a new process that was introduced by The Joint Commission and is as part of the Patient Protection and Affordable Care Act.

    DIF: Recall REF: p 15
    OBJ: ASHP objective: 4.1 Explain the Pharmacists' Patient Care Process and describe the role of the pharmacy technician in the patient care process.

16. Employers interviewing candidates for an advanced pharmacy technician position would most likely hire an individual who
    a. can work independently.
    b. is indecisive
    c. needs to develop their computer skills.
    d. works best in a group environment

    ANS: A
    A pharmacy technician who demonstrates initiative and good communication skills are valuable skills for an individual seeking an advanced pharmacy technician position. Having basic computer skills, the ability to work independently, and can make confident decisions are qualities that employers look for when choosing candidates for advanced roles.

    DIF: Comprehension REF: p 15
    OBJ: ASHP objective: 1.9 Demonstrate capability to manage or supervise pharmacy technicians in matters such as conflict resolution, teamwork, and customer service.

17. Which of the following is the process of creating an accurate list of all medications and treatment notes?
    a. Medication use process
    b. Patient care process
    c. Medication reconciliation
    d. Medication therapy management

    ANS: C
    Medication reconciliation is the process of creating an accurate list of all medications and treatment notes.

    DIF: Recall REF: p 12
    OBJ: ASHP objective: 4.5 Assist pharmacist in the medication reconciliation process.

18. Pharmacy technicians working in a hospital setting and compounding sterile products must follow guidelines established by which organization?
    a. CDC
    b. FDA
    c. ISMP

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d. USP

ANS: D
Technicians in hospital practice for instance must prepare sterile medications under the guidelines of the United States Pharmacopeia (USP). The Centers for Disease Control and Prevention (CDC), the Food and Drug Administration (FDA), and the Institute of Safe Medication Practices (ISMP) have not established guidelines for compounding sterile products.

DIF: Recall REF: p 13
OBJ: ASHP objective: 3.23 Prepare compounded sterile preparations per applicable, current USP Chapters.

19. Eligible pharmacy technicians may take a sterile compounding certification examination offered by which organization?
a. ASHP
b. NHA
c. PTCB
d. USP

ANS: C
PTCB has added a specialty certification in sterile compounding. ASHP, NHA, and USP have not developed certification examinations for sterile compounding.

DIF: Recall REF: p 13
OBJ: ASHP objective: 5.4 Describe the process and responsibilities required to obtain and maintain registration and/or licensure to work as a pharmacy technician.

20. PTCB sponsored a stakeholder conference which included ASHP, public stakeholders, and practice representatives to discuss national standards. Key points included all the following *except*
a. agreement for advanced-level competencies requirements for technicians.
b. technician accreditation and education requirements.
c. technician certification.
d. variability in state requirements.

ANS: A
PTCB sponsored a stakeholder conference which included ASHP, public stakeholders, and practice representatives to discuss national standards. Key points included agreement for entry-level competencies requirements for technicians, variability in state requirements, technician certification, technician accreditation, and education requirements and technician certification.

DIF: Recall REF: p 13
OBJ: ASHP objective: 5.10 Describe major trends, issues, goals, and initiatives taking place in the pharmacy profession.

21. Which of the following is a provider for online pharmacy technician training?
a. Amazon
b. CVS
c. Penn Foster
d. Walmart

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ANS: C
Amazon and Walmart have partnered with Penn Foster to provide pharmacy technician training education.

DIF: Recall REF: p 14
OBJ: ASHP objective: 5.4 Describe the process and responsibilities required to obtain and maintain registration and/or licensure to work as a pharmacy technician.

22. Today's pharmacy requires the pharmacist to assume what type of role in the practice?
    a. Administrative
    b. Clinical
    c. Compounding
    d. Dispensing

ANS: B
With the pharmacy profession moving toward patient-centered care and more clinical roles, the removal of the pharmacists in the dispensing process leaves the responsibilities of a well-run pharmacy or department to well-trained technicians.

DIF: Recall REF: p 13
OBJ: ASHP objective: 2.3 Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment.

23. For a pharmacy technician to assist the pharmacist in collecting, observing, and recording of information in the Pharmacist's Patient Care Process (PPCP), the pharmacy technician should have a basic understanding of which discipline?
    a. Pharmacy billing
    b. Pharmacy calculations
    c. Pharmacology
    d. Sterile compounding

ANS: C
Performing clinical roles such as point of care testing and participating in the Pharmacist's Patient Care Process (PPCP) requires a basic pharmacology understanding and ability to support the pharmacist in the collection, observation, and recording of information.

DIF: Recall REF: p 15
OBJ: ASHP objective: 4.1 Explain the Pharmacists' Patient Care Process and describe the role of the pharmacy technician in the patient care process.

24. Which organization introduced the Pharmacist's Patient Care Process?
    a. APhA
    b. ASHP
    c. CMS
    d. TJC

ANS: D
The Pharmacist's Patient Care Process (PPCP) is a new process that was introduced by The Joint Commission and is part of the Patient Protection and Affordable Care Act.

DIF: Recall REF: p 15
OBJ: ASHP objective: 4.1 Explain the Pharmacists' Patient Care Process and describe the role of the

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pharmacy technician in the patient care process.

25. Under the Pharmacist's Patient Care Process (PPCP), the pharmacy technician may assist the pharmacist in performing all the following tasks *except*
    a. immunizations.
    b. medication reconciliation.
    c. patient education.
    d. recommending OTC medications.

    ANS: D
    Pharmacy technicians are not permitted to recommend OTC medications. Advanced technicians can support and work along with the pharmacist to assist in many support roles in the PCPP process such as the following: anticoagulation or blood draws, immunizations, compliance and patient safety, medication reconciliation, preadmission histories and education regarding smoking, alcohol, diet, and exercise.

    DIF: Comprehension REF: p 16
    OBJ: ASHP objective: 4.1 Explain the Pharmacists' Patient Care Process and describe the role of the pharmacy technician in the patient care process.

26. Which of the following may a pharmacy technician perform under the Pharmacist's Patient Care Process (PPCP)?
    a. Blood draws
    b. Preadmission histories
    c. Patient safety
    d. All of the above.

    ANS: D
    Advanced technicians can support and work along with the pharmacist to assist in many support roles in the PCPP process such as the following: anticoagulation or blood draws, immunizations, compliance and patient safety, medication reconciliation, preadmission histories and education regarding smoking, alcohol, diet, and exercise.

    DIF: Comprehension REF: p 16
    OBJ: ASHP objective: 4.1 Explain the Pharmacists' Patient Care Process and describe the role of the pharmacy technician in the patient care process.

27. A third party provider may require point-value system that monitors lifestyle and preventive testing or screenings as part of a wellness-promotion approach. Upon receiving proper training, a pharmacy technician may perform which of the following?
    a. Cholesterol testing
    b. Glucose testing
    c. Patient education
    d. All of the above.

    ANS: D
    Many third-party insurance providers require employees to maintain a point-value system that monitors lifestyle and preventive testing or screenings as part of a wellness-promotion approach. As part of this approach, advanced pharmacy technicians can be trained to perform point-of-care tests such as cholesterol screening and glucose testing and education related to diet, smoking and alcohol cessation, and exercise.

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DIF: Comprehension REF: p 16
OBJ: ASHP objective: 2.3 Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment.

28. Which skills are required of an advanced pharmacy technician to possess to perform medication reconciliation?
    a. Interpreting lab values
    b. Performing glucose testing
    c. Spelling of disease states
    d. Understanding of pharmacology

    ANS: C
    A pharmacy technician completing medication reconciliation or medication therapy management documentation for a patient's medical records should be able to spell diseases, medications, dosing, and related information. The ability to interpret lab values and having an understanding or pharmacology are essential skills for taking medication histories. A technician's ability to perform glucose testing is necessary in assisting in point-of-care testing.

    DIF: Comprehension REF: p 16
    OBJ: ASHP objective: 4.5 Assist pharmacist in the medication reconciliation process.

29. A pharmacy technician taking a patient's medication history should be able to do which of the following?
    a. Interpret lab values
    b. Perform cholesterol testing
    c. Provide smoking cessation education
    d. Administer medications

    ANS: A
    Taking medication histories requires advanced clinical skills to interpret and record disease processes, testing and lab values, and an overall understanding of pharmacology and medical terminology. Completing medication reconciliation or medication therapy management documentation for a patient's medical records includes knowing the correct spelling of diseases, medications, dosing, and related information. Advanced pharmacy technicians can be trained to perform point-of-care tests such as cholesterol screening and glucose testing and education related to diet, smoking and alcohol cessation, and exercise. Pharmacy technicians do not administer medications.

    DIF: Comprehension REF: p 16
    OBJ: ASHP objective: 4.12 Participate in technical and operational activities to support the Pharmacists' Patient Care Process as assigned.

30. An advanced technician may be required to perform simple point of care testing (POCT) that includes which of the following?
    a. A1C testing
    b. Hepatitis A testing
    c. Hepatitis B testing
    d. All of the above.

    ANS: A

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The advanced technician clinical skills in today's modern pharmacy include direct patient contact regarding side effects, medication adherence, and performance of simple point of care testing (POCT). This can include immunizations, A1C tests, and screenings for Hepatitis C, fecal blood, and other similar tests.

DIF: Comprehension REF: p 16
OBJ: ASHP objective: 4.6 Explain point of care testing.

31. Under which situation would an advanced pharmacy technician be assigned to a PODS?
    a. Disaster
    b. Medication shortages
    c. Pharmacist is ill
    d. All of the above.

ANS: A
Each state has disaster plans for weather related events, natural disasters, or terroristic events. It is all hands-on deck, but often advanced technicians can work in leadership roles for temporary PODS or stations manned during an event.

DIF: Comprehension REF: p 12 | p 17
OBJ: ASHP objective: 4.4 Explain basic safety and emergency preparedness procedures applicable to pharmacy services.

32. In the event of a natural disaster, such as a flood, tornado or hurricane, a pharmacy technician should know how to perform which of the following?
    a. Counsel patients
    b. Perform CPR
    c. Perform first aid
    d. Both B and C

ANS: D
Performing in emergencies or in a disaster role require advanced technician to be able to perform CPR and first aid. Pharmacy technicians are not permitted to counsel patients.

DIF: Application REF: p 17
OBJ: ASHP objective: 4.4 Explain basic safety and emergency preparedness procedures applicable to pharmacy services.

33. In addition to their national pharmacy technician certification, which certification(s) should a pharmacy technician be current in the case of a natural disaster?
    a. Medication history
    b. CPR
    c. First aid
    d. Both B and C

ANS: D
The advanced technician may be required to assist with life threatening situation anywhere at any time. Maintaining current CPR and first aid certification are also clinical skills that the advanced technician should maintain. Medication history is a certificate not a certification.

DIF: Recall REF: p 17
OBJ: ASHP objective: 4.4 Explain basic safety and emergency preparedness procedures applicable to

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pharmacy services.

34. Which of the following types of medications would be maintained in the Strategic National Stockpile?
    a. Antibiotics
    b. Emergency drugs
    c. Vaccines
    d. All of the above.

    ANS: D
    Typical medications maintained by the Strategic National Stockpile include antibiotics, immunizations (vaccines) and emergency drugs.

    DIF: Recall REF: p 17
    OBJ: ASHP objective: 4.4 Explain basic safety and emergency preparedness procedures applicable to pharmacy services.

35. Both Virginia and Georgia have a provision for "Emergency Prescription Plans" during a disaster. How many days is a pharmacy permitted to provide refills for certain medications in an area covered buy a Governor's declared state of emergency?
    a. 15 days
    b. 30 days
    c. 45 days
    d. 60 days

    ANS: B
    Both Virginia and Georgia have a provision for "Emergency Prescription Plans" during a disaster permit a refill for 30 days of certain medications.

    DIF: Recall REF: p 17
    OBJ: ASHP objective: 5.1 Describe and apply state and federal laws pertaining to processing, handling, and dispensing of medications including controlled substances.

36. Some states permit pharmacy technicians to perform tech check tech. What does tech check tech entail?
    a. Checking a pharmacy technician's ordering of medication
    b. Checking the vaccine before a technician administers an immunization to a patient
    c. Checking another technician's accuracy in the order-filling process of an automated dispensing system
    d. All of the above.

    ANS: C
    The "tech check tech" (TCT) system is the process of an advanced technician checking another technician's accuracy in the order-filling process. This is usually limited to automated dispensing machine or filling unit dose batches of refills in institutional settings.

    DIF: Comprehension REF: p 18
    OBJ: ASHP objective: 2.3 Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment.

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