

103 Pharmacy Technician Interview Questions to Hire Top Talent

Questions

1. Tell me about a time you had to deal with a very upset customer. What did you do?
2. If you saw a coworker doing something against the rules, what would you do?
3. How do you stay organized when things get really busy?
4. Imagine a doctor's handwriting is hard to read. How would you make sure you get the prescription right?
5. What do you think is the most important thing about being a pharmacy technician?
6. Have you ever made a mistake at work? What happened, and what did you learn?
7. How do you handle doing the same task over and over again?
8. Why did you decide to become a pharmacy technician?
9. What are your strengths that would help you as a pharmacy technician?
10. Describe a time when you had to learn something new quickly.
11. How would you explain what a pharmacy technician does to someone who doesn't know?
12. What do you know about different types of medications?
13. How comfortable are you using computers and pharmacy software?
14. If you noticed that a medication was recalled, what steps would you take?
15. How do you ensure accuracy when counting pills or measuring liquids?
16. What is your understanding of patient confidentiality and HIPAA?
17. How do you handle interruptions when you are in the middle of an important task?
18. Can you describe a time you had to work as part of a team?
19. What are some common abbreviations used in prescriptions that you know?
20. How do you stay up-to-date with the latest information in the pharmacy field?
21. If a patient asks you for medical advice, what would you do?
22. How would you handle a situation where a patient is demanding a prescription refill early?
23. What experience do you have with inventory management in a pharmacy setting?
24. Describe your experience with handling insurance claims and processing payments.
25. How familiar are you with different dosage forms of medications (e.g., tablets, capsules, liquids)?
26. What steps would you take to prevent medication errors in the pharmacy?
27. How do you prioritize tasks when you have multiple responsibilities to manage?
28. What strategies do you use to manage stress in a fast-paced work environment?
29. Can you give an example of a time when you had to solve a problem creatively at work?
30. Describe a time you identified a potential drug interaction. What steps did you take?
31. How do you handle a situation where a patient is upset about a long wait time for their prescription?
32. Explain your experience with different pharmacy software systems. What are the pros and cons of each?
33. Tell me about a time you had to compound a medication. What were the challenges, and how did you overcome them?
34. How do you ensure accuracy when filling prescriptions with multiple medications and dosages?
35. What is your understanding of HIPAA, and how do you maintain patient confidentiality in the pharmacy setting?
36. Describe your experience with inventory management in a pharmacy. How do you minimize waste and stockouts?
37. How do you prioritize tasks when you have multiple prescriptions to fill and patients waiting?
38. What are some common pharmacy abbreviations, and how do you ensure you understand them correctly?
39. Explain the process of verifying a prescription with a doctor's office.
40. How do you stay updated on new medications and changes in pharmacy regulations?
41. Describe a time you had to resolve a discrepancy between the prescription and the medication in stock.
42. What is your experience with handling controlled substances, and what precautions do you take?
43. How do you handle a situation where a patient has questions about their medication that you are not qualified to answer?
44. Tell me about a time you went above and beyond to help a patient.
45. What strategies do you use to minimize errors in prescription filling?
46. Explain your understanding of different insurance plans and how they affect prescription processing.
47. How do you contribute to a positive team environment in the pharmacy?
48. Describe your experience with aseptic technique. What are important steps?
49. What steps would you take if you notice a coworker making a mistake that could harm a patient?
50. How do you handle a prescription that seems unusually high in dosage or quantity? What would you do?
51. Describe a time you identified a potential medication error. What steps did you take to resolve it?
52. How do you handle a situation where a pharmacist is unavailable and a patient needs urgent medication advice?
53. Explain your experience with inventory management systems and strategies for minimizing waste.
54. Describe a complex compounding procedure you've performed. What were the key considerations?
55. How would you approach training a new pharmacy technician on sterile compounding techniques?
56. Explain your understanding of USP <797> and USP <800> standards and how you ensure compliance.
57. How do you stay current with new medications, changes in pharmacy laws, and best practices in the field?
58. Describe your experience with prior authorization processes. How do you navigate challenges in obtaining approvals?
59. How do you handle a situation where a patient is visibly upset or angry about a prescription issue?
60. Explain your knowledge of different types of insurance plans and their impact on prescription processing.
61. Describe your experience with automated dispensing systems and their advantages and disadvantages.
62. How would you handle a recall situation, ensuring all affected medications are identified and removed from circulation?
63. Explain your understanding of medication synchronization programs and their benefits for patients.
64. How do you prioritize tasks in a fast-paced pharmacy environment with multiple competing demands?
65. Describe your experience with managing controlled substances and ensuring proper record-keeping.
66. How would you approach implementing a new pharmacy software system or process change?
67. Explain your understanding of HIPAA regulations and how you protect patient privacy in the pharmacy setting.
68. How do you handle a situation where you disagree with a pharmacist's decision regarding a prescription?
69. Describe your experience with working with different healthcare providers and communicating patient information effectively.
70. How do you contribute to a positive and collaborative work environment in the pharmacy?
71. Explain your understanding of medication adherence and strategies for improving patient compliance.
72. How do you handle a situation where you suspect a patient is doctor shopping or misusing medications?
73. Describe your experience with handling hazardous medications and ensuring safety for yourself and others.
74. How would you approach a situation where a patient is unable to afford their medication?
75. Explain your knowledge of different dosage forms and routes of administration, and their implications for patient care.
76. How do you ensure accuracy and efficiency when filling a high volume of prescriptions?
77. Describe a time you went above and beyond to help a patient. What was the situation and what did you do?
78. Describe a time you identified a potential medication error. What steps did you take to rectify it, and what was the outcome?
79. How do you stay updated with the latest advancements in pharmaceutical technology and regulations?
80. Explain your experience with inventory management systems and strategies to minimize waste and prevent shortages.
81. What strategies do you employ to handle difficult or demanding patients while maintaining professionalism and accuracy?
82. Describe your experience with compounding medications, including any specialized training or certifications.
83. How do you ensure accuracy when processing a high volume of prescriptions under strict time constraints?
84. Can you share an example of when you had to troubleshoot a complex insurance claim issue? What was your approach?
85. Explain your understanding of HIPAA regulations and how you maintain patient confidentiality in your daily tasks.
86. Describe a time when you had to train a new pharmacy technician. What methods did you use to ensure their success?
87. How do you prioritize tasks in a fast-paced pharmacy environment, especially when faced with conflicting demands?
88. What is your experience with automated dispensing systems, and how do you ensure their accuracy and efficiency?
89. Explain how you would handle a situation where a patient is requesting a refill that is not yet due according to their insurance plan.
90. Describe your experience with managing controlled substances, including inventory tracking and security protocols.
91. How do you handle a situation where you suspect a prescription may be fraudulent or altered?
92. What strategies do you use to minimize medication errors related to look-alike/sound-alike drugs?
93. Explain your understanding of different pharmacy software systems and your ability to adapt to new technologies.
94. Describe a time you had to resolve a conflict with a coworker in the pharmacy setting. What was your approach?
95. How do you handle patient inquiries about over-the-counter medications and provide appropriate recommendations?
96. What steps do you take to ensure proper disposal of hazardous waste and expired medications in the pharmacy?
97. Explain your experience with sterile compounding techniques and adherence to USP 797 standards.
98. Describe a time when you went above and beyond to provide exceptional customer service to a patient.
99. How do you stay motivated and engaged in your work, even during challenging or stressful periods?
100. What role do you see pharmacy technicians playing in the future of healthcare?
101. Explain your understanding of the different types of prescription drug insurance plans and their common requirements.
102. Describe your experience with prior authorizations and the steps involved in obtaining them.