

Queues Running “Dry”?

In-Office /Work-At-Home
(Non-Pharmacists)

Policy

Although rare, production queues that technicians and clerks retrieve their work from, can become empty. This could be due to many employees working the same production queues simultaneously or the amount of work available was less than anticipated for that day. At these times, all employees must work together to ensure that consistent processing of prescriptions is maintained. In the event that this is impossible to achieve, only then will the early dismissal of employees be permitted.

Procedure

When a queue suddenly becomes empty, the required steps to be taken by employees are divided as followed:

| Step | Employee | Tasks |
|------|--|--|
| 1 | Pharmacy Technician/ Pharmacy Clerk | <p>In-Office</p> <ul style="list-style-type: none"> A. Exit out of queue and return to ensure that it is empty B. Notify supervisor of queue being empty C. Try entering another learned queue D. Do any training modules that are available E. Request to take any upcoming breaks or lunches at this time F. Change AUX status to System Outage if emptiness persist and await further instructions <p>Work-At-Home</p> <ul style="list-style-type: none"> A. Exit out of queue and return to ensure that it is empty B. Notify supervisor of queue being empty via email C. Follow tasks C-F from above |



| Step | Employee | Tasks |
|------|--------------------------|--|
| 2 | Supervisor | <ul style="list-style-type: none"> A. Take note of number of employees experiencing empty queues B. Report to managers and Work Force with the number C. Advise technicians and clerks to finish any training modules that are available D. Allow technicians and clerks to take any upcoming breaks or lunches at this time E. Report to managers and Work Force of any updates or consistency of empty queues F. Standby for further instructions from managers and Work Force |
| 3 | Work Force | <ul style="list-style-type: none"> A. Retrieve the number of employees experiencing empty queues from the supervisors B. Check the volume levels of the queues C. Report the specific queues that still has a high volume of work left D. Remove all scheduled overtime for employees E. Signal supervisors that VTO can now be distributed if queues are still continuously becoming empty |
| 4 | Manager | <ul style="list-style-type: none"> A. Instruct supervisors to count the number of technicians and clerks experiencing empty queues B. Double-check the count 5 minutes after the supervisors C. Await report of volume levels from supervisors and Work Force D. Instruct lead pharmacy technicians to hold a training session of a unlearned queue that is reported to have volume E. Permit supervisors to allow the distribution of VTO when signaled by Work Force if emptiness still persist |
| 5 | Lead Pharmacy Technician | <ul style="list-style-type: none"> A. Continue to provide support for technicians and clerks B. Relay any messages of queues being empty to supervisors C. Standby for further instructions from supervisors and managers |

