



## Quick Reference Guide: Support Personnel Responsibilities

**Updated 9/11/2024**

Pursuant to OAC [4729:3-1-01](#) (X) and several Board resolutions, support personnel are authorized to conduct the following:

1. An individual employed or performing contracted services at a location licensed as a terminal distributor of dangerous drugs, trained to perform clerical duties associated with the practice of pharmacy, including pricing, cashiering, drug purchasing, delivering, scheduling deliveries, answering non-professional telephone inquiries, transportation of dispensed medications within a hospital, documenting and processing third-party billing information for reimbursement, or any other activity as determined by the board.
2. An individual contracted by a terminal distributor of dangerous drugs to perform drug inventories.
3. Except for those responsible for the delivery of dangerous drugs, support personnel shall not have unsupervised access to dangerous drugs.
4. Support personnel shall not perform the tasks of a pharmacist, pharmacy intern, certified pharmacy technician, registered pharmacy technician, or pharmacy technician trainee.
5. Support personnel may have access to or retrieve information from patient records, including a database or patient profile to perform clerical duties associated with the practice of pharmacy. Support personnel shall not enter prescription information into a patient profile.
6. Support personnel may perform the following:
  - Transporting dangerous drugs from a loading dock, warehouse or other area that receives shipments from a licensed wholesaler or other person licensed in accordance with section 4729.52 of the Revised Code; and
  - Stocking and retrieving from inventory non-controlled dangerous drugs that are not dispensed by the pharmacy.

7. The terminal distributor of dangerous drugs shall be responsible for ensuring all support personnel comply with state and federal requirements to ensure the confidentiality of patient health records.
8. Stocking of automated drug dispensing units and floor stock with intravenous fluids that are non-controlled dangerous drugs and are not dispensed by an institutional pharmacy.\*
9. Overwrapping/placing in plastic dangerous drugs that have been compounded or dispensed (i.e. appropriately labeled) by a terminal distributor of dangerous drugs.\*
10. Entering demographic and insurance information into a patient's profile.\*
11. Sorting and unpacking of non-controlled substance dangerous drugs for stocking.\*\*
12. Stocking non-controlled substance dangerous drugs.\*\*
13. Processing inventory returns of non-controlled substance dangerous drugs that have not been dispensed by a pharmacist.\*\*
14. Segregating and sorting drugs that will be returned to stock. Support personnel shall not be permitted to add a new label or modify an existing label.\*\*
15. Conducting non-controlled substance dangerous drug inventory, including drug inventory counts.\*\*
16. Placing medication dispensed by a pharmacist (i.e., verified by the pharmacist) into shipping containers or packaging for delivery or sale if all the following are met:
  - a. The support personnel use barcode scanning of the drug product to the patient prescription/order information to ensure accuracy of the drugs placed into shipping containers or packaging at the point of sale. The system must be capable of alerting pharmacy personnel if an incorrect drug product is scanned.
  - b. The pharmacy must develop and implement a quality assurance program to track the accuracy of the support personnel packaging the dangerous drugs.\*\*

**REMINDER:** Support personnel may not serve as a pharmacist's OARRS delegate.

**IMPORTANT:** The terminal distributor of dangerous drugs shall be responsible for ensuring all support personnel are trained appropriately and comply with state and federal requirements on patient confidentiality.

*\*Additional responsibilities added via Board resolution.*

*\*Authorized for the COVID-19 pandemic, but the Board may consider making permanent.*