



Can you tell us a bit about yourself and your journey as a pharmacy technician?

I started as a pharmacy technician in 2001 at Target Pharmacy, becoming certified and advancing to Technician Lead. In 2007, I joined HealthPartners as Lead Technician before moving to the insurance side in prior authorization. In 2020, I brought my diverse experience to my current role.

Explain your current role at your practice.

Our team consists of six members, each responsible for a set of clinics. We manage prior authorizations, guide pharmacies on medication selection, and assist with finding financial support for patients.

What aspects of being a pharmacy technician do you find most rewarding?

The most rewarding part of my work is securing medication coverage, and when I'm able to find financial assistance for patients, their gratitude is overwhelming—sometimes even bringing them to tears.

How do you stay updated on new medications and advancements in pharmacy practice?

Are there any certifications or specialized training you are pursuing or have completed?

My goal is to obtain the oncology certification. In the meantime, I focus on reading relevant articles and earning continuing education credits.

How do you ensure excellent patient care when patients? Can you share a memorable patient interaction that had a positive impact on their experience?

We use Smartsheets to track prior authorization approvals and financial assistance, including relevant dates. This system sends notifications when approvals are within 30 days of expiring, ensuring we stay on top of renewals.

How do you collaborate with pharmacists and other team members of the multidisciplinary team to ensure quality patient care?

We all work together as a team for our patients and keep the lines of communication open.

How do you handle changes or challenges in pharmacy operations or technology? Are there any innovative practices or improvements you've introduced in your role?

I embrace change, particularly when it enhances patient safety and improves workflow. Last year, I helped implement a change in our cold chain shipping process by switching to pre-assembled packing products. This small change significantly streamlined our workflow and had a positive impact on efficiency.

How do you collaborate with pharmacists and other team members of the multidisciplinary team to ensure quality patient care?

As a remote team, most communication happens through Teams or chat messages. We also have a weekly meeting with our pharmacy managers, but we're in constant contact with nursing staff and providers.

What achievements or moments in your career as a pharmacy technician are you most proud of?

While working in the pharmacy, I managed inventory and reduced our on-hand costs by 50%, ensuring we maintained sufficient stock levels to minimize out-of-stock situations.

What advice would you give to someone aspiring to become a pharmacy technician? Are there specific qualities or skills you believe are crucial for success in this role?

You need to have thick skin! For those entering the field now, retail pharmacy can be challenging. If possible, I'd recommend considering a move to specialty pharmacy for a different experience.

What hobbies or interests do you pursue outside of your role as a pharmacy technician? How do you find the balance between work and personal life?

I enjoy walking my dog daily, playing piano, creating watercolor art, kayaking, and hiking. Working from home allows me to multitask, like throwing in a load of laundry, and my husband and I often take walks together during lunchtime.