

POLICY FOR REMOTE ORDER ENTRY BY TECHNICIANS

The Tennessee Board of Pharmacy interprets the Tennessee Pharmacy Practice Act of 1996 and its corresponding rules and regulations at Tennessee Code Annotated § 63-10-204(36) and Official Compilation Rules and Regulations of the State of Tennessee 1140-02-.01(13) and 1140-02-.02(4) to allow remote order entry by registered pharmacy technicians. Listed below are best practices when utilizing registered pharmacy technician for purposes of remote order entry. The Board maintains an expectation these best practices shall be followed.

- **USE OF A VIRTUAL PRIVATE NETWORK-(VPN)**
Definition: A set of authorized users on a public network such as the internet that communicate among themselves using encryption technology so that their messages are as safe from being intercepted and understood by unauthorized users as if the authorized users were connected by private lines.
- **DATA SHOULD NOT RESIDE ON ANY WORKSTATION AND SHOULD NOT BE PRINTED OR RETRIEVED FROM THE WORKSTATION**
- **USE OF A TWO POINT USER AUTHENTICATION**—each user should first identify themselves through a VPN secure token access, then use credentials to enter the operating system
- **USER ID**—Each user receives a unique user ID and should establish a complex password for identification and audit tracking
- **LOCK OUT PROCESS**—If no activity is detected, the system should automatically sign off the user until they go through the sign on process to re-establish connection
- **AS STATED, THE SYSTEM RESTRICTS PRINTING CAPABILITIES FROM THE WORKSTATION**
- **ONLY TECHNICIANS WHO HAVE BEEN PROPERLY TRAINED SHOULD BE ELIGIBLE TO WORK FROM AN ALTERNATIVE WORKSITE. WHILE NOT REQUIRED, IT IS ENCOURAGED THAT THE TECHNICIAN BE CERTIFIED.**
- **ALL TECHNICIANS WORKING AT ALTERNATIVE WORKSITES SHALL COMPLY WITH ALL APPLICABLE FEDERAL AND STATE LAWS AND REGULATIONS AND ALL SHALL BE LICENSED IN TENNESSEE AND SUPERVISED BY A PHARMACIST LICENSED IN TENNESSEE**
- This policy does not waive, limit, or dissolve any requirements mandated by the Board, in its rules and regulations, regarding supervision of pharmacy technician functions or the role of a pharmacist in dispensing processes.