Point-of-Care Testing: Technician Checklist

Many pharmacies offer point-of-care (POC) testing as a patient care service. Testing is often to help screen for or monitor chronic medical conditions, such as diabetes (A1C) or high cholesterol (cholesterol levels). Other POC tests can help identify certain infections (e.g., flu, strep throat, hepatitis C, human immunodeficiency virus [HIV]). Pharmacy technicians can use this checklist for ways to get involved in POC testing.

Market POC Testing Services
☐ Hang posters or place flyers inside bags at Rx pickup to advertise testing your pharmacy offers.
☐ Talk to patients in the waiting area or during Rx pickup about available testing opportunities.
  o Work with the pharmacist to come up with a "pitch" to be sure to cover the important points.
☐ Fax or deliver promotional information about available testing services to local prescribers.

Identify Eligible Patients for POC Testing
☐ Help identify patients based on **medication use**. For example, look for prescriptions for statins, such as atorvastatin or simvastatin; these patients may be eligible for cholesterol testing. Or, patients getting diabetes meds, such as metformin or insulin, may be eligible for A1C testing.
☐ Help identify patients based on **symptoms**. If your pharmacy offers influenza or strep A testing, stay alert for patients with acute respiratory symptoms. You may identify patients when they ask for help with symptoms (e.g., sore throat/fever [strep throat], sudden onset fever, cough, aches [influenza]).

Scheduling
☐ Schedule patients for testing, keeping in mind factors such as the test itself, staffing, etc. Some tests can be done at any time of day, even as a walk-in. Other tests may need to be done first thing in the morning before patients have had anything to eat or drink (e.g., when testing some cholesterol levels).[1]
☐ For prescheduled tests, call patients the day before to remind them about their appointment.

Testing
☐ Provide patients with consent and screening forms. Enter this information in the computer system or store it with your pharmacy's POC testing documentation.[1,2]
☐ Enter the POC test "prescription" into your pharmacy's computer system. Use a basket or other method to place this in line with other prescriptions to help with workflow.
☐ Set up testing supplies (e.g., throat or nasal swabs, lancets, bring refrigerated kits to room temperature).[1]
☐ Notify the pharmacist when everything is ready for them to perform the test. Or, perform assigned POC testing activities as allowed by regulations and policy (e.g., finger sticks).[1]
☐ Set a timer to know when test results will be available. Notify the pharmacist when results are ready so they can interpret the results and counsel patients.[2]

Post-Test Duties
☐ Ensure proper disposal of supplies after use, including sharps and hazardous waste (i.e., blood).
☐ Be ready to help with new prescriptions that are needed based on test results (e.g., antibiotics, antivirals).
☐ Help document test results (e.g., file papers or enter results in the computer, notify prescribers).[2]
☐ Connect patients with follow-up services or educational programs offered at your pharmacy or in the community, based on test results and as directed by the pharmacist (e.g., MTM programs).[1]

Administrative and Billing
☐ Ensure compliance with necessary training and documentation.
☐ Manage inventory and storage of testing supplies (e.g., room temperature, refrigeration, expiration dates).[1]
☐ Help perform quality assurance to ensure testing equipment and processes are running effectively (e.g., tracking testing, performing quality control tests on equipment, conducting patient satisfaction surveys).[2]
☐ Submit billing information to payers or obtain payment for testing from patients.[1]

More. . .

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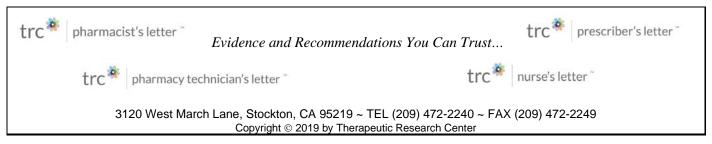
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