

# **PTCB**

## **Pharmacy Technician Certification Board**

2215 Constitution Avenue, NW

Washington, D.C. 20037-2985

(800) 363-8012 phone

(202) 429-7596 fax

www.ptcb.org

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Iloria B. White, Coordinator, Certification Program

# PTCB

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# **PTCB**

## **PHARMACY TECHNICIAN CERTIFICATION BOARD**

### **Certification Application Guidelines and Requirements**

**For 2010**

#### **INTRODUCTION**

##### **Certification Overview**

###### **The Pharmacy Technician Certification Board (PTCB)**

The Pharmacy Technician Certification Board (PTCB) was established in January 1995 and is governed by five organizations: The American Pharmacists Association; the American Society of Health-System Pharmacists; the Illinois Council of Health-System Pharmacists; the Michigan Pharmacists Association; and the National Association of Boards of Pharmacy. PTCB is a national certification program that enables pharmacy technicians to work more effectively with pharmacists to offer safe and effective patient care and service. PTCB develops, maintains, promotes and administers a National Commission of Certifying Agencies- (NCCA) accredited certification program for pharmacy technicians. The PTCB examination was developed by PTCB to determine whether individuals have mastered the knowledge and skills necessary to practice as a pharmacy technician.

###### **Definition of Certification/ Adoption by state licensing boards:**

Certification is the process by which a non-governmental association or agency grants recognition to an individual who has met certain predetermined qualifications specified by that association or agency.

PTCB certification is valid nationwide. However, regulations to work in a pharmacy as a pharmacy technician vary from state to state. Contact the state board of pharmacy in the state in which you wish to practice or visit the National Association of Boards of Pharmacy [www.nabp.net](http://www.nabp.net) to see if your state endorses PTCB as a license to practice.

###### **The CPhT Credential**

Individuals who meet all eligibility requirements and pass the PTCB Examination may use the designation CPhT (Certified Pharmacy Technician) after their name. Certification is valid for two years. To continue to use the designation, individuals must recertify every two years by completing 20 hours of continuing education or by retaking the PTCB Examination. Please refer to the section on Recertification, which provides complete information on the recertification process.

###### **The Benefits of PTCB Certification**

Pharmacy technicians who want to work more effectively with pharmacists to offer better patient care and service take the PTCB Examination to become nationally certified. One of the benefits of PTCB certification is that better job and promotion opportunities exist for individuals who are nationally

certified. Pharmacists know that PTCB-certified technicians have met predetermined qualifications and been tested on their competency on the knowledge, skills, and abilities necessary to function as a pharmacy technician.

## **General Policies**

### **Nondiscrimination Policy**

No individual shall be excluded from the opportunity to participate in the PTCB certification or recertification program on the basis of ethnic origin, national origin, religion, sex, age, disability, marital status or sexual orientation.

### **Revocation of Certification**

#### **Certification may be revoked based on the following:**

- *Conviction of a felony.*
- *Conviction of a crime (felony or misdemeanor) that is drug or pharmacy related.*
- *Any unethical behavior or conduct which threatens or potentially threatens the overall health, well-being, and safety of the public, the pharmacy, or the pharmacy staff. (Defined as all actions listed in the exclusions defined by the HHS Office of the Inspector General intended to prevent fraud and abuse, and to promote high levels of ethical and lawful conduct)*
- *Denial, suspension, revocation, or restriction of registration or licensure, consent order or other restriction by any State Board of Pharmacy.*
- *Admission to misconduct or violation of regulations of any State Board of Pharmacy.*
- *Documented material deficiency in the knowledge base necessary to maintain national CPhT status by PTCB.*
- *Documented and proven gross negligence or intentional misconduct in the performance of duties.*
- *Failure to cooperate during an investigation.*
- *Compromised and/or breached the security and administration of the PTCE or the PTCB Official Practice Tests or failure to report such activity.*
- *Irregularity in taking, cheating on, or failing to abide by the rules regarding confidentiality of the PTCE (including post-examination conduct.)*
- *Making false or misleading statements in application for certification or recertification.*
- *NOTE: PTCB reserves the right to investigate criminal background, verify candidate eligibility and deny certification to any individual.*

# OVERVIEW OF THE PTCB EXAMINATION

## The PTCB Examination

The PTCB Examination is administered on computer at Pearson Professional Centers nationwide. The total testing time is 2 hours. One hour and 50 minutes are allotted for answering the test questions and 10 minutes are allotted for the tutorial and survey questions. The PTCB Examination contains a total of 90 questions: 80 questions are scored and 10 questions are unscored pretest. These are not identified and are randomly distributed throughout the examination. Each question lists four possible answers, only one of which is the correct or best answer. The candidate's examination score is based on the responses to the 80 scored questions.

## Examination Content – how it was developed:

The PTCB Examination is based upon a practice analysis study that is updated every 5 years. The most recent study was conducted by PES in 2005. Visit the PTCB website, [www.ptcb.org](http://www.ptcb.org), to read the article summarizing the 2005 Report, *Updating the Pharmacy Technician Certification Examination: A Practice Analysis Study*. This report describes how the content specifications were developed and how they are based upon the functions, specific responsibilities, and the knowledge needed to perform the functions of the job of a pharmacy technician. In addition, the content framework of the entire examination is supported by a nationwide study of the work performed by pharmacy technicians in a variety of practice settings, including community and institutional pharmacies.

## Content Outline

The PTCB Examination contains questions in three job function areas. A short description of the three areas and the percentage of questions allocated to each area (test blueprint) are below:

1. Assisting the pharmacist in serving patients (**66%** of the exam)
2. Maintaining medication and inventory control systems (**22%** of the exam)
3. Participating in the administration and management of pharmacy practice (**12%** of the exam)

Questions on the examination are not presented in function area order as shown above; they are randomly distributed throughout the examination.

A complete version of the content outline, which lists the knowledge required to perform the activities associated with each function, can be found in Appendix A and on the PTCB website, [www.ptcb.org](http://www.ptcb.org).

## Construction of the Examination

The methods used to construct the PTCB Examination adhere to the procedures for certification examinations recommended in the Standards for Educational and Psychological Tests (APA, NCME, AERA; 1999), and in the guidelines published by the National Organization for Competency Assurance (NOCA) and the Council on Licensure, Enforcement, and Regulation (CLEAR). In 2006, PTCB received the National Commission for Certification Agencies (NCCA) accreditation for the PTCB certification program by demonstrating the program's compliance with NCCA standards, which demonstrate best practice in certification exams.

The examination is constructed and do not present bias to any candidate with the assistance of Professional Examination Service (PES). PTCB's Certification Council prepares the actual test questions under the direction of psychometric experts at PES. The PTCB Certification Council consists of pharmacists, CPhT's and pharmacy technician educators drawn from various practice settings and geographic areas. Each question is carefully written, referenced, and validated to determine its relevance and accuracy. All questions and examinations are reviewed by the Certification Council to ensure that they are current and reflect the published content outline.

### **Studying for the Examination**

Candidates should prepare thoroughly prior to taking the PTCB Examination. To help prepare for the examination, candidates should review the content outline and test blueprint. Familiarity with the material contained in basic pharmacy technician training manuals or books may be helpful. Your supervising pharmacist may also be helpful in designing a study plan. PTCB does not endorse, recommend, or sponsor any review course, manuals, or books for the PTCB Examination.

To familiarize candidates with PTCB Examination test question formats and provide an indication of readiness for the examination, PTCB has developed the following three online practice examinations: the Official PTCB Practice Exam™, the Official PTCB Practice Calculations Exam™, and the Official PTCB Medication Usage and Administration Practice Exam™. The cost to take each exam is \$29. For more information or to take a practice exam, visit [www.PTCB.org/PracticeExam](http://www.PTCB.org/PracticeExam).

## **APPLYING FOR THE PTCB EXAMINATION**

- The PTCB Exam Application is accepted continuously on a year-round basis. Candidates will be able to test year-round at their local Pearson Professional Center.
- Complete your application online at [www.ptcb.org](http://www.ptcb.org). Applications require payment by credit card or electronic check (e-check).
- Once you have submitted a complete application, you will receive an Authorization to Test (ATT) letter that lists the dates of their eligibility period, instructions on how to schedule an examination appointment and other pertinent information about the examination.

### **Eligibility Requirements for Candidates**

#### **Requirements:**

- High school diploma or its equivalent (e.g., a GED or foreign diploma).
- No felony conviction.
- No drug or pharmacy related convictions, including misdemeanors. These violations must be disclosed to PTCB.
- No denial, suspension, revocation, or restriction of registration or licensure, consent order or other restriction by any State Board of Pharmacy.
- No admission of misconduct or violation of regulations of any State Board of Pharmacy.

**Note:**

- PTCB will review denial of eligibility upon request on a case-by-case basis. If eligibility requirements are not met, a candidate may request a review under certain circumstances, e.g. if the non-drug related misconduct occurred longer than five (5) years ago or the individual is currently working under the Board of Pharmacy authority.
- PTCB reserves the right to investigate criminal background, verify candidate eligibility and deny certification to any individual.
- It is the responsibility of the CPhT to report any felony conviction, drug or pharmacy-related violations, or Board of Pharmacy action taken against their license or registration at the occurrence and at the time of recertification, for review by PTCB

**Online**

Completion of an application attests that you have read the PTCB Certification Application Guidelines and Requirements thoroughly and agree to be bound by all policies and procedures described below:

**(Note: the PTCB Certification Application Guidelines and Requirements are available online at [www.ptcb.org](http://www.ptcb.org) in .pdf format.)**

**PTCB Confidentiality and Nondisclosure**

1. The examination and the test questions are the exclusive property of the Pharmacy Technician Certification Board.
2. This examination and the items contained are protected by copyright law.
3. No part of the examination may be copied or reproduced in part or whole by any means whatsoever, including memorization.
4. I acknowledge that I will not engage in any training activities designed to prepare individuals to sit for the PTCE for the period of three (3) years after taking this examination.
5. My participating in any irregularity occurring during this examination, such as giving or obtaining unauthorized information or aid, as evidenced by observation or subsequent analysis, may result in termination of my participation, invalidation of the results of my examination, or other appropriate action.
6. Future discussion or disclosure of the contents of the examination orally, in writing, or by any other means is prohibited.
7. I understand that during this examination, I may NOT communicate with other candidates, refer to any materials other than those provided to me, or assist or obtain assistance from any person. Failure to comply with these requirements may result in the invalidation of my examination results as well as other appropriate action.
8. Under penalty of perjury, I declare that the information provided in my examination application and any required accompanying documentation is true and complete. I also declare that I received a high school diploma (or GED certificate) by the application receipt deadline for this examination, and further, that I have never been convicted of a felony.
9. I agree that in the event my answer materials are damaged or lost, any claim I may have will not exceed the amount of the fee for this examination.

Note: PTCB audits a sample of applications and may contact you for supporting documentation.

## Submitting an Application

- **Do not proceed with this application if a sponsor is paying for your examination fee. Your sponsor has a different application process for you. Please contact your manager or training department to learn more about your company's application process.**
- If not, please select the box entitled "All Other Candidates" to complete an application.

Please follow the instructions listed below to apply online for the PTCB Examination:

1. Visit [www.ptcb.org](http://www.ptcb.org) and click on the link to apply online for the examination. As a first time candidate, you will be prompted to create an account before you can apply for the examination. If you have previously applied and created an account, please log in to your account at the prompt.
2. Complete the application according to the instructions and confirm that all the information you entered is correct.
3. Before clicking the submit button, verify that your name as entered on the application matches exactly the unexpired, government-issued photo ID that you will be presenting at the Pearson Professional Center on examination day. If the names do not match, you will not be permitted to test.
4. Print the Thank You page for your records.
5. Contact PES Customer Service at 1-877-PTCB-888 (782-2888) if you do not receive an auto-generated email confirming successful transmission of the online application within 24 hours of submission.
6. Schedule your examination appointment with Pearson VUE as soon as you receive your Authorization to Test (ATT) letter. You have 90 days to schedule and test. You will receive an Authorization to Test (ATT) letter via email if you provided an email address. The ATT letter will be sent by regular mail if you did not provide an email address. Please retain this letter for future reference since it contains information you may need in order to schedule your examination appointment with Pearson VUE and it also serves as your receipt for fees paid. A copy of the ATT letter can also be accessed online by logging into your account at [www.ptcb.org](http://www.ptcb.org). If you have paid by credit card, you can schedule an examination appointment immediately by clicking on the link at the end of the application. If you wish to apply at a later date, visit [www.pearsonvue.com/ptcb](http://www.pearsonvue.com/ptcb) or call 1-866-902-0593.

**PLEASE NOTE THAT WHEN YOU SUBMIT YOUR APPLICATION ONLINE, YOUR ELIGIBILITY TO TEST BEGINS IMMEDIATELY AND EXTENDS FOR 90 DAYS!**

## Eligibility Period

When candidates have been deemed eligible and completed an application, they will have a 90-day eligibility period in which to schedule an appointment and take the examination. This 90-day eligibility period will be listed in the candidate's Authorization to Test (ATT) letter. Candidates must take the examination during this eligibility period. If the eligibility period expires before a candidate takes the examination, candidates will forfeit all fees and must reapply if they wish to take the examination.

## Candidates with Special Circumstances

In compliance with the Americans with Disabilities Act (ADA) and Title VII of the Civil Rights Act, PTCB will consider special testing accommodations for individuals with disabilities recognized by the

ADA. Requests for special accommodations must be made at the time of application. Candidates must submit documentation explaining the disability and the specific accommodation(s) that is required. Candidates must also submit a letter on official letterhead from a suitably licensed professional (e.g., physician, psychologist, physical therapist, etc.) with the professional's recommendation of the accommodation(s) required and/or evidence of a prior diagnosis or accommodation(s) provided. All candidates who require special accommodations must check the appropriate box on the online application. The official letter should be sent within seven (7) business days of application submission to PES at the address listed below:

Professional Examination Service  
c/o PTCB (701) Testing Office  
475 Riverside Drive, 6<sup>th</sup> Floor  
New York, NY 10115

Requests for special testing accommodations will be reviewed and approved by PTCB. An ATT letter will be sent to candidates if their request for special testing accommodations is approved by PTCB. The candidate's eligibility period will not begin until the accommodations are approved and an ATT letter is issued. The candidate will be notified by mail if the accommodations are not approved or if additional information is needed. Instructions for next steps will be provided.

### **Examination Fee and Payment Methods**

Examination fees are due at the time of application submission. The examination fee is \$129.00. If your exam fee is being paid by your employer or training organization – see Sponsor System below.

Candidates can pay the examination fee by credit card (American Express, Discover, MasterCard, or VISA only) or by e-check. Candidates paying by e-check will need to include the name on the account, the bank's name, the account number, and the routing number. Applications for candidates paying by e-check will be incomplete for approximately 7 to 10 business days or until the funds have been received.

### **PTCB Sponsor System**

**Do not proceed with the PTCB application if a sponsor is paying for your examination fee. Please contact your manager or training department to learn more about your company's application process.**

Companies and organizations that wish to sponsor exam candidates may use our online sponsorship tools. If you would like more information on PTCE sponsorship, please contact us at [pwreset@ptcb.org](mailto:pwreset@ptcb.org).

## **AFTER APPLYING FOR AN EXAMINATION**

### **Scheduling an Examination Appointment with Pearson VUE**

To schedule your examination appointment online, go to [www.pearsonvue.com/ptcb](http://www.pearsonvue.com/ptcb) and click on the "Schedule a Test" link. To schedule your examination appointment by phone, call Pearson VUE at 1-866-902-0593. Examination appointments can be scheduled by phone Monday through Friday, 7:00 a.m. to 7:00 p.m. Central Time. You will need to provide an email address and should have your ATT letter available when scheduling an appointment since you will need to provide information contained in the letter.

Whether you schedule an appointment online or by phone, you will receive a confirmation email after scheduling the appointment. **It is your responsibility to ensure that the time, date, and location listed on the confirmation email accurately reflect your selection .**

### **Pearson Professional Center (PPC) Locations**

Pearson VUE currently has more than 200 PPCs throughout the United States. To find the PPC closest to you, visit the Pearson VUE website at [www.pearsonvue.com/ptcb](http://www.pearsonvue.com/ptcb) and click on the “Locate a Test Center” link or call 1-866-902-0593. Most PPCs are open Monday through Saturday, during normal business hours.

### **DANTES (Military Applicants Only)**

PTCB works with the U.S. Armed Forces to make the PTCB Examination available to military personnel and their qualifying dependents. Military personnel and their qualifying dependents are permitted to take the examination at approved DANTES sites. Eligible candidates should contact their local DANTES center or review the section of the Pearson VUE website dedicated to U.S. Service members at [www.pearsonvue.com/military](http://www.pearsonvue.com/military).

### **Updating Your Contact Information**

#### **Name Changes:**

It is important to notify PES of any name change as soon as possible for two reasons: 1) if the name on your ATT letter does not match the name on your unexpired, government-issued photo ID, you will be denied admission into the test center, and 2) the score report and certificate will not display your name correctly.

To correct minor changes in your name as printed on the ATT letter (e.g., incorrect middle initial, missing hyphen, misspelling, etc.), email PES Customer Service at [PTCB@proexam.org](mailto:PTCB@proexam.org) and provide them with the correction(s) at least ten (10) business days before your scheduled appointment.

For security reasons, name changes cannot be made online after the application has been submitted. To change your name because of a legal name change (e.g., marriage, divorce), you must submit the original documentation (e.g., marriage license, divorce decree) with embossed (raised) seal to PES by mail so that it is received at least ten (10) business days before your scheduled examination appointment. If you are unable to submit the documentation within this timeframe, please contact PES Customer Service at 1-877-PTCB-888 (782-2888). When submitting a name change, make sure that you have an unexpired government-issued photo ID that matches the requested name. Candidates without valid ID in the name provided on their application will not be admitted to take the examination and will forfeit all fees.

#### **Address Changes:**

If your address changes at any time after you submitted an application, please notify PES immediately since score reports and certificates are mailed to the address listed on your application. All candidates can update their address information online by going to [www.ptcb.org](http://www.ptcb.org) and clicking on the link to apply online. You will need the user name and password you selected when you submitted your application in

order to make an address change. If you do not have access to a computer or internet service, fax your address change to Customer Service at 1-917-305-9875.

### **Changing Your Examination Appointment**

Candidates can reschedule examination appointments. There is no charge for rescheduling examination appointments but appointments must be rescheduled at least one (1) business day (24 hours) before the scheduled test date. For example, if your appointment is at 11:00 a.m. on Monday, you must cancel by 11:00 a.m. the previous Friday. Candidates who do not reschedule their examination appointment within that time frame and who do not appear to take the examination will be considered no-show candidates and will forfeit all fees. To reschedule your appointment, contact Pearson VUE at [www.pearsonvue.com/ptcb](http://www.pearsonvue.com/ptcb) and click on the “Reschedule a Test” link or call 1-866-902-0593.

### **Withdrawing from the Examination**

Candidates who cannot reschedule their examination appointment or are unable to test within their 90-day eligibility period can withdraw from the examination. A processing fee of \$25 will be deducted from the refund amount for every withdrawn application. There are no exceptions. Both scheduled and unscheduled candidates may withdraw from the PTCB Examination and obtain a partial refund. The steps for withdrawing and obtaining a partial refund are listed below.

#### **Step One**

- If you have a scheduled examination appointment, you must first cancel your appointment with Pearson VUE at least one (1) business day (24 hours) before your appointment date to be eligible for a refund. For example, if your appointment is at 11:00 a.m. on Monday, you must cancel by 11:00 a.m. the previous Friday. To cancel your examination appointment, visit Pearson VUE at [www.pearsonvue.com/ptcb](http://www.pearsonvue.com/ptcb) and click on the “Cancel a Test” link or call 1-866-902-0593. After you have canceled your examination appointment, proceed to Step 2.
- Candidates who have not scheduled an examination appointment with Pearson VUE should proceed directly to Step 2. Note that all candidates must complete Step 2 to receive a refund.

#### **Step Two**

Candidates can withdraw online by visiting the PTCB website, [www.ptcb.org](http://www.ptcb.org) and clicking on the link to apply for the exam. From the main menu, select “Withdraw from the Exam” and complete the required information.

The request to withdraw your application must be submitted to Professional Examination Service (PES) on or before the last day of your eligibility period in order to be eligible for a partial refund. Refer to your ATT letter to find this date. Requests received after the last day of the eligibility period will not be processed. Refunds will be issued approximately 2 to 3 weeks after submission and will be made in the same manner in which the original payment was made. You will forfeit your entire application fee if you fail to cancel with BOTH Pearson VUE and PES.

Paper applicants must withdraw their application completely by logging onto [www.ptcb.org](http://www.ptcb.org) with the username and password specified on the paper scantron form.

### **Retake Policy**

Candidates who fail the PTCB Examination can retake the examination three times. After three retakes, candidates will need to appeal to PTCB and requests will be reviewed and approved on a case-by-case basis. For the first two retakes, candidates are required to wait 60 days before taking the examination again. For the third retake, candidates are required to wait 6 months before taking the examination again.

For example, if a candidate fails the examination (for the first or second time) on May 1, 2009, the candidate can reapply immediately to retake the examination, but his/her 90-day eligibility period would not begin until July 1 (60 days after the failure date) and would extend through September 30, 2009. If a candidate fails the examination for the third time on May 1, the candidate's 90-day eligibility period would not begin until November 1 (6 months after the third failure date).

Candidates who pass the PTCB Examination are not eligible to retake the examination except in extraordinary circumstances. Passing candidates who wish to retake the examination must appeal to PTCB and requests will be reviewed and approved on a case-by-case basis. Circumstances such as Board of Pharmacy directives, employer requirements or loss of CPhT status due to renewal failure may be considered appropriate reasons for approval to retake the examination. If the approval is granted, candidates will be required to pay an examination fee of \$129.

Note: If a candidate who passed the PTCB Examination is approved and retakes the examination, the most recent examination result applies. For example, if a candidate who passed the PTCB Examination retakes the examination and fails, the failing result applies and the candidate is no longer a certified pharmacy technician (CPhT).

### **Reset Policy**

Candidates who do not appear for their examination appointment, are more than thirty (30) minutes late for their appointment, do not have their ID or cannot present valid ID will not be allowed to test and will forfeit all fees. If this occurs, candidates can reapply and pay the examination fee to reset a new eligibility period in which to take the examination. Unlike failing candidates, candidates who miss their original examination appointment are not required to wait 60 days before they can retest. As soon as they are eligible and have received their ATT letter, they can schedule an appointment and test within the new eligibility period indicated in the letter.

### **Medical or Personal Emergencies**

A medical emergency is an unplanned medical event that arises less than 24 hours before the candidate's scheduled examination appointment. Examples of what PTCB considers to be an emergency include a serious illness, injury or unexpected hospitalization, a death in the immediate family, a serious accident, or a court appearance. Candidates with medical or personal emergencies can request an emergency withdrawal of their application and a refund of their examination fee of \$129 by faxing an emergency withdrawal request to PTCB at 1-202-429-7596 or by sending a written emergency withdrawal request to:

*PTCB Certification Program, 2215 Constitution Avenue, NW Washington, DC 200037-2985*

The request must include official documentation of the emergency (e.g., hospital paperwork, police report, or an obituary notice). PTCB recommends that all emergency withdrawal requests be submitted as soon as possible after the emergency. To be considered for an emergency withdrawal, all requests

must be received by PTCB no later than 48 hours after the last day of the candidate's eligibility period. All emergency withdrawal and refund requests will be reviewed and approved by PTCB. If approved, a refund in the amount of \$129 will be issued approximately two (2) weeks after approval and will be made in the same manner in which the original payment was made.

### **Missing an Appointment**

Candidates who do not appear for their scheduled examination appointment and who do not cancel their appointment with Pearson VUE at least one (1) business day (24 hours) before the appointment date will be considered no-show candidates and will forfeit all fees. If an emergency occurs on the day of your examination appointment that prevents you from taking your test, you may submit a request to PTCB for an emergency withdrawal. Emergency withdrawal requests are handled on a case-by-case basis by PTCB. For more information on what PTCB considers an emergency, please see the section in this document titled "Emergency Withdrawals".

Candidates who do not have a scheduled appointment with Pearson VUE and who do not request a withdrawal on or before the last day of their eligibility period will be considered no-show candidates and will forfeit all fees.

## **EXAMINATION DAY**

### **Identification Requirements**

In order to take the PTCB Examination, all candidates must provide positive proof of identity by presenting an unexpired government-issued photo ID or Official ID issued by a government agency (state or federal) to non-drivers (must include photo). Examples of acceptable government-issued ID are a passport, driver's license, learner's permit (if it has a photo), or a U.S. Armed Forces ID. The name on the ID must match the name used on the application and printed on the ATT letter and the photo must validate the candidate's identity. Candidates who arrive at the test center without an ID or without a valid ID will not be allowed to test and will forfeit all fees. If you think you may have a problem with your ID, please call Pearson VUE at 1-866-902-0593 immediately.

### **Pearson Professional Center (PPC) Rules and Procedures**

The following rules and procedures are enforced at all PPCs to ensure a fair and consistent test experience for all candidates:

- All candidates must arrive at the PPC at least 30 minutes prior to their scheduled appointment time.
- All candidates must provide a signature, present an unexpired government-issued photo ID, and are required to submit a biometric (e.g., fingerprint scan or palm vein scan) before being admitted into the testing room. (PTCB recommends that you also bring your ATT letter with you to the PPC.)
- No test materials, documents, or memoranda of any sort may be taken into or from the testing room.
- Candidates may not ask PPC staff or any other individual questions about examination content.
- No breaks are scheduled during the examination. Candidates who need to leave the testing room to take a break (e.g., to use the restroom), will not be given extra time on the examination.

Candidates must reestablish their identity with their government-issued photo ID and biometric ID before re-entering the testing room.

- Candidates may not leave the test center while the examination is in progress, and may not conduct any telephone conversations while on break.
- No food or drinks are allowed into the testing room.
- All personal belongings (e.g., headwear, jackets, purses, bags, briefcases, large jewelry, notebooks, calculators, pagers, cellular phones, recording devices, and photography equipment.) must be placed in a locker provided at the test center.

### **Inclement Weather/Local or National Emergencies**

In the event of inclement weather or a local or national emergency, please contact Pearson VUE at 1-866-902-0593 or go to [www.pearsonvue.com](http://www.pearsonvue.com) for appointment status. If the test center is closed and appointments are canceled, candidates should wait two (2) business days before calling to reschedule their appointment.

### **Taking the Examination at a Pearson Professional Center (PPC)**

Prior to taking the examination, a candidate attestation of confidentiality will be presented on the computer screen. You must accept the conditions in the agreement or you will not be able to take the examination. A brief tutorial is provided before the start of the examination. The tutorial explains how to mark and unmark answers and how to navigate through the examination. When taking the examination, you can skip questions, change your answers to questions, and mark questions for review so that you can come back to them later.

Each question on the PTCB Examination is a multiple-choice type question that lists four choices, only one of which is the correct or best answer. You should read the entire question and all four choices before marking your answer. There is no penalty for guessing, so candidates should answer every question, if time allows. You should answer the easy questions first and mark the more difficult ones to return to later.

PTCB wants to improve your testing experience. Please answer the survey questions at the end of the examination about your test-taking experience. Although responses to the survey are not mandatory, candidates are encouraged to answer questions to help PTCB improve the test-taking experience. Responses to the survey are confidential.

## **AFTER TAKING THE EXAMINATION**

### **Receiving Examination Scores**

#### **Test Site:**

When you have completed your PTCB Examination, a pass or fail result will be shown on the computer screen. In addition to the on-screen result, you will be given a printed copy of your pass or fail result before leaving the Pearson Professional Center. The printed result will contain your pass or fail status and indicate the date range (1 – 3 weeks) when your total and functional scaled scores will be sent to you in the mail. Your official pass or fail result (not the scaled scores) will be available online 1 – 3 weeks after your test date at [www.ptcb.org](http://www.ptcb.org).

Please note that neither Pearson VUE nor Pearson Professional Center are permitted to discuss the results of any examination taken by PTCB candidates.

**Mail:**

This score report shows your total scaled score and the scaled scores you obtained in each functional area. Scaled scores are provided in each area so you can identify areas of strength and weakness if you fail. Passing candidates will also receive a certificate.

**Online:**

You can access your pass or fail status online 1 – 3 weeks after your test date by visiting [www.ptcb.org](http://www.ptcb.org) and clicking on the link to apply for the exam, and then “Log In” from the Main Menu. You will need the username and password you selected when you submitted the application in order to view your pass/fail result.

Candidates who do not receive their score report in the mail 3 to 4 weeks after the date indicated on the printed copy of the pass or fail result can request a duplicate copy. This duplicate is free if the request is received within two months of the test date. If the request is received more than two months after the test date, a fee of \$25 will be charged for a duplicate report. To request a duplicate copy, use the Request for Score Report and Certificate Form in Appendix C and mail the form to PES, c/o PTCB (701) Program Assistant, 475 Riverside Drive, 6<sup>th</sup> Floor, New York, NY 10115 or fax the form to PES at 1-917-305-9875.

**Confidentiality of Examination Scores**

The application to take the PTCB Examination includes your written agreement for PES to release your official score to PTCB and you only. Examination scores will not be provided to anyone by telephone, email or fax. PTCB does not share examination score information with anyone except the candidate.

Group performance data is used for research only.

PTCB and PES reserve the right to cancel any examination score believed to be obtained in a questionable manner.

PTCB reserves the right to confirm to any individual or organization whether or not an individual is currently certified.

**Request a Review of Your Examination Score**

To ensure the accuracy of results, PES performs quality assurance procedures before scoring the electronic examination file containing your answers. It is extremely unlikely that a review of the examination results will result in a change in an examination score.

However, candidates may request that PES manually review their examination score within six months of the examination date. Complete and mail the Request a Review of Your Examination Score Form in Appendix D to PES, c/o PTCB (701) Testing Office, 475 Riverside Drive, 6<sup>th</sup> Floor, New York, NY 10115. Requests received more than six months after the test date will not be honored. There is a \$50 fee to have PES review the examination score.

# PTCB

## Pharmacy Technician Certification Board

### RECERTIFICATION REQUIREMENTS AND GUIDELINES

For 2010

#### PHARMACY TECHNICIAN CERTIFICATION BOARD Recertification Program and Handbook for (CPhTs)

### SUMMARY OF THE RECERTIFICATION PROCESS

- PTCB certification must be renewed every 2 years. A recertification reminder will be sent to you approximately 60 days before your certification expiration date. Be sure to keep your home address and email information current with PTCB.
- 20 hours of continuing education (CE) are required for recertification; one hour must be in pharmacy law. A maximum of 10 hours may be earned by completing in-service projects using the PTCB Universal Continuing Education Form.
- All continuing education (CE) must be earned within the two-year certification period.
- The **online** application fee is \$40. The **paper** application recertification fee is \$65. A \$10 reprocessing fee applies to returned applications. Refunds for incorrect payment of fees are subject to a \$25 processing fee.

#### Steps to Recertification

**Step 1** Complete 20 hours of continuing education during your two-year certification period; one hour must be in pharmacy law. (Maintain your own records of continuing education (CE) (e.g., Certificates of Participation) during your two-year certification period. Do not send them to PTCB unless requested.

**Step 2** Complete the application. You must sign the application.

**Step 3** Mail the recertification application and fee prior to the deadline. Please mail to **PTCB, Box 75430, Baltimore, MD 21275**. Applications mailed to other addresses will cause a delay in the processing of your application.

**Step 4** After processing, you will receive a new PTCB certificate and wallet card in approximately 30 to 60 days. If your application is returned for corrections, this will delay the recertification process.

**Step 5** A certain number of CPhTs are randomly chosen for an audit of continuing education. If you are audited, you will receive notification by mail indicating that you will need to submit copies of all of your continuing education (CE) Certificates of Participation and pay the \$40 fee.

**Step 6** **Your signature is required or your application will be returned to you unprocessed and will require additional fee.**

**Step 7** Keep copies of your continuing education Certificates of Participation for at least one year after your recertification expiration date.

## Online Recertification

You may complete the recertification application online at the PTCB website, [www.ptcb.org](http://www.ptcb.org). The online application provides immediate confirmation of application receipt for recertification candidates. Online applications allow you to submit payment via credit card or e-check. Paper applications are not offered the option of paying by credit card at this time. Candidates randomly selected to be audited must submit copies of their documentation, e.g., CE, Certificates of Participation.

## Recertification Fees

Recertification fees for paper applications should be made payable to “Pharmacy Technician Certification Board” or “PTCB” in the amount of \$65 in the form of a check or money order in U.S. funds and must be included with your application. Completion of an online application requires payment of \$40 with a credit card or e-check.

Payments returned for insufficient funds after your application is processed will result in the deactivation of your certification. The required recertification fee plus a \$25 administrative fee must be received by PTCB within 30 days of the date of the *insufficient funds notice* - to reactivate your certification.

Note: Once your application has been received and processed by PTCB, your new expiration date will be two years from your last expiration date. For example, if your last expiration date was March 31, 2009; your new expiration date will be March 31, 2011.

## Returned Recertification Applications

PTCB will return applications not completed correctly, so please read all directions carefully to avoid a \$10 reprocessing fee. PTCB suggests that you send the completed application well in advance of the postmark deadline in order to allow time for the application to be returned if an error was made in completing the application. **There are no exceptions or extensions to the deadlines.**

- When resubmitting a corrected recertification application, you will be required to submit copies of your Certificates of Participation and/or copies of your completed PTCB Universal Continuing Education Form for the CE(s) in question and the required \$10 reprocessing fee. If you do not respond to a returned application within the time frame your application fees will be forfeited.
- Failure to successfully complete the recertification requirements will result in the loss of PTCB certification.
- Any refund for overpayment of fees is subject to a \$25 processing fee.
- You may NOT send a corrected returned recertification application online or by fax.

## Continuing Education (CE)

Complete 20 hours of continuing education (CE) within your two-year certification period; one hour must be in pharmacy law. PTCB accepts only those CE hours earned during the two-year certification period.

- Additional hours cannot be carried over to the next recertification period.
- Currently, your CE does not have to be provided by an Accreditation Council for Pharmacy Education (ACPE) accredited provider to receive CE credit.
- Only list the sponsors of the program on your CE transcript and not ACPE.
- A maximum of 10 hours may be earned using the PTCB Universal Continuing Education Form.
- A maximum of 15 hours may be earned by completing a college course (in pharmacy-related science or math) with a grade of “C” or better.
- CPhT’s are NOT required to obtain “live” (interaction between participant and instructor, e.g., administering or delivery of injections) continuing education credits.

## Acceptable Continuing Education (CE) Subject Matter

You must earn your continuing education credits in pharmacy-related subject matter. PTCB reserves the right to reject credits not deemed applicable to pharmacy technician practice. Examples of appropriate programs for CPhTs may pertain to the following topics:

- Medication distribution
- Pharmacy operations
- Calculations

- Programs specific to pharmacy technicians
- Interpersonal skills
- Organizational skills & inventory control systems
- Pharmacy law\*
- Pharmacology/drug therapy

**\*At least one hour in pharmacy law is required.**

## **Acceptable Documentation for Continuing Education Hours**

**Certificates of Participation must include the following information:**

- Name of participant
- Title and date of program
- Program sponsor or provider
- Number of hours awarded
- Dated signature of provider representative\* (company or organization name)

\*Note: if the date of the program is not printed on the certificate, the dated signature will be used as the date the continuing education (CE) hour(s) were earned.

## **Locating Continuing Education (CE) Providers**

Visit PTCB's website [www.ptcb.org](http://www.ptcb.org) for information on continuing education (CE) to providers.

Accreditation Council for Pharmacy Education's Pharmacists' Learning Assistance Network (P.L.A.N) <http://www.acpe-accredit.org/pharmacists/programs.asp>

American Pharmacists Association (APhA) <http://www.pharmacist.com>

American Society of Health-System Pharmacists (ASHP) <http://www.ashp.org>

Illinois Council of Health-System Pharmacists (IHP) <http://www.ichpnet.org>

National Pharmacy Technician Association (NPTA) <http://www.pharmacytechnician.org>

Pharmacy Technician's Letter <http://www.pharmacytechniciansletter.com>

Pharmacy Times <http://www.pharmacytimes.com>

Power-Pak C.E.® <http://www.powerpak.com>

RxSchool® <http://www.rxschool.com>

U.S. Pharmacist <http://www.uspharmacist.com>

## **Categories of Continuing Education (CE)**

### ***Lecture/Workshop Programs***

This type of program may be a live or web-based presentation, teleconference, in-service, videotape, panel discussion, workshop, etc. Speakers/Educators may include pharmacists, CPhTs, health care personnel (physicians, nurses, respiratory therapists, etc.), and pharmaceutical industry representatives. If you do not receive a Certificate of Participation for the program, your supervising pharmacist may complete the Universal Continuing Education Form for you to receive credit.

#### **Credit hour allocation for lecture programs**

- You will receive credit for the same number of hours as the number of lecture hours attended (or the number of hours approved for attendees). The minimum unit of credit that may be awarded for any single lecture program is one hour.
- ACPE accreditation of the accredited provider is not mandatory for programs attended by CPhTs in order to receive CE credit. However if your CE credit is ACPE accredited you must indicate on your transcript whether it is designated as "P" for pharmacist, "T" for technician or "P/T" for both.

### ***College Courses***

To receive continuing education (CE) credits for a college course, you must complete a course for credit with a grade of "C" or better. As a general guideline, the following categories of course work are eligible for CE credit:

- Courses in a pharmacy technician training program such as those offered by a community college.
- Any course in mathematics or calculations.
- A life science course relating to pharmacy, e.g., biology, chemistry, physics, etc.
- Any course in the pharmaceutical sciences.

Other course work may be approved on a case-by-case basis by writing a letter to PTCB and including a syllabus for the course. PTCB will assess the relevance of the course to the work of CPhTs and notify you of its decision.

#### **Credit hour allocation for college courses**

- PTCB will accept one college course for 15 hours of CE per two-year certification period. The remaining 5 CE credits must be earned from another provider.
- A grade report (or transcript) will be considered as the Certificate of Participation if audited.
- Technicians may take college courses that are appropriate for pharmacists.

#### ***In-Service Projects or Other Training***

In-Service projects are specially assigned work assignments and do not fall under the category of normal work duties and responsibilities. CPhTs should make arrangements with their supervising pharmacist for the completion of specially assigned in-service projects or training.

- Examples of in-service projects include inventory control, IV admixtures, videos, etc. These projects should be selected with the CPhT's individual training needs in mind.
- The supervising pharmacist must complete and sign the PTCB Universal Continuing Education Form for in-service projects.
- The PTCB Universal Continuing Education Form should not be completed for those courses that issue a Certificate of Participation.
- When using the PTCB Universal Continuing Education Form, list the name of the company or pharmacy, NOT the name of the supervising pharmacist as the program provider/sponsor on the Recertification Application.
- A maximum of 10 hours of CE is allowed using the PTCB Universal Education Form.

Visit PTCB's website [www.ptcb.org](http://www.ptcb.org) for information on downloading the In-Service form.

# PTCB

## PHARMACY TECHNICIAN CERTIFICATION BOARD

### Universal Continuing Education Form

CPhTs may use up to ten (10) contact hours of continuing education earned in the practice site for recertification credit. These ten In-Service hours are not to be awarded for working ten hours at the technician's regular duties. To earn these hours, the supervising pharmacist may arrange selected In-Service projects or training for the technician. **The supervising pharmacist completes and signs this *Universal Continuing Education Form* to verify completion of the project.**

#### Instructions

1. The supervising pharmacist must complete and sign this *Universal Form*.
2. Complete all information. Please type or use a black pen so copies are legible.
3. The summary should describe how the project relates to the work of the pharmacy technician.
4. Each project must have at least two learning objectives listed.
5. One form must be completed for each pharmacy technician and for each project.
6. This form may be photocopied but must have an original signature of the pharmacist.
7. Direct all inquiries regarding the use of this form to the Pharmacy Technician Certification Board at [recertification@ptcb.org](mailto:recertification@ptcb.org) or call us at (800) 363-8012.

Title of Project, Training Program, etc:

\_\_\_\_\_

Source of Project: \_\_\_\_\_

Summary: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

#### Learning Objectives

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

CPhT Name: \_\_\_\_\_ Certification#: \_\_\_\_\_

Date of Program Completion: \_\_\_\_\_ Contact Hours: \_\_\_\_\_

Pharmacist Name: \_\_\_\_\_ Licensed: \_\_\_\_\_  
(state)

Pharmacist Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# PTCB

## PHARMACY TECHNICIAN CERTIFICATION BOARD

### Recertification of Certification Application

PLEASE PROVIDE CURRENT, ACCURATE INFORMATION.

\_\_\_ Check here if this is a new address.

\_\_\_ Check here if this is a new email address.

\_\_\_ Mr. \_\_\_ Mrs. \_\_\_ Ms.

Name: \_\_\_\_\_ Previous Name(s) Used: \_\_\_\_\_

First Middle Last

Name changes require appropriate documentation (copy of marriage certificate, divorce decree, etc.)

Address: \_\_\_\_\_

Street City State Zip code

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_ PTCB Certification Number: \_\_\_\_\_

PTCB Recertification Date: \_\_\_\_\_

(Expiration) Month/Year

### Recertification Survey

All responses are strictly confidential.

1. Which one of the following best describes your primary work environment? (For each of the questions, circle the best answer)

- a. Community – Independent
- b. Community – Chain
- c. Hospital-University/University-Affiliated
- d. Hospital – Other
- e. Home Health Care
- f. Long-term Care
- g. Mail Service Facility
- h. Managed Health Care
- i. Educational/Vocational Training
- j. Pharmaceutical Industry
- k. Military (*circle one*: Air Force, Army, Navy, and Coast Guard)
- l. Other \_\_\_\_\_

2. Does your employer recognize Certified Pharmacy Technicians with higher pay rates?

- a. Yes
- b. No
- c. I don't know

3. What is the name of your employer? (For each of the questions, circle the best answer)

- a. Albertsons
- m. Happy Harry's

- |                      |                      |
|----------------------|----------------------|
| b. CVS/pharmacy      | n. Kerr Drug         |
| c. Eckerd            | o. King Soopers      |
| d. Kaiser Permanente | p. Longs             |
| e. Kmart             | q. Medicine Shoppe   |
| f. Krogers           | r. Neighbor Care     |
| g. Cardinal Health   | s. Safeway           |
| h. Rite Aid          | t. Target            |
| i. Walgreens         | u. Wal-Mart          |
| k. Brooks            | v. Winn Dixie        |
| l. Giant             | w. Other, not listed |

**4. How long have you worked full or part-time as a pharmacy technician? (For each of the questions, circle the best answer)**

- a. Less than 6 months
- b. 6 months - 1 year
- c. 1 – 2 years
- d. 2 - 3 years
- e. 4 - 5 years
- f. 6 - 10 years
- g. 11 - 20 years
- h. More than 21 years

**5. What is your current role in your practice setting?**

- a. Lead Tech
- b. Pharmacy Tech
- c. Store Mgr. or Asst. Mgr.
- d. Pharmacy Student
- e. Tech in Training
- f. Clinical Technician
- g. IV Technician
- h. Other

**6. What was your main reason for becoming certified?**

- a. Required by employer
- b. Required by state board of pharmacy
- c. Improved job security
- d. Improved ability to gain employment
- e. Improved feeling of self-worth
- f. Increased acceptance by pharmacists
- g. Promotion
- h. Increase in income

**7. Which of the following have you noticed most in your experience as a CPhT?**

- a. Improved feeling of self-worth
- b. Increased work responsibilities
- c. Greater acceptance by pharmacists
- d. Improved competence
- e. Improved ability to gain employment
- f. Enhanced job security
- g. Pay raise
- h. Promotion
- i. Supervisory opportunities

**8. How would you rate your overall satisfaction with the PTCB recertification process (on a scale of 1-10 with 10 being the best):**

- a. 9-10
- b. 7-8
- c. 5-6
- d. 3-4
- e. 1-2

Send the completed application and payment in the enclosed envelope to:  
**Pharmacy Technician Certification Board**  
**P.O. Box 75430**  
**Baltimore, MD 21275**



# PTCB

## PHARMACY TECHNICIAN CERTIFICATION BOARD

### Recertification Frequently Asked Questions (FAQs)

#### CHANGES

**My name has changed or I notice an error in my name. Who do I contact to request an update or correction?**

For name changes, send your full name and PTCB certification along with appropriate documentation (copy of marriage license, divorce decree, etc.) by fax to 202-429-7596 or you may scan your materials and email to [recertification@ptcb.org](mailto:recertification@ptcb.org). For name correction, send your request (include your full name, PTCB certification or Social Security number) by fax to 202-429-7596 or by scanning your materials and email to [recertification@ptcb.org](mailto:recertification@ptcb.org).

**I need to update or add my email address. Who do I contact about this?**

You may send your updated or new email address by fax to 202-429-7596 or by email to [recertification@ptcb.org](mailto:recertification@ptcb.org).

**I have forgotten my online password. Who do I contact about this?**

You may contact us at 1-800-363-8012, send a request by fax to 202-429-7596 or email request to [recertification@ptcb.org](mailto:recertification@ptcb.org).

#### RECERTIFICATION

**What is the recertification process?**

Renewal of your certification is required every two years. During your two-year certification period you need to earn twenty hours of pharmacy-related continuing education hours; one of the twenty hours must be in pharmacy law.

**Will I be notified of when I must recertify?**

PTCB will mail postcards to the address you provided to remind you of your deadline. PTCB will also email you to remind you of your upcoming recertification and reinstatement deadline dates. Updating your email address is necessary.

**Can I apply for recertification via the internet?**

Yes. You may complete the recertification process for \$40 during your recertification period. The application is available on PTCB's website. When completing your online application you will be required to submit payment via credit card or e-check. Go to [www.ptcb.org](http://www.ptcb.org) and print an immediate confirmation of receipt. You will receive your certificate up to 4 weeks sooner compared to a paper application. Randomly selected audit candidates are required to submit copies of their CE Certificates of Participation.

**What happens if I do not recertify?**

If you do not recertify you will no longer be a Certified Pharmacy Technician and you will not be able to use the "CPhT" designation after your name. Without certification, patient and medication safety can be compromised. To recertify you must complete the required number of continuing education hours by your expiration date and submit your completed recertification application by the postmark deadline.

**What if my recertification application is returned?**

PTCB will include a letter outlining the problem with your application. Your application must be corrected and returned with a \$10.00 reprocessing fee. All returned applications must be returned to PTCB within 30 days of the date on the return letter.

**Where can I obtain continuing education (CE)?**

You can earn CEs at pharmacy professional organizations, such as national pharmacy associations, state pharmacy associations and their local chapters, pharmaceutical companies, technician training programs, and employers. If you have attended university or college courses in pharmacy, mathematics, or science with a "C" or better, you may earn up to 15 credits. You may also obtain credits online. There are several online providers that offer continuing education. You can go to PTCB's website and find links to [www.ptcb.org](http://www.ptcb.org) and look under the recertification/ reinstatement; continuing education tab.

**In order to recertify, how many hours must I report for continuing education?**

Eligible recertificants must report 20 hours of continuing education (CE), including one hour in pharmacy law.

**What are acceptable continuing education credits?**

All credits must be pharmacy related. Subject matter may include medication distribution; inventory control; pharmacy law; drug therapy; pharmacy operations; etc.

**Can I use a college course towards my recertification continuing education requirements?**

Yes, PTCB accepts college courses completed with a grade of “C” or better to be used towards your recertification. PTCB will accept courses in mathematics or calculations, biology, chemistry, or any course in pharmaceutical sciences. One college course is equal to 15 continuing education hours. You may only use one college course per two-year certification period, for a total of 15 CE hours. The remaining 5 CE hours must be from another provider.

**What is an In-Service project and how do I report it as continuing education?**

An In-Service project is simply an outside assignment (not your regular job duties) developed by you and your supervising pharmacist. These projects should be relevant to current and/or future duties as a technician. For example, training on a new computer system would be considered an In-Service project. You may earn up to 10 hours towards your recertification.

**What is the PTCB Universal Continuing Education Form?**

This form is for In-Service projects and other training, which are not part of your regular duties. At the completion of the In-Service project, the supervising pharmacist must complete and sign the form. Only 10 hours can be used towards reinstatement through In-Service projects. Each time the *PTCB Universal Continuing Education Form* is completed, the continuing education program is considered an In-Service project. If the program sponsor provides a Certificate of Participation, a *PTCB Universal Continuing Education Form* should not be used. Do not list the supervising pharmacist’s name as the program provider. The program provider of In-Service projects is the sponsoring company or pharmacy. Answer “no” if you received a Certificate of Participation from the continuing education provider. Remember the *form* should not be used if you received a Certificate of Participation.

**What is The Accreditation Council for Pharmacy Education (ACPE)?**

ACPE accredits continuing education accredited providers. ACPE does not provide continuing education programs. Lecture, workshop and home study programs are not required to be ACPE accredited for a technician to receive continuing education credits.

**How does the ACPE rule affect the way I report credits to PTCB?**

As of January 1, 2008, ACPE requires all accredited CE providers to designate their programs as either “P” for pharmacists, “T” for pharmacy technicians or “P/T” for both. PTCB has not revised its CE policy, but would like you to indicate, if applicable, on your CE form. We will continue to accept CEs that are designated “P,” “T” and “P/T” so long as it is pharmacy-related and appropriate for work as a CPhT.

**Should I mail my Certificates of Participation to PTCB?**

No. CPhTs are responsible for maintaining their own continuing education records. PTCB will only request copies of your Certificates of Participation and/or completed PTCB Universal Continuing Education Forms if you are audited or if we have questions regarding your application. You should keep copies of your continuing education documentation for at least one year after your recertification date.

**May I carry over credits to my next recertification period?**

No. You cannot carry over any credits earned to your next recertification period. For example, if you earned 40 credits in IV admixtures, we will only accept 19, (the other must be in pharmacy law.)

**I am not sure about one of my credits. Where can I get it reviewed and approved?**

You may submit a request for credit review and approval by email to [recertification@ptcb.org](mailto:recertification@ptcb.org) or fax (Attn: Recertification Department). Our fax number is 202/429-7596

**What will my new expiration date be once I recertify?**

Once your application has been received and processed by PTCB, your new expiration date will be two years from your last expiration date. For example, if you **recertify** on time and your last expiration date was March 31, 2009 your new expiration date will be March 31, 2011.

# PTCB

## PHARMACY TECHNICIAN CERTIFICATION BOARD Reinstatement Program and Handbook for (CPhTs)

### SUMMARY OF THE REINSTATEMENT PROCESS

Certified Pharmacy Technicians (CPhTs) are required to renew their PTCB certification every two years, through the recertification process. Those individuals not completing the recertification process are no longer a CPhT and must apply for reinstatement. Former CPhTs are eligible to complete the reinstatement process to regain CPhT status without retaking the Pharmacy Technician Certification Examination (PTCE). Eligible candidates have one year from their expiration date to complete 20 hours of continuing education (CE) (2 hours must be in pharmacy law) and submit the completed reinstatement application with an \$80.00 fee. The reinstatement application is **only to be used by individuals seeking reinstatement**. Before completing the application, please take the time to carefully review the information provided in this document.

#### Steps to Reinstatement

**Step 1** Complete 20 hours of continuing education; 2 hours must be in pharmacy law. All continuing education credits must have been completed prior to your reinstatement deadline.

**Step 2** Candidates are encouraged to reinstate online.

**Step 3** If you choose to submit a paper application, you must complete and sign the application.

**Step 4** Mail the reinstatement application and fee prior to the deadline. Please mail to **PTCB, PO Box 75430, Baltimore, MD 21275**. Applications mailed to the Washington, DC address will cause a delay in the processing of your application.

**Step 5** After processing, you will receive a new PTCB certificate and wallet card in approximately 30 to 60 days. If your application is returned for corrections, this will delay the reinstatement process.

**Step 6** If you do not complete the reinstatement process within the calendar year, you will need to sit and successfully pass the national Pharmacy Technician Certification Examination (PTCE) in order to become a CPhT again.

**Step 7** Keep copies of your continuing education documentation for at least 1 year after your certification expiration date.

#### To become reinstated, you must meet the following criteria:

- You are within one calendar year of your last recertification date.
- You do not have any felony convictions, drug or pharmacy-related convictions, or Board of Pharmacy disciplinary actions.
- Your PTCB certification has not been revoked for any reason.

#### Reinstatement Fees

The reinstatement fee is \$80 made payable by check or money order to the “Pharmacy Technician Certification Board” or “PTCB” in U.S funds. A \$10 reprocessing fee applies to returned applications. Payments returned for insufficient funds after application is processed will result in the deactivation of your certification. The required reinstatement fee plus a \$25 administrative fee must be received by the PTCB within 30 days of the insufficient funds notice to reactivate your certification.

#### Reinstatement Deadlines

Completed Reinstatement Applications are due within one year of your certification expiration date.

**There are no extensions or exceptions to printed deadlines.** Complete and submit your application as soon as possible.

## Returned Reinstatement Applications

PTCB will return applications not completed correctly, so please read all directions carefully. PTCB suggests that you send the completed application well in advance of the postmark deadline in order to allow time for the application to be returned if an error was made in completing the application. **There are no exceptions or extensions to the postmark deadlines.**

- When resubmitting a corrected reinstatement application you will be required to submit copies of your Certificates of Participation and/or copies of your completed PTCB Universal Continuing Education Form for the CE(s) in question and the required \$10 reprocessing fee.
- Failure to successfully complete the reinstatement requirements will result in the loss of PTCB certification and forfeiture of your reinstatement fees.
- Refunds for incorrect payment of fees are subject to a \$25 processing fee.
- You may NOT correct a returned reinstatement application online or by fax.

## Continuing Education (CE)

Complete 20 hours of continuing education (CE) within your two-year certification period; 2 hours must be in pharmacy law. PTCB will only accept CE hours earned during the two-year certification period and during your reinstatement period.

- Additional hours cannot be carried over to the next recertification period.
- Currently, your CE does not have to be provided by an Accreditation Council for Pharmacy Education (ACPE) accredited provider to receive CE credit.
- Only list the sponsors of the program on your CE transcript and not ACPE.
- A maximum of 10 hours may be earned at your workplace by completing in-service projects under the direct supervision of your pharmacist(s) using the PTCB Universal Continuing Education Form.
- A maximum of 15 hours may be earned by completing a college course (in science or math) with a grade of “C” or better.
- CPhT’s are NOT required to obtain “live” (interaction between participant and instructor, e.g., administering or delivery of injections) continuing education credits.

## Acceptable Continuing Education (CE) Subject Matter

You must earn your continuing education credits in pharmacy-related subject matter. PTCB reserves the right to reject credits not deemed applicable to pharmacy technician practice. Examples of appropriate programs for CPhTs may pertain to the following topics:

- Medication distribution
- Pharmacy operations
- Calculations
- Programs specific to pharmacy technicians
- Interpersonal skills
- Organizational skills & inventory control systems
- Pharmacy law\*
- Pharmacology/drug therapy

**\*Two hours in pharmacy law are required.**

## Acceptable Documentation for Continuing Education Hours

**Certificates of Participation must include the following information:**

- Name of participant
- Title and date of program
- Program sponsor or provider
- Number of hours awarded
- Dated signature of provider representative\* (company or organization name)

\*Note: if the date of the program is not printed on the certificate, the dated signature will be used as the date the continuing education (CE) hour(s) were earned.

## Locating Continuing Education (CE) Providers

Visit PTCB's website [www.ptcb.org](http://www.ptcb.org) for information on continuing education (CE) to providers.

Accreditation Council for Pharmacy Education's Pharmacists' Learning Assistance Network (P.L.A.N.) <http://www.acpe-accredit.org/pharmacists/programs.asp>

American Pharmacists Association (APhA) <http://www.pharmacist.com>

American Society of Health-System Pharmacists (ASHP) <http://www.ashp.org>

Illinois Council of Health-System Pharmacists (ICHSP) <http://www.ichspnet.org>

National Pharmacy Technician Association (NPTA) <http://www.pharmacytechnician.org>

Pharmacy Technician's Letter <http://www.pharmacytechniciansletter.com>

Pharmacy Times <http://www.pharmacytimes.com>

Power-Pak C.E.® <http://www.powerpak.com>

RxSchool® <http://www.rxschool.com>

U.S. Pharmacist <http://www.uspharmacist.com>

## Categories of Continuing Education (CE)

### *Lecture/Workshop Programs*

This type of program may be a live or web-based presentation, teleconference, in-service, videotape, panel discussion, workshop, etc. Speakers/Educators may include pharmacists, CPhTs, health care personnel (physicians, nurses, respiratory therapists, etc.), and pharmaceutical industry representatives. If you do not receive a Certificate of Participation for the program, your supervising pharmacist may complete the Universal Continuing Education Form for you to receive credit.

#### **Credit hour allocation for lecture programs**

- You will receive credit for the same number of hours as the number of lecture hours attended (or the number of hours approved for attendees). The minimum unit of credit that may be awarded for any single lecture program is 1 hour.
- ACPE accreditation of the accredited provider is not mandatory for programs attended by CPhTs in order to receive CE credit. However if your CE credit is ACPE accredited you must indicate on your transcript whether it is designated as "P" for pharmacist, "T" for technician or "P/T" for both.

### *College Courses*

To receive continuing education (CE) credits for a college course, you must complete a course for credit with a grade of "C" or better. As a general guideline, the following categories of course work are eligible for CE credit:

- Courses in a pharmacy technician training program such as those offered by a community college.
- Any course in mathematics or calculations.
- A life science course relating to pharmacy, e.g., biology, chemistry, physics, etc.
- Any course in the pharmaceutical sciences.

Other course work may be approved on a case-by-case basis by writing a letter to PTCB and including a syllabus for the course. PTCB will assess the relevance of the course to the work of CPhTs and notify you of its decision.

#### **Credit hour allocation for college courses**

- PTCB will accept 1 college course for 15 hours of CE per two-year certification period. The remaining 5 CE credits must be earned from another provider.
- A grade report (or transcript) will be considered as the Certificate of Participation if audited.
- Technicians may take college courses that are appropriate for pharmacists.

### *In-Service Projects or Other Training*

In-Service projects are specially assigned work assignments and do not fall under the category of normal work duties and responsibilities. CPhTs should make arrangements with their supervising pharmacist for the completion of specially assigned in-service projects or training.

- Examples of in-service projects include inventory control, IV admixtures, videos, etc. These projects should be selected with the CPhT's individual training needs in mind.

- The supervising pharmacist must complete and sign the PTCB Universal Continuing Education Form for in-service projects.
- The PTCB Universal Continuing Education Form should not be completed for those courses that issue a Certificate of Participation.
- When using the PTCB Universal Continuing Education Form, list the name of the company or pharmacy, NOT the name of the supervising pharmacist as the program provider/sponsor on the Reinstatement Application.
- A maximum of 10 hours of CE is allowed using the PTCB Universal Education Form.

Visit PTCB's website [www.ptcb.org](http://www.ptcb.org) for information on downloading the In-Service form.

# PTCB

## PHARMACY TECHNICIAN CERTIFICATION BOARD

### Universal Continuing Education Form

CPhTs may use up to ten (10) contact hours of continuing education earned in the practice site for recertification credit. These ten In-Service hours are not to be awarded for working ten hours at the technician's regular duties. To earn these hours, the supervising pharmacist may arrange selected In-Service projects or training for the technician. **The supervising pharmacist completes and signs this *Universal Continuing Education Form* to verify completion of the project.**

#### Instructions

1. The supervising pharmacist must complete and sign this *Universal Form*.
2. Complete all information. Please type or use a black pen so copies are legible.
3. The summary should describe how the project relates to the work of the pharmacy technician.
4. Each project must have at least two learning objectives listed.
5. One form must be completed for each pharmacy technician and for each project.
6. This form may be photocopied but must have an original signature of the pharmacist.
7. Direct all inquiries regarding the use of this form to the Pharmacy Technician Certification Board at [recertification@ptcb.org](mailto:recertification@ptcb.org) or call us at (800) 363-8012.

Title of Project, Training Program, etc:

\_\_\_\_\_

Source of Project: \_\_\_\_\_

Summary: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

#### Learning Objectives

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

CPhT Name: \_\_\_\_\_ Certification#: \_\_\_\_\_

Date of Program Completion: \_\_\_\_\_ Contact Hours: \_\_\_\_\_

Pharmacist Name: \_\_\_\_\_ Licensed: \_\_\_\_\_  
(state)

Pharmacist Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# PTCB

## PHARMACY TECHNICIAN CERTIFICATION BOARD

### Reinstatement of Certification Application

PLEASE PROVIDE CURRENT, ACCURATE INFORMATION.

\_\_\_ Check here if this is a new address.

\_\_\_ Check here if this is a new email address.

\_\_\_ Mr. \_\_\_ Mrs. \_\_\_ Ms.

Name: \_\_\_\_\_ Previous Name(s) Used: \_\_\_\_\_  
                    First                    Middle                    Last

*Name changes require appropriate documentation (copy of marriage certificate, divorce decree, etc.)*

Address: \_\_\_\_\_  
                    Street  City  State  Zip code

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_ PTCB Certification Number: \_\_\_\_\_

PTCB Recertification Date: \_\_\_\_\_

### Reinstatement Survey **All responses are strictly confidential.**

1. Which one of the following best describes your primary work environment? (For each of the questions, circle the best answer)

- a. Community – Independent
- b. Community – Chain
- c. Hospital-University/University-Affiliated
- d. Hospital – Other
- e. Home Health Care
- f. Long-term Care
- g. Mail Service Facility
- h. Managed Health Care
- i. Educational/Vocational Training
- j. Pharmaceutical Industry
- k. Military (*circle one: Air Force, Army, Navy, and Coast Guard*)
- l. Other \_\_\_\_\_

2. Does your employer recognize Certified Pharmacy Technicians with higher pay rates?

- a. Yes
- b. No
- c. I don't know

3. What is the name of your employer?

- a. Albertsons
- b. CVS/pharmacy
- c. Eckerd
- d. Kaiser Permanente
- e. Kmart
- f. Krogers
- g. Cardinal Health
- h. Rite Aid
- i. Walgreens
- k. Brooks
- l. Giant
- m. Happy Harry's
- n. Kerr Drug
- o. King Soopers
- p. Longs
- q. Medicine Shoppe
- r. Neighbor Care
- s. Safeway
- t. Target
- u. Wal-Mart
- v. Winn Dixie
- w. Other, not listed

**4. How long have you worked full and/or part-time as a pharmacy technician? (For each of the questions, circle the best answer)**

- a. Less than 6 months
- b. 6 months - 1 year
- c. 1 – 2 years
- d. 2 - 3 years
- e. 4 - 5 years
- f. 6 - 10 years
- g. 11 - 20 years
- h. More than 21 years

**5. What is the reason(s) for loss of PTCB certification?**

- a. Changed occupation
- b. Did not complete continuing education hours by expiration date
- c. Did not remember recertification date
- d. Did not submit recertification application
- e. Other

**6. What is your current role in your practice setting?**

- a. Lead Tech
- b. Pharmacy Tech
- c. Store Mgr. or Asst. Mgr.
- d. Pharmacy Student
- e. Tech in Training
- f. Clinical Technician
- g. IV Technician
- h. Other

**7. Which of the following have you noticed most in your experience as a CPhT?**

- a. Improved feeling of self-worth
- b. Increased work responsibilities
- c. Greater acceptance by pharmacists
- d. Improved competence
- e. Improved ability to gain employment
- f. Enhanced job security
- g. Pay raise
- h. Promotion
- i. Supervisory opportunities

**8. How would you rate your overall satisfaction with the PTCB recertification/reinstatement process (on a scale of 1-10 with 10 being the best):**

- a. 9-10
- b. 7-8
- c. 5-6
- d. 3-4
- e. 1-2

Send the completed application and payment in the enclosed envelope to:

**Pharmacy Technician Certification Board  
P.O. Box 75430  
Baltimore, MD 21275**



# PTCB

## PHARMACY TECHNICIAN CERTIFICATION BOARD

### Reinstatement Frequently Asked Questions (FAQs)

#### CHANGES

##### **My name has changed or I notice an error in my name. Who do I contact to request an update or correction?**

For name changes, send your full name and PTCB certification along with appropriate documentation (copy of marriage license, divorce decree, etc.) by fax to 202-429-7596 or you may scan your materials and email to [recertification@ptcb.org](mailto:recertification@ptcb.org). For name correction, send your request (include your full name, PTCB certification or Social Security number) by fax to 202-429-7596 or by scanning your materials and email to [recertification@ptcb.org](mailto:recertification@ptcb.org).

##### **I need to update or add my email address. Who do I contact about this?**

You may send your updated or new email address by fax to 202-429-7596 or by email to [recertification@ptcb.org](mailto:recertification@ptcb.org).

##### **I have forgotten my online password. Who do I contact about this?**

You may contact us at 1-800-363-8012, send a request by fax to 202-429-7596 or email request to [recertification@ptcb.org](mailto:recertification@ptcb.org)

#### REINSTATEMENT

##### **Can I apply for reinstatement via the internet?**

Yes. You may complete the reinstatement process via the internet for \$80 during your reinstatement period. This online application provides immediate confirmation of receipt. The application is available on PTCB's website at [www.ptcb.org](http://www.ptcb.org). Reinstating online reduces the time it takes to receive your new certificate by up to 4 weeks and allows you to print a confirmation that your application has been submitted for your workplace. When completing your online application you will be required to submit payment via credit card or e-check.

##### **What is the reinstatement program?**

The reinstatement program is offered to those who did not complete the required 20 hours of continuing education by their expiration date and/or failed to submit a recertification application by the deadline. Candidates who are eligible for reinstatement must complete 20 hours of continuing education (including 2 hours of pharmacy law) and complete the reinstatement process within one calendar year of their recertification date. NOTE: you will have lost your CPhT status until you have reinstated.

##### **What will my new expiration date be once I reinstate?**

Regardless of when you reinstate during the one-year reinstatement period, your new expiration date will be two years from your last expiration date. For example, if you **reinstate** any time after your expiration date, e.g., March 31, 2008, your new expiration date will continue to be March 31, 2010.

##### **Are the continuing education (CE) requirements the same for reinstatement as for recertification?**

Yes; however, you will need two (2) Pharmacy Law credits. Please refer to the Recertification (FAQs) and related information at [www.ptcb.org](http://www.ptcb.org).

##### **What is The Accreditation Council for Pharmacy Education (ACPE)?**

ACPE accredits continuing education accredited providers. ACPE does not provide continuing education programs. Lecture, workshop and home study programs are not required to be ACPE accredited for a technician to receive continuing education credits.

##### **How does the ACPE rule affect the way I report credits to PTCB?**

As of January 1, 2008, ACPE requires all accredited CE providers to designate their programs as either "P" for pharmacists, "T" for pharmacy technicians or "P/T" for both. PTCB has not revised its CE policy, but would like you to indicate, if applicable, on your CE form. We will continue to accept CEs that are designated "P," "T" and "P/T" so long as it is pharmacy-related and appropriate for work as a CPhT.

##### **I am not sure about one of my credits. Where can I get it reviewed and approved?**

You may submit a request for credit review and approval by email to [recertification@ptcb.org](mailto:recertification@ptcb.org) or fax (Attn: Recertification Department). Our fax number is (202) 429-7596.

## Appendix A: PTCB Examination Content Outline

### I. Assisting the Pharmacist in Serving Patients (66% of exam)

- A. Receive prescription/medication order(s) from patient/patient's representative, prescriber, or other healthcare professional:
  - 1. Accept new prescription/medication order from patient/patient's representative, prescriber, or other healthcare professional
  - 2. Accept new prescription/medication order electronically (for example, by telephone, fax, or electronic transmission)
  - 3. Accept refill request from patient/patient's representative
  - 4. Accept refill authorization from prescriber or other healthcare professional electronically (for example, by telephone, fax, or electronic transmission)
  - 5. Contact prescriber/originator for clarification of prescription/medication order refill
  - 6. Perform/accept transfer of prescription/medication order(s)
- B. Assist the pharmacist in accordance with federal rules and regulations in obtaining from the patient/patient's representative such information as diagnosis or desired therapeutic outcome, disease state, medication history (including over-the-counter [OTC] medications and dietary supplements), allergies, adverse reactions, medical history and other relevant patient information, physical disability, and payer information (including both self-pay and third party reimbursement)
- C. Assist the pharmacist in accordance with federal rules and regulations in obtaining from prescriber, other healthcare professionals, and/or the medical record such information as diagnosis or desired therapeutic outcome, disease state, medication history (including over-the-counter [OTC] medications and dietary supplements), allergies, adverse reactions, medical history and other relevant patient information, physical disability, and payer information (including both self-pay and third-party reimbursement)
- D. Collect and communicate patient-specific data (for example, blood pressure, glucose, cholesterol levels, therapeutic drug levels, immunizations) to assist the pharmacist in monitoring patient outcomes
- E. Collect and communicate data related to restricted drug distribution programs (for example, thalidomide, isotretinoin, clozapine)
- F. Collect and communicate data related to investigational drugs
- G. Assess prescription or medication order for completeness (for example, patient's name and address), accuracy, authenticity, legality, and reimbursement eligibility
- H. Update the medical record/patient profile with such information as medication history (including [OTC] medications and dietary supplements), disease states, compliance/adherence patterns, allergies, medication duplication, and/or drug-disease, drug-drug, drug-laboratory, drug-dietary supplement and/or OTC, and drug-food interactions
- I. Assist the patient/patient's representative in choosing the best payment assistance plan if multiple plans are available to patient
- J. Process a prescription/medication order
  - 1. Enter prescription/medication order information into patient profile
  - 2. Select the appropriate product(s) for dispensing (for example, brand names, generic substitutes, therapeutic substitutes, formulary restrictions)

3. Obtain pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances, controlled substances, and investigational products) from inventory
  4. Calculate quantity and days supply of finished dosage forms for dispensing
  5. Measure or count quantity of finished dosage forms for dispensing
  6. Process and handle radiopharmaceuticals
  7. Perform calculations for radiopharmaceuticals
  8. Process and handle chemotherapeutic medications commercially available in finished dosage forms (for example, Efudex, mercaptopurine)
  9. Perform calculations for oral chemotherapeutic medications
  10. Process and handle investigational products
  11. Package finished dosage forms (for example, blister pack, robotic/automated dispensing, vial)
  12. Affix label(s) and auxiliary label(s) to container(s)
  13. Assemble patient information materials (for example, drug information sheets, patient package inserts, Health Information Portability and Accountability Act [HIPAA] literature)
  14. Check for accuracy during processing of the prescription/medication order (for example, National Drug Code [NDC] number, bar code, and data entry)
  15. Verify the data entry, measurements, preparation, and/or packaging of medications produced by other technicians as allowed by law (for example, tech check tech)
  16. Prepare prescription or medication order for final check by pharmacist
  17. Prepare prescription or medication order for final check by pharmacy technician as allowed by law (for example, tech check tech)
  18. Perform Nuclear Regulatory Commission (NRC) required checks for radiopharmaceuticals
- K. Compound a prescription/medication order:
1. Assemble equipment and/or supplies necessary for compounding the prescription/medication order
  2. Calibrate equipment (for example, scale or balance, total parenteral nutrition [TPN] compounder) needed to compound the prescription/medication order
  3. Perform calculations required for preparation of compounded IV admixtures
  4. Perform calculations for extemporaneous compounds
  5. Compound medications (for example, topical preparations, reconstituted antibiotic suspensions) for dispensing according to prescription and/or compounding guidelines
  6. Compound medications in anticipation of prescriptions/medication orders (for example, compounding for a specific patient)
  7. Prepare sterile products (for example, TPNs, piggybacks, IV solutions, ophthalmic products)
  8. Prepare radiopharmaceuticals
  9. Prepare chemotherapy
  10. Record preparation and/or ingredients of medications (for example, lot number, control number, expiration date, chemotherapy calculations, type of IV solution)
- L. Provide prescription/medication to patient/patient's representative:
1. Store medication prior to distribution
  2. Provide medication and supplemental information (for example, patient package inserts) to patient/patient's representative

3. Package and ship pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) to patient/patient's representative
  4. Place medication in dispensing system (for example, unit-dose cart, automated systems)
  5. Deliver medication to patient-care unit
  6. Record distribution of prescription medication
  7. Record distribution of controlled substances
  8. Record distribution of investigational drugs
  9. Record distribution of restricted drugs (for example, isotretinoin, clozapine, thalidomide)
  10. Record distribution of prescription/medication to patient's home
- M. Determine charges and obtain reimbursement for products and services
  - N. Communicate with third-party payors to determine or verify coverage
  - O. Communicate with third-party payors to obtain prior authorizations
  - P. Communicate with third-party payors and patients/patients' representatives to rectify rejected third-party claims
  - Q. Identify and resolve problems with rejected claims (for example, incorrect days supply, incorrect ID number)
  - R. Provide supplemental information (for example, disease state information, CDs) as requested/required
  - S. Direct patient/patient's representative to pharmacist for counseling
  - T. Perform drug administration functions under appropriate supervision (for example, perform drug/IV rounds, check pumps, anticipate refill of drugs/IVs)
  - U. Process and dispense enteral products

## **II. Maintaining Medication and Inventory Control Systems (22% of exam)**

- A. Identify pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) to be ordered
- B. Place routine orders for pharmaceuticals, durable and nondurable medical equipment, devices, and supplies (including hazardous substances and investigational products) in compliance with legal, regulatory, formulary, budgetary, and contractual requirements
- C. Place emergency orders for pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) in compliance with legal, regulatory, formulary, budgetary, and contractual requirements
- D. Receive pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) and verify against specifications on original purchase orders
- E. Place pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) in inventory under proper storage conditions while incorporating error prevention strategies
- F. Perform non-patient-specific preparation, distribution, and maintenance of pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) while incorporating error prevention strategies (for example, crash carts, clinic and nursing floor stock, automated dispensing systems)
- G. Remove from inventory expired/discontinued/slow moving/overstocked pharmaceuticals, durable and nondurable medical equipment, devices, and supplies (including hazardous substances and investigational products)

- H. Remove from inventory recalled pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products)
- I. Dispose of or destroy pharmaceuticals or supplies (for example, hazardous substances, investigational products, controlled substances, non-dispensable products)
- J. Communicate changes in product availability (for example, formulary changes, recalls, shortages) to pharmacy staff, patient/patient's representative, physicians, and other healthcare professionals
- K. Implement and monitor policies and procedures to deter theft and/or drug diversion
- L. Maintain a record of controlled substances ordered, received, and removed from inventory
- M. Maintain a record of investigational products ordered, received, and removed from inventory
- N. Perform required inventories and maintain associated records
- O. Maintain record-keeping systems for repackaging, non-patient specific compounding, recalls, and returns of pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products)
- P. Compound non-patient specific medications in anticipation of prescription/medication orders
- Q. Perform quality assurance tests on compounded medications (for example, end product testing and validation)
- R. Repackage finished dosage forms for dispensing (for example, unit dose, blister pack, oral syringes)
- S. Participate in quality assurance programs related to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products)

### **III. Participating in the Administration and Management of Pharmacy Practice (12% of exam)**

- A. Coordinate written, electronic, and oral communications throughout the practice setting (for example, route phone calls, faxes, verbal and written refill authorizations; disseminate policy and procedure changes)
- B. Update and maintain patient information (for example, insurance information, demographics, provider information) in accordance with federal regulations and professional standards (for example, Health Insurance Portability and Accountability Act [HIPAA])
- C. Collect productivity information (for example, the number of prescriptions filled, fill times, payments collected, rejected claim status)
- D. Participate in quality assurance activities (for example, medication error prevention, customer satisfaction surveys, and internal audits of processes)
- E. Generate quality assurance reports (for example, compile or summarize data collected for evaluation or action plan development, root cause analysis)
- F. Implement and monitor the practice setting for compliance with federal regulations and professional standards (for example, Materials Safety Data Sheet [MSDS], Occupational Safety Health Administration [OSHA], Joint Commission on Accreditation of Healthcare Organizations [JCAHO], United States Pharmacopeia [USP])
- G. Implement and monitor policies and procedures for infection control
- H. Implement and monitor policies and procedures for the handling, disposal, and destruction of pharmaceuticals and supplies (for example, hazardous substances, investigational products, controlled substances, non-dispensable products, radiopharmaceuticals)
- I. Perform and record routine sanitation, maintenance, and calibration of equipment (for example, automated dispensing equipment, balances, TPN compounders, and refrigerator/freezer temperatures)

- J. Update, maintain, and use manual or electronic information systems (for example, patient profiles, prescription records, inventory logs, reference materials) in order to perform job related activities
- K. Use and maintain automated and point-of-care dispensing technology
- L. Perform billing and accounting functions for products and services (for example, self-pay, third-party adjudication, pharmaceutical discount cards, medication reimbursement)
- M. Communicate with third-party payers to determine or verify coverage for products and services
- N. Coordinate and/or participate in staff training and continuing education
- O. Perform and/or contribute to employee evaluations and competency assessments
- P. Participate in the establishment, implementation, and monitoring of the practice setting's policies and procedures

# PTCB

## Appendix B: Pharmacy Technician Certification Board School Codes

### Alabama

Capps College	Mobile	AL	0303
Remington College	Mobile	AL	0301
Virginia College	Birmingham	AL	0302

### Alaska

Fairbanks Memorial Hospital	Fairbanks	AK	0101
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### Arkansas

Remington College	Little Rock	AR	0401
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### Arizona

Apollo College	Phoenix	AZ	0209
Apollo College	Tucson	AZ	0206
Arizona College of Allied Health	Phoenix	AZ	0201
College America	Flagstaff	AZ	0204
Long Medical College	Phoenix	AZ	0202
Northland Pioneer College	Holbrook	AZ	5420
Pima Community College	Tucson	AZ	0203
Pima Medical Institute	Mesa	AZ	0207
Pima Medical Institute	Tucson	AZ	0208
Remington College	Tempe	AZ	0205
Tucson College	Tucson	AZ	0307

### Bahamas

Success Training College	Nassau	Bahamas	5301
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### California

Abram Friedman Occupational Center	Los Angeles	CA	5465
American Career College	Anaheim	CA	0542
American Career College	Los Angeles	CA	0502
American Institute of Health Science	Long Beach	CA	0501
Antelope Valley Regional Occupational Program	Palmdale	CA	5472
ATC College	Oakland	CA	5497
Baldy View Regional Occupation Program (BVROP)			
Career Training Center	Ontario	CA	5217
BioHealth College	San Jose	CA	0323
Boston Reed College	Napa	CA	0543

### California

Bryman College	Anaheim	CA	0544
Bryman College	San Francisco	CA	0545
Bryman College	San Jose	CA	0546

Bryman College	Torrence	CA	0547
California Paramedical & Technical College	Long Beach	CA	0503
California Paramedical & Technical College	Riverside	CA	0504
Career Colleges of America	San Bernadino	CA	0548
Career Colleges of America	South Gate	CA	0520
Career Resource Department - Kern High School District	Bakersfield	CA	0527
Central Union Adult High School	El Centro	CA	0533
Cerritos College	Norwalk	CA	0505
	Rancho		
Chaffey College	Cucamonga	CA	5311
Charles A. Jones Skills & Business Education Center	Sacramento	CA	0549
Charles R. Drew University of Medicine & Science	Los Angeles	CA	0537
City College of San Francisco	San Francisco	CA	0506
CNI College	Costa Mesa	CA	5428
Contra Costa Medical Career College	Antioch	CA	5470
DVS College	Los Angeles	CA	0550
Enloe Pharmacy Technician School	Chico	CA	0522
Fontana Adult School	Fontana	CA	5375
Foothill College	Palo Alto	CA	0526
Four-D Success Academy	Colton	CA	0551
Fresno Institute of Technology	Clovis	CA	0552
Golden Hills Learning Center Regional Occupational Program	Fairfield	CA	0539
Grossmont Health Occupations Center	Santee	CA	0507
Hartnell College Workforce & Community Development	Salinas	CA	0530
HealthStaff Training Institute	Riverside	CA	0553
HealthStaff Training Institute	Santa Ana	CA	0508
Marian Health Careers Center	Los Angeles	CA	0554
Maric College- Los Angeles	Los Angeles	CA	5335
Maric College Stockton	Stockton	CA	5237
Mission College	Santa Clara	CA	0534
Monsbey College	Watsonville	CA	5467
North Orange County Community College School of Continuing Education	Anaheim	CA	5326
North Orange County ROP	Anaheim	CA	0509
Northwest College of Medical & Dental Assts.	Glendale	CA	0510
Northwest College of Medical & Dental Assts.	Pasadena	CA	0511
Northwest College of Medical & Dental Assts.	Pomona	CA	0512
Northwest College of Medical & Dental Assts.	West Covina	CA	0513
Pima Medical Institute	Chula Vista	CA	0555
<b>California</b>			
Pomona Unified School District, Adult & Career Education	Pomona	CA	5359
Rialto Unified School District Alternative Education -	Rialto	CA	0320

ROP			
ROP- Redlands	Redlands	CA	5337
Sacramento City Unified School District	Sacramento	CA	0529
	San		
San Bernardino Adult School	Bernardino	CA	5338
	San		
San Bernardino Valley College	Bernardino	CA	5374
San Jacinto College	San Jacinto	CA	5376
San Joaquin Valley College	Visalia	CA	5379
Santa Ana College	Santa Ana	CA	0514
Santa Barbara Business College	Bakersfield	CA	5224
Santa Barbara Business College	Santa Barbara	CA	5225
Santa Barbara Business College	Santa Maria	CA	5226
Santa Barbara Business College	Ventura	CA	5227
Shasta-Trinity Reg. Occupational Program	Redding	CA	0516
Silicon Valley College	Emeryville	CA	0556
Silicon Valley College	Fremont	CA	0535
Silicon Valley College	San Jose	CA	0541
Silicon Valley College	Walnut Creek	CA	0557
Simi Valley Adult School	Simi Valley	CA	0528
Southeast Regional Occupational Program (ROP)	Cerritos	CA	0538
Technology Development Center	Ventura	CA	0310
Trinity College	Fairfield	CA	0536
United Education Institute	Los Angeles	CA	0558
United Education Institute	Ontario	CA	0559
United Education Institute	San Bernadino	CA	0561
United Education Institute	San Diego	CA	0531
United Education Institute	Van Nuys	CA	0560
Unitek	Fremont	CA	0562
Unitek	Santa Clara	CA	0563
Valley College of Medical Careers	West Hills	CA	5433
Veterans Affairs Medical Center	San Francisco	CA	0517
Votec Training - Imperial Valley	Calexico	CA	0322
Westchester-Emerson Community Adult School	Los Angeles	CA	5327
Western Career College	Pleasant Hills	CA	0564
Western Career College	Sacramento	CA	0518
Western Career College	San Leandro	CA	0519
Western Career College, Citrus	Citrus	CA	5392
Western Career College, Stockton	Stockton	CA	5391
<b>Colorado</b>			
Arapohoe Community College	Littleton	CO	0601
<b>Colorado</b>			
Concorde Career Institute	Denver	CO	0609
Front Range Community College	Westminster	CO	0605
Health Education Resources of Denver	Denver	CO	0315

Heritage College	Denver	CO	0610
Institute of Business and Medical Careers, Inc	Fort Collins	CO	5330
	Colorado		
IntelliTec Medical Institute	Springs	CO	0606
	Colorado		
Pima Medical Institute	Springs	CO	0611
Pima Medical Institute	Denver	CO	0612
Pueblo Community College	Pueblo	CO	0604
	Colorado		
Remington College	Springs	CO	0607
Remington College	Denver	CO	0608
RxTechSchool	Denver	CO	5317
<b>Connecticut</b>			
Briarwood College	Southington	CT	0702
College of Connecticut	Sroors	CT	0703
Gateway Community Technical College	North Haven	CT	0701
Norwalk Community College	Norwalk	CT	0704
<b>Delaware</b>			
Academy of Health Education & Consultant Services	Newark	DE	0801
Delaware State University Adult Education Programs	Dover	DE	5400
	Stanton/		
Delaware Technical & Community College	Wilmington	DE	5334
Poly-Tech Adult Education	Woodside	DE	0802
<b>Florida</b>			
	West Palm		
Academy for Practical Nursing and Health Occupations	Beach	FL	1027
ATI Health Education Center	Miami	FL	1006
Ava's Pharmacy Training Center	Davie	FL	1007
Central Florida College	Winter Park	FL	5357
Coral Ridge Training School	Ft. Lauderdale	FL	1018
Florida Education Center- Lauderhill	Lauderhill	FL	5352
Florida Education Institute	Miami	FL	5496
Florida Metropolitan University	Melbourne	FL	1019
Florida Metropolitan University	Tampa	FL	1020
Henry W. Brewster Technical Center	Tampa	FL	1001
Heritage Institute	Jacksonville	FL	5429
Keiser Career College	Greenacres	FL	5220
Keiser Career College	Miami Lakes	FL	5219
Keiser Career College	Port St. Lucie	FL	1008
<b>Florida</b>			
Keiser Career College	St. Petersburg	FL	5308
Lake City Community College	Lake City	FL	1009
Lee Country High Tech Center - Central	Ft. Meyers	FL	1021

McFatter Vocational Technical Center	Davie	FL	1002
MedVance Institute	Atlantis	FL	0540
MedVance Institute	Ft. Lauderdale	FL	1202
MedVance Institute	Miami	FL	1903
MedVance Institute	Stuart	FL	3601
Miami Lakes Educational Center	Miami Lakes	FL	5238
Miami-Dade Community College	Miami	FL	1003
National School of Technology	Hialeah	FL	1023
	N. Miami		
National School of Technology	Beach	FL	1010
National School of Technology, Kendall	Miami	FL	1022
Orange Technical Education Center	Winter Garden	FL	1024
Pharmacy Technician Program at Winter Park Tech – East	Orlando	FL	5355
Pinellas Tech Education Center	St. Petersburg	FL	1004
Professional Training Center	Miami	FL	1028
Progressive Training Centers	Pembroke	FL	1011
Rasmussen College	Maitland	FL	5410
Remington College	Jacksonville	FL	1014
Remington College	Largo	FL	1013
Remington College	Tampa	FL	1012
Ridge Technical Center	Winter Haven	FL	1015
Shands Hospital U. of Florida	Gainesville	FL	1005
Southwest Florida College	Ft. Meyers	FL	1016
Suncoast Institute of Technology	Tampa	FL	1025
Technical Career Institute	Miami Springs	FL	1026
Westside Technical Center	Winter Garden	FL	1017

## Georgia

Albany Technical College	Albany	GA	1109
American International Technical Institute	Atlanta	GA	5329
Assured and Associates	Douglasville	GA	5466
Atlantic Technical Center	Atlanta	GA	5430
Augusta Technical College	Augusta	GA	1110
Central Georgia Technical College	Macon	GA	1117
Columbia Fairview Park Hospital	Dublin	GA	1101
Continuing Education at Kennesaw State University	Kennesaw	GA	5221
East Central Technical College	Fitzgerald	GA	5230
Emory University Hospital	Atlanta	GA	1102
Georgia Medical Institute	Atlanta	GA	1111
Griffin Technical College	Griffin	GA	5319
Heart of Georgia Technical College	Dublin	GA	1112

## Georgia

Iverson Business School	Norcross	GA	5305
Lanier Technical Institute	Oakwood	GA	1105
Norcross Institute of Allied Health	Norcross	GA	5323

North Georgia Technical College	Clarkesville	GA	5336
Ogeechee Technical College	Statesboro	GA	1107
Okefenokee Technical College	Waycross	GA	1113
Perimeter College	Clarkston	GA	1106
Southeastern Technical College	Vidalia	GA	5321
Southwest Georgia Technical Center	Thomasville	GA	1114
Thomas Technical Institute	Thomasville	GA	1103
Valdosta Technical College	Valdosta	GA	1104
West Georgia Technical College	La Grange	GA	1116

### **Hawaii**

Caregiver Training School Corporation	Honolulu	HI	5387
Hawaii Medical Institute	Honolulu	HI	5416
Hawaii Technology Institute	Honolulu	HI	5310
Kapiolani Community College	Mililani	HI	1201

### **Idaho**

Academy of Professional Careers	Boise	ID	1304
Apollo College	Boise	ID	1301
Idaho State University	Pocatello	ID	1302
North Idaho College	Coeur d'Alene	ID	1303
Stevens- Henager College	Boise	ID	5306

### **Illinois**

Blessing Hospital	Quincy	IL	1411
Edgewater Medical Center	Chicago	IL	1406
Elgin Community College	Elgin	IL	5333
Harper College	Palatine	IL	1401
Harry S. Truman College	Chicago	IL	5495
Information Technical Institute	Chicago	IL	1410
Joliet Junior College	Joliet	IL	5314
Malcolm X College	Chicago	IL	1402
MRxI Corporation	Lombard	IL	1408
Pharmacy Technician School	Chicago	IL	1409
Prairie State College-Matteson Area Center	Chicago Heights	IL	5425
Richland Community College	Decatur	IL	1407
South Suburban College	South Holland	IL	1404
University of Illinois Pharmacy	Chicago	IL	1405
Wright College Humboldt Park	Chicago	IL	1403

### **Indiana**

Clarian Health Partners	Indianapolis	IN	1501
In Training College	Lowell	IN	5398
Indiana University South Bend	South Bend	IN	1502

**Iowa**

Iowa Western Community College	Council Bluffs	IA	5431
Scott Community College	Bettendorf	IA	1601

**Kansas**

Donnelly College	Kansas City	KS	1702
Heritage College	Wichita	KS	5468
North Central Kansas Technical College	Hays	KS	5332
Wichita Area Technical College	Wichita	KS	1701

**Kentucky**

	Bowling		
Draughon's Jr. College	Green	KY	1803
Madisonville Health Tech Center	Madisonville	KY	1801
N. Kentucky Technical College	Edgewood	KY	1802
National College of Business & Technology	Danville	KY	1804
National College of Business & Technology	Florence	KY	1806
National College of Business & Technology	Lexington	KY	1807
National College of Business & Technology	Louisville	KY	1808
National College of Business & Technology	Pikeville	KY	1805
National College of Business & Technology	Richmond	KY	1809

**Louisiana**

Ayers Institute	Shreveport	LA	5304
Bossier Parish Community College	Bossier City	LA	1906
Bryman College	New Orleans	LA	1907
Crescent City Coders, LLC	Gretna	LA	5348
Delgado Community College- City Park Campus	New Orleans	LA	1908
Kings Career College - Florida Blvd.	Baton Rouge	LA	1909
Kings Career College - Ocean Blvd.	Baton Rouge	LA	1910
Louisiana State University	Alexandria	LA	1905
MedVance Institute	Baton Rouge	LA	0304
Our Lady of the Lake	Baton Rouge	LA	1901
Remington College	New Orleans	LA	1902
Remington College	Baton Rouge	LA	1904

**Maine**

Northeast Technical Institute, Hermon	Hermon	ME	0317
Northeast Technical Institute, Scarborough	Scarborough	ME	0318

**Maryland**

Allegheny College	Cumberland	MD	2103
Anne Arundel Community College	Arnold	MD	2107
Baltimore City Community College	Baltimore	MD	2104

Caroline Center	Baltimore	MD	5402
Carroll Community College	Westminister	MD	2106
Community College of Baltimore County	Baltimore	MD	2105
Hagerstown Community College	Hagerstown	MD	5353
Kaiser Permanente Mid Atlantic States	Rockville	MD	2101
Montgomery College	Takoma Park	MD	5476
Prince George's Community College	Largo	MD	5478
TESST College of Technology Baltimore Campus	Baltimore	MD	5231
U. of MD Medical System	Baltimore	MD	2102

**Massachusetts**

Career Education Institute	Somerville	MA	5345
Health Training Center	Attleboro	MA	2202
Health Training Center	Boston	MA	2203
Health Training Center	Lowell	MA	2204
Health Training Services, Inc., Avon	Avon	MA	5422
Health Training Services, Inc., Fall River	Fall River	MA	5421
Holyoke Community College	Holyoke	MA	2201
Massasoit Community College	Brockton	MA	5313
Northeast Technical Institute	Haverhill	MA	0319

**Michigan**

Baker College of Auburn Hills	Auburn Hills	MI	5394
Baker College of Cass City	Cass City	MI	5393
Baker College of Flint	Flint	MI	5396
Baker College of Muskegon	Muskegon	MI	5395
Baker College of Owosso	Owosso	MI	5397
	University		
Delta College, Lifelong Learning	Center	MI	5434
Grand Rapids Community College	Grand Rapids	MI	5412
Henry Ford Community College	Dearborn	MI	2301
Henry Ford Hospital/ Wayne County Community College	Detroit	MI	2302
Lansing Community College	Lansing	MI	2303
Macomb Community College	Troy	MI	2306
Oakland Community College	Southfield	MI	2304
Washtenaw Community College	Ann Arbor	MI	2305

**Minnesota**

	White Bear		
Century College	Lake	MN	2401
Duluth Business University	Duluth	MN	2402
	St. Paul	MN	2405
Fairview Pharmacy Services	Hibbing	MN	5482
Hibbing Community College	Rochester	MN	2407
Mayo Medical Center			

Minnesota State Community and Technical College - Wadena campus	Wadena	MN	2404
Minnesota West	Worthington	MN	2408
National American University, Roseville Campus	Roseville	MN	5479
	E. Grand		
Northland Community & Technical College	Forks	MN	2403
Rochester Comm & Tech. College	Rochester	MN	2406
<b>Mississippi</b>			
Jones County Junior College	Ellisville	MS	2501
N. Mississippi Med. Center-Pharmacy	Tupelo	MS	2504
University of MS Hospital & Clinics	Jackson	MS	2503
<b>Missouri</b>			
Allied Medical College	Arnold	MO	2604
Allied Medical College	St. Louis	MO	2601
Midwest Institute for Medical Assistants	Earth City	MO	2606
St. Louis College of Health Careers - Butler Hill	St. Louis	MO	2602
St. Louis College of Health Careers - West Pine	St. Louis	MO	2605
Vatterott College	Kansas City	MO	2603
<b>Montana</b>			
University of Montana-Missoula College of Technology	Missoula	MT	2701
<b>North Carolina</b>			
Bladen Community College	Dublin	NC	5423
Blue Ridge Community College	Flat Rock	NC	3401
Brookstone College- Charlotte	Charlotte	NC	5344
Brookstone College- Greensboro	Greensboro	NC	5343
Caldwell Community College	Hudson	NC	3402
Cape Fear Community College	Wilmington	NC	3403
Coastal Carolina Community College	Jacksonville	NC	5309
Davidson County Community College	Lexington	NC	3404
Durham Technical Community College	Durham	NC	3405
Fayetteville Technical Community College	Fayetteville	NC	3406
Southeastern Community College	Chadbourn	NC	3407
Stanly Community College	Albemarle	NC	5354
<b>North Dakota</b>			
North Dakota State College of Science	Wahpeton	ND	3501
<b>Nebraska</b>			
Vatterott College - Deerfield	Omaha	NE	2801
<b>New Jersey</b>			

Berdan Institute	Wayne	NJ	5340
Condensed Curriculum International	Fairfield	NJ	5320
Essex County College - West Essex Campus	West Caldwell	NJ	5235
Healthcare Training Institute	Union	NJ	3102
Moe Shea Corporation	Bordentown	NJ	5322
Morris Country Vocation School	Denville	NJ	3103
PharmacyTech Now	Marlton	NJ	5389
The Cittone Institute - Paramus Campus	Paramus	NJ	0324
Warren County Community College	Washington	NJ	3101

### **New Mexico**

Apollo College	Albuquerque	NM	0308
Central New Mexico Community College	Albuquerque	NM	3202
Eastern New Mexico University	Rosewell	NM	3201
Pima Medical Institute	Albuquerque	NM	3203

### **Nevada**

Career College of Northern Nevada	Reno	NV	5474
College of Southern Nevada	Las Vegas	NV	5477
Heritage College	Las Vegas	NV	2901
Nevada Career Academy	Sparks	NV	5346

### **New York**

Ava's Pharmacy Training Center	Jamaica	NY	3303
Bronx Community College	Bronx	NY	5315
New York City College of Technology (CITYTECH)	Brooklyn	NY	5480
Pharmacy Technician Enterprises, Inc.	Melville	NY	5233
Queens College	Flushing	NY	3304
Sanford-Brown Institute, NYC	New York	NY	5424

### **Ohio**

Brighton College	Hudson	OH	5418
Cleveland Institute of Dental-Medical Assts.	Cleveland	OH	3612
Cleveland Institute of Dental-Medical Assts.	Mentor	OH	3606
Collins Career Center	Chesapeake	OH	3613
Columbus State Community College	Columbus	OH	3607
Cuyahoga Community College	Highland Hills	OH	3608
Fort Hayes Metro Education Center	Columbus	OH	3602
Mercy College of NW Ohio	Toledo	OH	3603
Miami Valley Career Technology Center	Clayton	OH	3609
Millstream Career & Technology Ctr (Adult Workforce Education)	Findlay	OH	5399

### **Ohio**

Northwestern College	Lima	OH	3604
Professional Skills Center	Toledo	OH	3614
Remington College - Cleveland Campus	Cleveland	OH	3610

Remington College - Cleveland West Campus	Cleveland Middleburg	OH	3611
Sanford Brown Institute, Cleveland	Hts	OH	5378
Sinclair Community College	Dayton	OH	3605
Stark State College of Technology	Canton	OH	5218
University of Rio Grande	Rio Grande	OH	5303

### **Oklahoma**

Community Care College	Tulsa Oklahoma	OK	3701
Heritage College	City	OK	5403
Meridian Technology Center	Sillwater Oklahoma	OK	5415
Platt College	City	OK	3703
Platt College	Tulsa	OK	3702

### **Oregon**

Apollo College	Portland	OR	3803
Chemeketa Community College	Salem	OR	5404
Everest College	Portland	OR	3804
Linn Benton Community College	Albany	OR	3801
Portland Community College	Portland	OR	5328
Southwestern Oregon Community College	Coos Bay	OR	3802

### **Pennsylvania**

Bidwell Training Center, Inc.	Pittsburgh	PA	3901
Community College of Allegheny County	McKeesport	PA	3902
Harrisburg Area Community College	Lancaster	PA	3904
Lackawanna College	Hazleton	PA	3913
Lehigh Carbon Community College	Schnecksville	PA	3912
Luzerne County Community College	Naticoke	PA	3910
Mount Aloysius College	Cresson	PA	3908
North Hills School of Health Occupations	Pittsburgh	PA	3905
Penn Foster Career School	Scranton	PA	3909
Pennco Tech	Bristol	PA	3911
Thomas Jefferson Univ. Hospital	Philadelphia	PA	3903
Western Area Career & Technology Center	Canonsburg	PA	5426
Western School of Health & Business	Monroeville	PA	3906
Western School of Health & Business	Pittsburgh	PA	3907

### **Puerto Rico**

Antilles School of Technology	Hato Rev	PR	5214
Colegio Universitario Del Este	Carolina	PR	5213
Huertas Junior College	Caguas	PR	5212

National College of Business & Technology	Joa Alta	PR	5215
Ponce Paramedical College	Ponce	PR	5216

### South Carolina

Greenville Tech College	Greenville	SC	4102
Midlands Tech. College	Columbia	SC	4101
Palmetto Richland Mem. Hospital	Columbia	SC	4105
Piedmont Technical College	Greenwood	SC	0316
Spartanburg Technical College	Spartanburg	SC	4104
Tri-County Technical College	Pendleton	SC	5427
Trident Technical College	Charleston	SC	4103

### South Dakota

National American University	Sioux Falls	SD	5414
Southeast Technical Institute	Sioux Falls	SD	5358
Western Dakota Technical Institute	Rapid City	SD	4201

### Tennessee

Chattanooga State Technical Community College	Chattanooga	TN	4301
Concorde Career College	Memphis	TN	4302
Draughons Junior College	Nashville	TN	4314
East Tennessee State University	Johnson City	TN	0321
MedVance Institute	Cookeville	TN	0305
Methodist Hospitals	Memphis	TN	4307
National College of Business & Technology	Knoxville	TN	5307
National College of Business & Technology	Nashville	TN	4313
Regional Medical Center	Memphis	TN	4308
Remington College	Memphis	TN	4312
Remington College	Nashville	TN	4311
Roane State Community College	Harriman	TN	5401
Southwest Tennessee Community College	Memphis	TN	5339
Tennessee Technology Center	Jackson	TN	4310
Tennessee Technology Center	Knoxville	TN	4303
Tennessee Technology Center	Livingston	TN	5432
Tennessee Technology Center	Memphis	TN	4304
Tennessee Technology Center	Murfreesboro	TN	4309
Tennessee Technology Center	Nashville	TN	4305
Tennessee Technology Center at Athens	Athens	TN	5419
Virginia College of Chattanooga	Chattanooga	TN	5471
Walters State Community College	Morristown	TN	4306

### Texas

382nd Training Squadron	Shepherd AFB	TX	4415
Alvin Community College	Alvin	TX	4431
Amarillo College	Amarillo	TX	5413

Angelina College	Lufkin	TX	4436
	Fort Sam		
Army Med. Center & School	Houston	TX	4413
ATI Career Training Center School-50	Dallas	TX	5481
Austin Community College	Austin	TX	4401
Bay City High School	Bay City	TX	5411
Blinn College	Bryan	TX	5347
Career Centers of Texas - Brownsville	Brownsville	TX	5228
Career Centers of Texas - El Paso	El Paso	TX	4418
Career Centers of Texas - Fort Worth Campus	Fort Worth	TX	5234
Cisco Junior College	Abilene	TX	4440
Cosmopolitan Allied Health Institute	Houston	TX	0309
Dallas Independent School District	Dallas	TX	5475
EES Allied Health Careers	Houston	TX	4402
El Paso Community College	El Paso	TX	4403
Everest Institute	San Antonio	TX	5377
Everest Institute-Lonestar Review, Austin Campus	Austin	TX	5386
Everest Institute-Lonestar Review, Bissonnet Campus	Houston	TX	5385
Everest Institute-Lonestar Review, Greenspoint Campus	Houston	TX	5384
High-Tech Institute	Irving	TX	5236
Houston Allied Health Careers	Houston	TX	4432
Houston Community College	Houston	TX	4404
Iverson Business School	Arlington	TX	5312
Jordan Applied Technology Center	West Jordan	TX	5464
Kaduceus	Houston	TX	5388
Kaduceus Ball High School	Galveston	TX	5452
Kaduceus Barbara Jordan High School	Houston	TX	5407
Kaduceus Ben Barbara Career Tech Academy	Mansfield	TX	5486
Kaduceus Brackenridge High School	San Antonio	TX	5368
Kaduceus Calhoun High School	Port Lavaca	TX	5439
Kaduceus Canutillo High School	El Paso	TX	5440
Kaduceus CC Winn High School	Eagle Pass	TX	5383
Kaduceus Center for Career & Technical Education	El Paso	TX	5448
Kaduceus Central High School, Beaumont	Beaumont	TX	5437
Kaduceus Central High School, Keller	Keller	TX	5455
Kaduceus Chavez High School	Houston	TX	5406
Kaduceus Clear Brook High School	Friendswood	TX	5483
Kaduceus Clear Creek High School	League City	TX	5484
Kaduceus Coldspring ISD	Coldspring	TX	5441
Kaduceus Coldspring-Oakhurst High School	Coldspring	TX	5409
Kaduceus Del Rio High School	Del Rio	TX	5460
Kaduceus Del Valle High School	Del Valle	TX	5442
<b>Texas</b>			
Kaduceus Devine High School	Devine	TX	5443
Kaduceus Donna High School	Donna	TX	5444
Kaduceus Dumas High School	Dumas	TX	5445

Kaduceus Duncanville High School	Dallas	TX	5370
Kaduceus ECISD Career Center	Odessa	TX	5446
Kaduceus Edinburg Career Center	Edinburg	TX	5382
Kaduceus Edinburg High School	Edinburg	TX	5408
Kaduceus Edison High School	San Antonio	TX	5367
Kaduceus Frankston High School	Frankston	TX	5449
Kaduceus Frenship High School	Wolfforth	TX	5450
Kaduceus Frisco High School	Frisco	TX	5451
Kaduceus Hammond-Oliver High School	Bryan	TX	5438
Kaduceus Harlandale High School	San Antonio	TX	5365
Kaduceus Hasting High School	Houston	TX	5436
Kaduceus Huntsville High School	Huntsville	TX	5363
Kaduceus Ira High School	Ira	TX	5453
Kaduceus Iraan-Sheffield High School	Iraan	TX	5454
Kaduceus John Tyler High School	Tyler	TX	5463
Kaduceus Linden-Kildare High School	Linden	TX	5456
Kaduceus Marshall High School	Marshall	TX	5457
Kaduceus McCollum High School	San Antonio	TX	5364
Kaduceus McKinney Boyd High School	McKinney	TX	5488
Kaduceus McKinney High School	McKinney	TX	5487
Kaduceus McKinney North High School	McKinney	TX	5489
Kaduceus Memorial High School	San Antonio	TX	5485
Kaduceus Memorial High School	San Antonio	TX	5447
Kaduceus Naaman Forest High School	Dallas	TX	5371
Kaduceus New Boston High School	New Boston	TX	5458
Kaduceus Northside High School	Fort Worth	TX	5381
Kaduceus Northwest High School	Dallas	TX	5373
Kaduceus Pearland High School	Houston	TX	5362
Kaduceus Richardson High School	Richardson	TX	5490
Kaduceus Robert E. Lee High School	Tyler	TX	5462
Kaduceus Roma High School	Roma	TX	5491
Kaduceus Sachse High School	Dallas	TX	5372
Kaduceus San Elizario High School	San Elizario	TX	5459
Kaduceus Sharyland High School	Mission	TX	5492
Kaduceus Sherman High School	Sherman	TX	5493
Kaduceus Silsbee High School	North Silsbee	TX	5461
Kaduceus Southside High School	San Antonio	TX	5369
Kaduceus Southwest High School	San Antonio	TX	5366
Kaduceus Trimble Technical High	Fort Worth	TX	5380
Lamar State College Orange	Orange	TX	4433
Lamar University at Orange	Orange	TX	4405
MedVance Institute	Houston	TX	0306
<b>Texas</b>			
Milan Institute	Amarillo	TX	4430
National Institute of Technology Greenspoint	Houston	TX	4434
North Harris College	Houston	TX	5239

North Texas Professional Career Institute	Dallas	TX	4417
Northwest Vista College	San Antonio	TX	4406
Pharamatek Educational Program	Dallas	TX	4427
Platt Health Careers Training- Dallas	Dallas	TX	5349
Presbyterian Hospital of Dallas	Dallas	TX	4407
Remington College	Dallas	TX	4437
Remington College	Fort Worth	TX	4438
Remington College - Houston Campus	Houston	TX	4439
Remington College - Houston North Campus	Houston	TX	5241
Richland College	Dallas	TX	4408
San Antonio College	San Antonio	TX	4409
San Antonio College of Medical & Dental Assistants	San Antonio	TX	4426
San Antonio College of Medical & Dental Assistants - McAllen Branch	McAllen	TX	5232
San Jacinto College - North	Houston	TX	4416
San Jacinto College - South	Houston	TX	4428
Sanford Brown Institute	Dallas	TX	5331
Sanford Brown Institute- North Loop	Houston	TX	5341
Scott & White Hospital	Temple	TX	4410
South Texas College	McAllen	TX	5351
South Texas High School for Health Professions	Mercedes	TX	5223
South Texas Vo-Tech	McAllen	TX	4421
South Texas Vo-Tech	Weslaco	TX	4425
Southern Careers Institute	San Antonio	TX	4441
Southwest Professional Institute	Houston	TX	5325
Tarrant County Community College	Hurst	TX	4411
Temple College	Temple	TX	4422
	College		
Texas A&M	Station	TX	4429
Texas School of Business - East Campus	Houston	TX	0313
Texas School of Business - Friendswood Campus	Friendswood	TX	0314
Texas School of Business - North Campus	Houston	TX	0311
Texas School of Business - Southwest Campus	Houston	TX	0312
Tyler Junior College	Tyler	TX	4423
United Allied Health Careers	Houston	TX	4419
University of Texas at Arlington	Arlington	TX	5318
University of Texas at Brownsville	Brownsville	TX	4424
University of Texas Med. Branch	Galveston	TX	4414
	Ft. Sam		
US Army Medical Center & School	Houston	TX	4442
Valley Grande Institute for Academic Studies	Weslaco	TX	4435
Vernon College	Wichita Falls	TX	5494
<b>Texas</b>			
Weatherford College	Weatherford	TX	4420
Westbury High School	Houston	TX	5361
Wharton County Junior College	Wharton	TX	5229

**Utah**

American Institute of Medical - Dental Technology	Provo	UT	4505
American Institute of Medical - Dental Technology	St. George	UT	4504
Bridgerland Applied Technology College	Logan	UT	5435
Dixie Applied Technology College	St. George	UT	5356
Douglas Applied Technology College	Kaysville	UT	5469
Eagle Gate College	Murray	UT	5342
	West Valley		
Everest College	City	UT	5302
Ogden-Weber Applied Technical College	Ogden	UT	4502
Salt Lake Community College	Salt Lake City	UT	4501
	West Valley		
Salt Lake/Tooele Applied Technology College	City	UT	4503
Stevens-Henager College, Ogden Campus	Ogden	UT	5360

**Virginia**

Applied Career Training	Arlington	VA	4707
Blue Ridge Community College	Weyers Cave	VA	4705
Fairfax Hospital	Falls Church	VA	4704
Hampton HU-Care	Portsmouth	VA	4716
Miller-Motte Technical College	Lynchburg	VA	5316
National College of Business & Technology	Bluefield	VA	4708
National College of Business & Technology	Bristol	VA	4709
National College of Business & Technology	Charlottesville	VA	4710
National College of Business & Technology	Danville	VA	4711
National College of Business & Technology	Harrisonburg	VA	4712
National College of Business & Technology	Lynchburg	VA	4713
National College of Business & Technology	Martinsville	VA	4714
National College of Business & Technology	Salem	VA	4715
Naval School of Health Sciences	Portsmouth	VA	4701
Northern Virginia Community College	Annandale	VA	4702
Pharm Techs R Us	Norfolk	VA	5222
Southwest Virginia Community College	Richlands	VA	4706
Tidewater Tech	Chesapeake	VA	5390
Virginia Highlands Community College	Abington	VA	5324

**Washington**

Apollo College	Spokane	WA	4814
Bryman College	Everett	WA	4802
Bryman College	Port Orchard	WA	4804
Everest College	Renton	WA	4812

**Washington**

Bryman College	Tacoma	WA	4803
Clark College	Vancouver	WA	4801
Clover Park Tech. College	Lakewood	WA	4809

Edmonds Community College, Business & Tech Center	Everett	WA	4813
Grays Harbor Community College	Aberdeen	WA	4805
North Seattle Community College	Seattle	WA	4806
Pima Medical Institute	Renton	WA	5350
Pima Medical Institute	Seattle	WA	4815
Renton Community College	Renton	WA	4807
Spokane Community College	Spokane	WA	4810
St. Joseph Medical Center	Tacoma	WA	4808
Tacoma Community College	Tacoma	WA	4811

### **West Virginia**

Carver Career & Technical Education Center	Charleston	WV	4901
National Institute of Technology - Charleston Campus	Cross Lanes	WV	4902

### **Wisconsin**

Capitol Healthcare Training Center	Milwaukee	WI	5240
Chippewa Valley Technician College	Eau Claire	WI	5417
Lakeshore Technical College	Cleveland	WI	5001
Madison Area Technical College	Madison	WI	5002
Milwaukee Area Tech College	Milwaukee	WI	5003

### **Wyoming**

Casper College	Casper	WY	5111
Wyoming Medical Center	Casper	WY	5112

# PTCB

## PHARMACY TECHNICIAN CERTIFICATION BOARD

### Appendix C: Request for Score Report and Certificate

With this form you may request a change in personal information (name and/or address change), a duplicate score report, or a duplicate PTCB certificate. Please read the information to the right of each box and then check all boxes that apply to your request.

**Replace Undelivered Score Report and Certificate**

If you have not received your original score report and certificate within 60 days of the examination, please check the box at the left, fill in your name and address below, and a duplicate score report and certificate will be sent to you. If you have delayed notifying PES of the missing score report and certificate for more than 70 days past the examination date, there is a \$25 processing fee. Please return this form and a \$25 processing fee (certified check, corporate check, or money order) made payable to Professional Examination Service (PES) at the address listed below.

**Replace Damaged/Incorrect Certificate**

If your original PTCB Certificate was damaged in transit or your name is different than it appeared on your application, check the box at the left, fill in your name and address below, and you will receive a duplicate certificate at no charge. You must return the damaged certificate and/or send a letter verifying the correct spelling of your name to PES to receive the duplicate. If the mistake was yours on the original application, replacement certificate may be obtained for a \$25 processing fee.

**Order New/Additional Certificate**

If you have changed your name or lost your certificate, please check the box at the left and fill in your new information in the space provided at the bottom of this form. Name changes require appropriate documentation, such as a copy of marriage certificate, divorce decree, etc. Do not send originals as they cannot be returned. Send this completed form along with documentation, the original certificate, and a \$25 processing fee (certified check, corporate check, or money order) made payable to Professional Examination Service (PES) at the address listed below.

Current Name: \_\_\_\_\_

Previous Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Previous Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Certification #: \_\_\_\_\_

Certification Date: \_\_\_\_\_

Email Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Send to: Professional Examination Service (PES)  
c/o PTCB (701), Program Assistant  
475 Riverside Drive, 6<sup>th</sup> Floor  
New York, NY 10115  
or FAX\* to: (917) 305-9875

**Personal checks, credit cards or cash are not accepted**

**Make payment payable to PES in U.S. Funds.**

\*If requesting a name change, the supporting materials will need to be mailed in.

# PTCB

## Pharmacy Technician Certification Board

### Appendix D: Request a Review of Your Examination Score Form

**Do not submit this form until after you have received your score report.**

**Directions:** Use this form to submit a request to PES for a review of your examination score. This request must be received with the appropriate fees and information no later than 90 days after the test date. Please print or type all information on this form. Be sure to provide all information and include correct fees or the request will be returned. You will be notified of any change in your score.

**Fee:** \$50. Please enclose a certified check or money order made payable in U.S. dollars to Professional Examination Service. Do not send cash or a personal check.

Send To: Professional Examination Service  
c/o PTCB (701) Testing Office  
475 Riverside Drive, 6<sup>th</sup> Floor  
New York, NY 10115

**Please complete the following with your current name and address:**

\$50 enclosed for review of examination score.

Name: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Tel: (\_\_\_\_\_) \_\_\_\_\_ PTCB ID #: \_\_\_\_\_

Exam Date: \_\_\_\_\_

*(Month & Year)*

**If the above information is different from what you provided on your application for the exam, please indicate below:**

Name: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Tel: (\_\_\_\_\_) \_\_\_\_\_ SSN: \_\_\_\_\_

Exam Date: \_\_\_\_\_

*(Month & Year)*

I hereby request PES to review my examination score.

**Candidate's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**No Personal Checks Accepted**

# PTCB

## PHARMACY TECHNICIAN CERTIFICATION BOARD

### Appendix E: Useful Contact Information

#### **PTCB PHARMACY TECHNICIAN CERTIFICATION BOARD**

2215 Constitution Avenue, N.W.  
Washington, D.C. 20037-2985

[www.ptcb.org](http://www.ptcb.org)

Phone (800) 363-8012 | Fax (202) 429-7596

*Contact PTCB for application requests, national certification program questions, address changes, and recertification information.*

#### **PES PROFESSIONAL EXAMINATION SERVICE**

c/o PTCB (701) Testing Office  
475 Riverside Drive  
New York City, New York 10115  
Telephone (877) PTCB-888 | Fax (917)305-9875

*Contact PES regarding receipt of application, fees, and test center locations.*

#### **PEARSON VUE COMPUTER-BASED TESTING (CBT) PROVIDER FOR PHARMACY TECHNICIAN CERTIFICATION**

[www.pearsonvue.com/ptcb](http://www.pearsonvue.com/ptcb)

Phone (866) 902-0593

#### **REFERENCES CONTINUING EDUCATION (CE) RESOURCES**

Accreditation Council for Pharmacy Education's (P.L.A.N.)	(312) 664-3575	<a href="http://www.acpe-accredit.org/pharmacists/programs.asp">www.acpe-accredit.org/pharmacists/programs.asp</a>
American Pharmacists Association	(202) 628-4410	<a href="http://www.pharmacist.com">www.pharmacist.com</a>
American Society of Health-System Pharmacists	(866) 279-0681	<a href="http://www.ashp.org">www.ashp.org</a>
Illinois Council of Health-System Pharmacists	(815) 227-9292	<a href="http://www.ichpnet.org">www.ichpnet.org</a>
National Pharmacy Technician Association	(888) 247-8700	<a href="http://www.pharmacytechnician.org">www.pharmacytechnician.org</a>
Pharmacy Technician's Letter	(209) 472-2240	<a href="http://www.pharmacytechniciansletter.com">www.pharmacytechniciansletter.com</a>
Pharmacy Times	(800) 899-6350	<a href="http://www.pharmacytimes.com">www.pharmacytimes.com</a>
Power-Pak C.E.®	(800) 825-4696	<a href="http://www.powerpak.com">www.powerpak.com</a>
RxSchool®	(888) 682-4415	<a href="http://www.rxschool.com">www.rxschool.com</a>
U.S. Pharmacist	(800) 825-4696	<a href="http://www.uspharmacist.com">www.uspharmacist.com</a>