

Frequently Asked Questions: Pharmacy Accuracy Checking Technicians and Pharmacy Licensing

Version 1.0 (16 May 2022)

A Pharmacy Accuracy Checking Technician (PACT) is a pharmacy technician who has successfully completed the PACT Training Programme, to undertake the final accuracy check on a dispensed item that has been clinically approved by a registered practicing pharmacist holding an annual practising certificate with no conditions, and who continues to meet annual requirements for maintaining certification.

The updated PACT framework is effective from 16 May 2022, and consists of new Governance, Operational and Training aspects. The framework is administered by the Pharmaceutical Society of New Zealand (PSNZ) and is available at www.psnz.org.nz/technicians/pact.

Frequently Asked Questions

1. How does Medsafe support PACT activities through the pharmacy licensing framework?

Medsafe issues a Licence to Operate Pharmacy with a condition enabling a certified PACT to independently conduct accuracy checks at the pharmacy. The condition states:

“(1)(e.) When a final accuracy check is undertaken at the premises by a Pharmacy Accuracy Checking Technician holding active PACT Certification, the requirements of the Health and Disability Services Pharmacy Services Standard (NZS 8134.7:2010) as defined by the Schedule ‘Pharmacy Accuracy Checking Technician Activities’ apply.”

The Schedule lists the standards (with any limitations) that may be completed by a certified PACT, and is available on the Medsafe website.

2. Who can employ a PACT?

Any pharmacy who holds a current Licence to Operate Pharmacy under the Medicines Act 1981 is deemed eligible to employ a PACT, so long as:

- there are no conditions on the licence that restrict PACT activities from being conducted on the premises; and
- all requirements of the PACT framework are met.

Any pharmacy who wishes to employ a certified PACT must meet the pharmacy requirements outlined in the PACT framework. As part of the PACT approval process, evidence of eligibility must be submitted to PSNZ as the governance body.

For requirements in relation to training a PACT, please refer to the PACT Framework.

3. Can certified PACTs work at more than one pharmacy at a time?

Yes, where the pharmacy meets the requirements as outlined above.

4. Is there a limit to the number of PACTs employed at a pharmacy?

There is no limit to the number of certified PACTs employed at one pharmacy. However, the number of PACT trainees per pharmacy is generally limited to one (refer to the PACT framework for further information). Note, it is the licence holder's responsibility to ensure that the pharmacy has adequate resources to enable PACT activities to be conducted in a safe and appropriate manner.

5. What is the process if a PACT changes employment?

The PACT must inform PSNZ of their change of employment in the first instance. Further requirements can be found in the PACT framework. Note, PACT activities cannot be undertaken at the PACT's new place of employment until all requirements in the PACT framework have been met.

6. I have employed a PACT to work at my pharmacy. Do I need to notify Medsafe?

Notification to Medsafe is not required. However, the pharmacy will need to notify PSNZ and be able to demonstrate that all pharmacy requirements (as outlined in the PACT framework) are met.

7. I am opening a new pharmacy / relocating my pharmacy / purchasing an existing pharmacy where a PACT will be employed. Do I need to notify Medsafe of the PACT activities?

Notification to Medsafe is not required. However, the pharmacy will need to notify PSNZ and be able to demonstrate that all pharmacy requirements (as outlined in the PACT framework) are met.

8. I have concerns about the competency of a PACT, who should I raise these with?

In the first instance, we encourage you to raise your concerns with the pharmacist with effective control of the pharmacy. If you are not satisfied with the response, please contact PSNZ for further assistance.

Useful Links

- Medsafe website: www.medsafe.govt.nz
- PACT framework: www.psnz.org.nz/technicians/pact

Contact

Should you have any questions regarding **pharmacy licensing**, please contact the Medicines Control Branch (email medicinescontrol@health.govt.nz).

For questions relating to the **PACT framework**, including information on employing and training a PACT, please contact the Pharmaceutical Society of New Zealand on (04) 802 0030 ext 751, or pact@psnz.org.nz.