



## Amanda Rich

### IT Specialist/Senior Technician Hawke's Bay Hospital

#### **Why did you become a Pharmacy Technician?**

I started out working as a retail assistant at a community pharmacy during my school years. The pharmacy owner offered me a role and to pay for my study at the Open Polytech to become a Pharmacy Technician.

One of the benefits of completing my Pharmacy Technician training was I knew I would be able to travel and work in my role overseas. When I went to the United Kingdom in 2000, I was exposed to a variety of roles in the National Health Service which was exciting as I could see the versatility of technicians.

#### **What do you enjoy most about your role?**

The work I do at the Hawke's Bay hospital is really rewarding. I manage our ePharmacy database, which is the database that most of the District Health Boards in New Zealand use. It is our core pharmacy management system that holds patient and medicine information and covers multiple pharmacy processes such as dispensing, compounding and stock control. I look after the entire database. So, it's quite a big responsibility. Part of that role entails monthly meetings with the National ePharmacy Group. I enjoy that because I learn a lot from the members in the group.

I also studied and completed a Certificate of Proficiency in Medicines Reconciliation through the Manukau Institute of Technology in July 2018. As a medicines reconciliation technician, I support the pharmacists on the ward with researching and talking to patients about their medication history, so that the pharmacists and medical staff have a baseline on a patient's medical history before they come into hospital.

#### **Why is your role important to your workplace and the wider healthcare system?**

My role is important because I free up the time of the pharmacists on the ward and allow them to spend more time with patients on more serious clinical issues.

#### **What did you find particularly challenging or rewarding about working on the frontline of the health system during the COVID-19 lockdown?**

During lockdown we split our team into two. We never had any other connection with the other team except via Zoom. It was great to get back to working with the whole team after lockdown.

#### **What does Pharmacy Technician Day mean to you?**

It is nice for pharmacy technicians to be recognised as an integral part of the hospital team. The technicians keep the pharmacy running smoothly. It is nice to be recognised for the work that we do, which allows pharmacists and doctors to do more for patients.

