

## Permissible Duties - Pharmacy Clerks

The Board would like all pharmacy personnel in Arizona to be aware of the limitations on the use of unlicensed pharmacy clerks. Clerks may be utilized to perform the following duties:

### **Cashiering**

Clerks may act as cashiers on sales of prescriptions and over-the-counter (OTC) products, including determining if the prescription is ready for pick up. In determining a prescription's readiness, a clerk may look in the computer system, but the clerk may not be able to do any processing or make any changes to the computer record and must have completed Health Insurance Portability and Accountability Act training.

### **Bookkeeping**

Clerks may keep the pharmacy's books, including documenting third-party reimbursement.

### **Pricing and stocking**

Clerks may send and receive orders to replenish the pharmacy's stock, unpack and price the drugs, and place the drugs on the pharmacy's shelves.

### **Delivering**

Clerks may deliver a patient's prescription and OTC drug orders to the patient's home.

### **Telephone**

Clerks may answer non-professional telephone inquiries, including receiving a refill request. Any refill request received needs to be passed on to a pharmacist, intern, pharmacy technician, or pharmacy technician trainee who can process the refill. Clerks may not initiate or accept refill authorizations or answer any professional questions.

### **Receiving new written prescriptions**

Clerks may receive new written prescriptions from a patient but must pass the prescription on to a pharmacist, intern, pharmacy technician, or pharmacy technician trainee who can process the new prescription.

### **OTC drugs**

Clerks may help patients find OTC products, but any questions about drugs must be directed to a pharmacist.

Clerks **CANNOT** perform the duties of a technician trainee or of a technician as stated under [R4-23-1104](#).