

PACT Policy: Resource Requirements



1. POLICY STATEMENT

Pharmacy Accuracy Checking Technicians (PACTs) are pharmacy technicians that have trained to perform the final accuracy check of prescriptions. The pharmacy must employ sufficient staff and have adequate physical and information resources to support the training and ongoing role of a PACT and allow them to carry out their role effectively and safely.

Having appropriate resources available whenever a technician is working in a PACT role will contribute to mitigating both personal risk and any risk to public safety.

This policy outlines the ideal resourcing requirements for a pharmacy employing a PACT trainee and/or a certified PACT.

2. PURPOSE

The Pharmacy Accuracy Checking Technician (PACT) Training Programme is delivered by the Education, Professional Development and Training team at PSNZ (The Society). The certified PACT role is supported by the Education team at PSNZ.

Trainee and qualified PACTs are not able to final accuracy check any item that they have dispensed. In addition to this, every item that is checked by a PACT must have undergone a clinical check by a Registered Pharmacist before it is dispensed. During training, every item a PACT trainee final checks must be second checked by a pharmacist or a certified PACT.

It is necessary to have a sufficient number of appropriate staff and resources available in the dispensary to maximise the advantages of having a checking technician and maximise public safety.

3. SCOPE

The scope of this policy covers the staffing, physical and information resources required for pharmacies employing PACTs (trainee and certified).

4. DEFINITIONS

PACT: Pharmacy Accuracy Checking Technician

PACT PRECEPTOR: A suitably experienced pharmacist responsible for support of the PACT trainee and facilitation of their training

PACT TRAINEE: A pharmacy technician who has been accepted into and is undertaking the Society's PACT training programme

5. POLICY

a) Dispensary Staffing Requirements

The staffing levels described in this policy must be maintained when the PACT trainee or certified PACT is performing the final accuracy check (not necessarily for the entirety of the pharmacy's opening hours).

Minimum staffing levels are as follows:

DURING PACT TRAINING (staff listed is in addition to PACT Trainee technician):

At least one registered pharmacist, as legally required. It is recommended that a minimum of TWO pharmacists are employed so that during the training, there are sufficient pharmacists available to perform the clinical check¹, the second final accuracy check following the PACT trainee's check, as well as having the capacity to provide usual clinical pharmacist services.

WHEN EMPLOYING A CERTIFIED PACT:

At least ONE registered pharmacist (to perform the clinical check) and at least one other dispensary staff member (pharmacist, technician or intern (for dispensing)).

The above are the *minimum* staffing levels for a PACT to be able to perform a final accuracy check. To enable *efficient* use of a PACT, and to maximise the benefit of employing a PACT (e.g. freeing up pharmacists from checking to be able to offer other services to patients), more dispensary staff are recommended.

b) Information Resource Requirements

Staff training

When employing a PACT, the pharmacist listed on the pharmacy license as a Responsible Person is required to complete the PACT New Employers course offered online by the Society. The New Employers course outlines the PACT Scope of Practice, the role of PACT, and the

¹ 2.2 Prescription Clinical Check; NZ PACT Operational Framework, PSNZ September 2021

responsibilities of the owners and pharmacists. All other pharmacists employed at the pharmacy will also be encouraged to complete this course.

Pharmacist Support

During training, all PACT trainees must have a PACT preceptor. Should that preceptor leave employment at that pharmacy during the training period, another pharmacist who fits the criteria must undergo training as a PACT preceptor. The PACT trainee must pause their training until the new PACT preceptor has been trained.

Once certified, the PACT must nominate a pharmacist to be an ongoing supervising pharmacist (support person). This could be their PACT preceptor, or if that pharmacist leaves, another pharmacist who understands the PACT role. The supervising pharmacist is the person the PACT will go to if they make an error, to help administer the error management process, or if they have any issues with their PACT role.

This supervising pharmacist will also be required to verify that the PACT is meeting their ongoing recertification requirements.

Physical Requirements

Any pharmacy that employs a PACT trainee or certified PACT should have, as part of a safe system of work², sufficient space for the PACT to carry out their final check.

² 2.5 Safe Systems in the Pharmacy, NZ PACT Operational Framework, PSNZ September 2021

6. RELATED DOCUMENTS

7. DOCUMENT CONTROL

Position Responsible: PACT Programme Manager

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Signed:

Version 1	September 2021	