



## CODE OF CONDUCT

### INTRODUCTION

The Pharmacy Technician Certification Board (PTCB) is a voluntary, non-profit credentialing organization whose mission is to develop, maintain, administer and promote a high-quality certification and recertification program for pharmacy technicians. The PTCB Certification Program offers pharmacy technicians an opportunity to demonstrate their mastery of requisite knowledge and skills for the pharmacy technician practice. The goal of the PTCB national certification program is to enable pharmacy technicians to work more effectively with pharmacists in the provision of safe and effective patient care services. The PTCB Code of Conduct (Code) applies to individuals certified by PTCB as a Certified Pharmacy Technician (certificants), and all individuals seeking PTCB certification (candidates), regardless of any other affiliation. The Code serves as the minimal ethical standard for the behavior of PTCB certificants and candidates.

The Code of Conduct is designed to provide appropriate practice guidelines and enforceable conduct rules for pharmacy technicians. The Code also serves as a resource for pharmacy technicians, as well as for those served by PTCB certificants and candidates.

### PREAMBLE/GENERAL GUIDELINES

PTCB is dedicated to providing and implementing appropriate standards designed to serve pharmacy technicians, employers, pharmacists, and patients. First and foremost, PTCB certificants and candidates give priority to the health interests and protection of the public, and act in a manner that promotes integrity and reflects positively on the work of pharmacy technicians, consistent with appropriate ethical and legal standards.

As pharmacy technicians, and under the supervision of a licensed pharmacist, PTCB certificants and candidates have the obligation to: maintain high standards of integrity and conduct; accept responsibility for their actions; continually seek to improve their performance in the workplace; practice with fairness and honesty; and, encourage others to act in an ethical manner consistent with the standards and responsibilities set forth below. Pharmacy technicians assist pharmacists in dispensing medications and remain accountable to supervising pharmacists with regard to all pharmacy activities, and will act consistent with all applicable laws and regulations.

#### A. Responsibilities Relating to Legal Requirements.

Each certificant/candidate must:

1. Act consistent with all legal requirements relating to pharmacy technician practice, including Federal, State, and local laws and regulations.

2. Refrain from any behavior that violates legal or ethical standards, including all criminal laws, Federal laws and agency regulations, and State laws and regulatory agency rules.

## **B. Responsibilities to PTCB/Compliance with Organizational Policies and Rules.**

Each certificant/candidate must:

1. Act consistent with all applicable PTCB Policies and requirements.
2. Provide accurate, truthful, and complete information to PTCB.
3. Maintain the security and confidentiality of PTCB Examination information and materials, including the prevention of unauthorized disclosure of test items and format and other confidential information.
4. Cooperate with PTCB concerning conduct review matters, including the submission of all required information in a timely, truthful and accurate manner.
5. Report to PTCB apparent violations of this Code upon a reasonable and clear factual basis.

## **C. Responsibilities to the Public and Employers.**

Each certificant/candidate must:

1. Deliver competent, safe, and appropriate pharmacy and related services.
2. Recognize practice limitations and provide services only when qualified and authorized by a supervising pharmacist and consistent with applicable laws and regulations. The certificant/candidate is responsible for determining the limits of his/her own abilities based on legal requirements, training, knowledge, skills, experience, and other relevant considerations.
3. Maintain and respect the confidentiality of sensitive information obtained in the course of all work and pharmacy-related activities, as directed by the supervising pharmacist and consistent with legal requirements, unless: the information is reasonably understood to pertain to unlawful activity; a court or governmental agency lawfully directs the release of the information; the patient or the employer expressly authorizes the release of specific information; or, the failure to release such information would likely result in death or serious physical harm to employees and/or patients.
4. Use pharmacy technician credentials properly, and provide truthful and accurate representations concerning education, experience, competency, and the performance of services.

5. Provide truthful and accurate representations to the public and employers.
6. Follow appropriate health and safety procedures with respect to all pharmacy-related activities and duties.
7. Protect the public, employees, and employers from conditions where injury and damage are reasonably foreseeable.
8. Disclose to patients or employers significant circumstances that could be construed as a conflict of interest or an appearance of impropriety.
9. Avoid conduct that could cause a conflict of interest with the interests of a patient or employer.
10. Assure that a real or perceived conflict of interest does not compromise legitimate interests of a patient or employer, and does not influence or interfere with work-related judgments.