وزارة الصحـــــة العامـــــة
Ministry of Public Health
State of Qatar • دولـــة قطـــر

CIRCULAR NO (DHP/2025/07)

From	Department of Healthcare Professions / Ministry of Public Health.
To	• All "Pharmacy Technologists" in the State of Qatar. • All Healthcare Facilities/Focal Points in the state of Qatar (Government Sector, Hospitals in the Private Sector, and Pharmaceutical Factories).
Subject	Regulation of "Pharmacy Technologist" and Defining the Scope of Practice and Registration Requirements.
Date	21/05/2025

Greetings from the Department of Healthcare Professions (DHP)

In pursuit of our commitment to raise the quality of healthcare services offered in the State of Qatar, and to maximise the contribution of pharmacists' expertise within the healthcare sector, the Department of Healthcare Professions (DHP) announces regulating "Pharmacy Technologist" including the delineation of its scope of practice and the associated licensing requirements. The following are required for obtaining licensure within this category:

- Bachelor of Science in Pharmacy Technology (B.Sc. PT), entailing 4 years of study.
- The licensing of Pharmacy Technologists will be in healthcare facilities in the governmental sectors, private hospitals, and pharmaceutical factories of the country.

For all details related to the approved scope of practice and licensing requirements, please see the attachments accompanying this circular.

This circular is effective from the date of issue.

For further information, contact: **DHPregistration@moph.gov.qa**

Thank you for your cooperation,

Department of Healthcare Professions
Ministry of Public Health

PHARMACY TECHNOLOGIST

National Registration Requirements & Scope of Practice

Criteria	Pharmacy Technologist
Definition	The Pharmacy Technologist is a professional who is actively involved in an advanced level of practice related to processing and dispensing medications, compounding sterile and non-sterile preparations, pharmaceutical manufacturing, quality assurance and continuous quality improvement, medication safety, digital health, pharmacy informatics, applied research and innovation.
Practice Settings	Pharmacy Technologists can practice in governmental hospitals, private hospitals, and pharmaceutical manufacturing companies.
Education	Bachelor of Science Degree in Pharmacy Technology - Program duration of four (4) years.
Scope of Practice	The scope of practice of the Pharmacy Technologist may include, but is not limited to, the following tasks: • Practising within the ethical and legal parameters of the profession. • Performing an advanced and specialised role in medication preparation, dispensing and distribution of prescriptions, compounding of pharmaceuticals in all practice settings where medicines are prescribed and used. • Applying knowledge of various principles and methods related to manufacturing, storage, and quality control testing of pharmaceuticals. • Operating and managing various technologies and automation used in Pharmacy Practice by applying advanced knowledge and skills. • Demonstrating competence in applying evidence-based quality assurance and continuous quality improvement measures and guidelines. • Applying knowledge and skills in pharmaceutical manufacturing operations to ensure consistent controlled production according to the local and global quality standards. Pharmacy Technologists further ensure that pharmacy practice–related operations meet organisational quality standards and guidelines and participate actively in continuous quality improvement. • Demonstrating commitment to identifying and implementing best practices related to improving the medication safety culture in health organisations. • Participating in applied research projects by utilising sound research design, data management, statistical analysis, and results interpretation.
Licensure	Pharmacy Technologists must apply for Licensure through the Department of Healthcare Professions (DHP).
Experience	For overseas candidates: Minimum 2 years' postgraduate experience in a Pharmacy technology-related field. Exempt from the work experience: Qatari Nationals, graduates from a university in Qatar, offspring of Qatari women or offspring of residents.

Competency validation	• Proposed competencies must meet entry to practice criteria according to the proposed scope of practice and competency requirements. • Verification is not required for graduates from a university in Qatar.
Other Requirements for Evaluation & Registration	(Refer to DHP requirements for license Registration/Evaluation) https://dhp.moph.gov.qa//en/Documents/Guidelines%20for%20Pharmacists.pdf
Requirements for License Renewal	(Refer to DHP requirements for license Renewal) https://dhp.moph.gov.qa//en/Documents/Guidelines%20for%20Pharmacists.pdf
Note: Applicants with a break in practice, please refer to the DHP "Break in practice policy" at the following link: https://dhp.moph.gov.qa//en/Documents/Break%20in%20Practice%20Policy%20-%20Eng.pdf	

Pharmacy Technologist Scope of Practice

Introduction

The Pharmacy Technologist Scope of Practice is based on the following ten (10) domains of practice and their associated competency standards and performance criteria for advanced Pharmacy Technology Practice:

1. Professional and Ethical Practice
2. Clinical and Community Practice
3. Industrial Practice
4. Digital Health
5. Quality Assurance and Continuous Quality Improvement
6. Medication Safety
7. Communication and Collaboration
8. Applied Research and Innovation
9. Leadership and Stewardship
10. Knowledge, Expertise, and Professional Development

Competency standards and performance criteria for each domain are outlined in this document and can be used as a reference for Pharmacy Technologist roles, duties, and responsibilities, as well as performance appraisal.

Statement of Purpose

The Pharmacy Technologist is a professional who is actively involved in an advanced level of processing and dispensing medications, compounding, quality assurance and continuous quality improvement, medication safety, digital health and pharmacy informatics, applied research and innovation and lifelong learning and professional development. Pharmacy Technologists are equipped with communication and teamwork skills at an advanced level, which will enable them to collaborate with pharmacists, pharmacy technicians and other healthcare professionals seamlessly and effectively.

Definition

A Pharmacy Technologist is an individual with advanced knowledge and skills related to processing and dispensing medications, compounding, quality assurance and continuous quality improvement, medication safety, digital health and pharmacy informatics, applied research and innovation, leadership and stewardship.

Competency Framework

1. DOMAIN ONE: PROFESSIONAL AND ETHICAL PRACTICE

This domain defines the professional accountability and scope of ethical and legal practice of Pharmacy Technologists.

1.1 Competency Standard: Accountability

The Pharmacy Technologist accept accountability for their own actions, decision-making, and related outcomes.

Performance Criteria

1.1.1 Accepts responsibility for their actions and decisions.

1.1.2 Works within the limits of one's own competence and the boundaries of the Scope of Practice.

1.1.3 Seeks appropriate guidance when encountering situations beyond the limits of one's own competence and the Scope of Practice.

1.1.4 Accountable for maintaining professional competence.

1.1.5 Acknowledges and respects the accountability and responsibilities of pharmacists, other healthcare professionals and personnel.

1.2 Competency Standard: Ethical Practice

The Pharmacy Technologist demonstrates professionalism and upholds professional standards of practice and code of ethics.

Performance Criteria

1.2.1 Treats others with sensitivity, respect, and empathy.

1.2.2 Demonstrates personal and professional integrity.

1.2.3 Maintains the patient's best interest as the core of all activities.

1.2.4 Maintains professional boundaries.

1.2.5 Adheres to applicable laws, regulations, and policies applicable to pharmacy practice.

1.2.6 Ensures confidentiality of patient information and releases such information only when appropriate and legally authorised.

1.3 Competency Standard: Legal Practice

The Pharmacy Technologist works within a framework of common law principles, legislative provisions and professional guidelines and policies in Qatar, which regulate and determine the standards of care in addition to the rights and obligations of Pharmacy Professionals and patients.

Performance Criteria

1.3.1 Adheres to legal requirements and functions at all times in accordance with legislative, regulatory and policy guidelines relevant to pharmacy practice.

1.3.2 Demonstrates full understanding of the relevance of the law to the provision of each service provided.

1.3.3 Recognises and reports any unsafe, illegal, unethical or unprofessional actions or situations to the appropriate person or authority and assists in their resolution.

1.3.4 Maintains valid registration and licensure to practice in the State of Qatar.

1.3.5 Maintains a professional portfolio including evidence of continued competence and improvement.

1.3.6 Applies the principles of regulatory affairs in pharmaceutical industry practice.

1.3.7 Recommends strategies to prevent fraud and abuse within the healthcare system.

1.3.8 Contributes to the creation and submission of a generic drug approval application in line with the requirements and guidelines.

1.3.9 Gathers information and develops an Abbreviated New Drug Application (ANDA).

1.3.10 Participates in the drug registration process in line with local government standards and guidelines.

1.3.11 Adheres to Pharmacovigilance standards as well as policies and procedures of maintaining drug approval during the post-marketing stage.

1.3.12 Recognises and reports any unsafe, illegal, unethical, or unprofessional actions or situations to the appropriate person or authority and assists in their resolution.

2. DOMAIN TWO: CLINICAL AND COMMUNITY PRACTICE

This domain encompasses key principles of the Pharmacy Technologist role in medication distribution.

2.1 Competency Standard: Patient Centred Care

Pharmacy Technologists apply their expertise in drug distribution while performing their daily activities.

Performance Criteria:

2.1.1 Consults with the pharmacist regarding questions about authenticity, clarity of prescription information, discrepancies and questions requiring patient assessment, clinical analysis, or application of therapeutic knowledge.

2.1.2 Processes prescriptions that are complete, authentic, and meet all legal and professional requirements.

2.1.3 Prepares prescription products accurately according to the prescription elements.

2.1.4 Compounds sterile preparations.

2.1.5 Selects the container and label for prescription products.

2.1.6 Ensures the completion of a final check by the pharmacist prior to dispensing a medication.

2.1.7 Compiles and reconciles medication history.

2.1.8 Manages billing and payment of patients' prescriptions.

2.1.9 Manages inventory, utilising adequate and approved software, to maximise safe and efficient drug distribution.

2.1.10 Prepares and places orders in compliance with relevant legislation.

2.1.11 Refills automated dispensing cabinets.

2.1.12 Identifies, locates, reports, and removes expired, defective, unsafe, or recalled drugs from the market.

2.1.13 Maintains clear, accurate and legible documentation records that are consistent with applicable legislation, regulations, policies, and standards.

2.1.14 Supports the prevention and screening of non-communicable diseases and chronic conditions.

2.1.15 Supports the pharmacist/clinical pharmacist to optimise and improve antimicrobial stewardship services.

2.1.16 Advocates for and supports the responsible use of antimicrobials.

2.1.17 Promotes the application of the proper procedures when preparing for vaccine injections.

2.1.18 Manages the proper storage and handling of vaccines.

2.1.19 Administers vaccines, following the receipt of approved training, to various patient populations.

3. DOMAIN THREE: INDUSTRIAL PRACTICE

This domain encompasses key principles of the Pharmacy Technologist role in areas related to drug development, manufacturing, validation procedures, pharmaceutical process design and pharmaceutical analysis.

3.1 Competency Standard: Pharmaceutical Analysis and Process Design

Pharmacy Technologists apply their knowledge of various principles and methods related to manufacturing, storage, and quality control testing procedures to pharmaceuticals.

Performance Criteria:

3.1.1 Participates in pharmaceutical processing, dosage form design, production, and packaging.

3.1.2 Applies the principles of quality control by participating in the approved testing procedures to determine chemical and physical parameters related to pharmaceuticals, such as: appearance/ assay/ impurity profile/ stability studies/identity/ dissolution studies/rate of absorption in the body.

3.1.3 Applies operational skills related to drug design, discovery, and development in research and industrial settings.

3.1.4 Participates in the pre-formulation phase of new pharmaceuticals such as polymorphism, pH, and solubility profile, partition coefficient, etc.

3.1.5 Utilises evidence-based techniques to improve the stability of vaccine formulations

3.1.6 Evaluates the benefits and drawbacks of different techniques used in vaccine stabilisation

4. DOMAIN FOUR: DIGITAL HEALTH

This domain includes essential knowledge and skills for effective management of automated systems, robotics, pharmacy–related information in Electronic Medical Records (EMRs), and Pharmacy Information Systems.

4.1. Competency Standard: Pharmacy Informatics

Pharmacy Technologists apply their knowledge and skills in operating and managing various technologies and automation used in Pharmacy Practice.

Performance Criteria:

4.1.1 Acquires the information technology skills needed to inform and provide optimum healthcare.

4.1.2 Provides accurate documentation of interventions' outcomes.

4.1.3 Understands how to use technology and data to assist in problem identification and the identification of deficiencies that can be remediated to enable improvements in patient care.

4.1.4 Identifies, manages, organises, stores, and shares digital information.

4.1.5 Applies key technologies and automation principles for accurate utilisation of medication-related information.

4.1.6 Promotes the use of barcoded medication processing and preparation procedures on workflow and medication safety.

4.1.7 Utilises reporting and data analysis tools and best practices mechanisms in hospital and community pharmacies.

4.1.8 Participates in clinical and operational projects for implementing health technologies integration, such as smart pumps.

4.1.9 Operates Pharmacy Management systems efficiently.

4.1.10 Applies skills related to adjudicating insurance claims.

4.1.11 Operates different hospital pharmacy medication distribution systems, such as Pyxis and Omnicell, efficiently.

4.1.12 Maintains electronic medical records functionality, workflows, and documentation.

4.1.13 Applies best practices for utilising medication processing technologies, including database design and maintenance.

4.1.14 Monitors the implementation of systems updates required for effective pharmacy operations.

4.1.15 Identifies and understands the institutional policies and regulations related to the digital technologies used in pharmacy operations.

4.1.16 Demonstrates understanding of governance issues surrounding data ownership, ethics, privacy, and quality information.

4.1.17 Maintains patient privacy and security of digital information related to the patient and workplace.

4.1.18 Recognises digital health as a mechanism for widening access and equity, including access to digital pharmaceutical care.

4.1.19 Critically appraises, analyses, evaluates and/or interprets digital information and their sources.

4.1.20 Where applicable, participates in digital health services that promote health outcomes.

4.1.21 Engages with digital technologies (e.g. social medical platforms and mobile applications) to facilitate discussions with the patient and others.

4.1.22 Evaluates, tests, recommends changes, supports rolling out, and maintains electronic medication applications used to assist patients in reviewing their own prescriptions, requesting refills and reporting adherence.

4.1.23 Identifies, recommends and customises technology–generated reports that need to be submitted to legislative authorities as part of ad-hoc/monthly/annual reporting.

4.1.24 Provides training and support for pharmacy automation super – and end-users.

4.1.25 Liaises with pharmacy automation vendors for scheduled and emergency maintenance, software patching and upgrades.

5. DOMAIN FIVE: QUALITY ASSURANCE AND CONTINUOUS QUALITY IMPROVEMENT

This domain emphasises the application of essential knowledge and skills required for effective quality assurance measures in manufacturing and pharmacy practice–related operations, monitored by a Quality Management System (QMS).

5.1 Competency Standard: Quality Assurance and Improvement

Pharmacy Technologists apply their knowledge and skills in pharmaceutical preparations and manufacturing operations to ensure consistent controlled production according to the local and global quality standards. They further ensure that pharmacy practice–related operations meet organisational quality standards and guidelines and participate actively in continuous quality improvement.

Performance Criteria:

5.1.1 Demonstrates a commitment to the quality of the health care system.

5.1.2 Recognises and reports problems within the distribution system.

5.1.3 Contributes to quality assurance and improvement initiatives in the workplace.

5.1.4 Demonstrates knowledge and familiarity with current Good Manufacturing Standards (cGMP) to ensure quality, safety & efficacy of the pharmaceutical products.

5.1.5 Applies Process Quality Assurance (IPQA) methods during pharmaceutical manufacturing.

5.1.6 Applies pharmaceutical analysis methods used in the quality control of drug preparations using the Pharmacopoeia.

5.1.7 Recommends changes to the manufacturing process for pharmaceuticals that fail to meet quality standards.

5.1.8 Uses recent evidence addressing quality control and standardisation of herbal drugs and formulations.

6. DOMAIN SIX: MEDICATION SAFETY

This domain encompasses key knowledge and skills required to identify and participate in efforts related to the reduction and elimination of medication–related harm.

6.1 Competency Standard: Safe Medication Practice

Pharmacy Technologists demonstrate commitment to identifying and implementing best practices related to improving the medication safety culture in health organisations.

Performance Criteria:

6.1.1 Maintains accurate and up-to-date records of patients' profiles and drug histories.

6.1.2 Applies evidence-based measures to minimise medication errors.

6.1.3 Analyse medication errors using effective evidence-based techniques and guidelines.

6.1.4 Utilises various technology data to identify and resolve medication safety risks.

6.1.5 Identifies medication safety risks using Failure Mode and Effects Analysis [FMEA].

6.1.6 Complies with relevant workplace and occupational health and safety legislation.

6.1.7 Contributes to the safety initiatives in the workplace.

6.1.8 Collaborates with the pharmacy team members in the documentation and review of adverse events.

6.1.9 Ensures attainment of optimal safety standards for pharmaceutical products.

7. DOMAIN SEVEN: COMMUNICATION AND COLLABORATION

This domain emphasises the significance of effective communication and collaboration between the Pharmacy Technologist, and the pharmacy team and other stakeholders.

7.1 Competency Standard: Respect, Partnership and Teamwork

Pharmacy Technologists demonstrate commitment to working in partnership with pharmacy colleagues, other healthcare professionals and stakeholders to enable continuity of care and optimal provision of effective pharmacy services.

Performance Criteria:

7.1.1 Develops collaborative relationships with pharmacists and other health care professionals.

7.1.2 Co-operates with and shows respect for all members of the inter-professional team.

7.1.3 Recognises and works within their scope of practice and limits of their competence.

7.1.4 Utilises evidence-based communication strategies with other health care professionals, members of the public and other stakeholders clearly and objectively.

7.1.5 Refers patients and other health care professionals to the pharmacist for any question or issue that potentially requires patient assessment, clinical analysis or application of therapeutic knowledge.

7.1.6 Fulfils their roles and obligations to colleagues in a timely manner.

7.1.7 Ensures their activities are consistent with the health care goals of maintenance of wellness and health promotion.

7.1.8 Promotes understanding of the pharmacy technologist role and its relationship to the roles of pharmacy technicians and other health care providers.

7.1.9 Supports the pharmacy team in establishing effective processes addressing accurate transition of care, including prescription records to other pharmacy professionals when requested.

7.1.10 Applies evidence-based strategies to ensure accurate and timely documentation using a recognised format.

7.1.11 Ensures the accuracy of patient medication records and their timely maintenance and update.

7.1.12 Manages conflict respectfully and collaboratively.

7.1.13 Works collaboratively with industrial pharmacists, scientists and engineers to develop new pharmaceuticals and improve existing ones.

8. DOMAIN EIGHT: APPLIED RESEARCH AND INNOVATION

This domain includes essential knowledge and skills for Pharmacy Technologists to participate in planning and conducting credible applied research.

8.1. Competency Standard: Applied Research Skills

Pharmacy Technologists actively participate in applied research projects by applying sound research design, data management, statistical analysis and results interpretation.

Performance Criteria:

8.1.1 Utilises current evidence-based knowledge, including research findings, to guide pharmaceutical services.

8.1.2 Incorporates credible, critically appraised evidence into current practice, as well as when making recommendations.

8.1.3 Participates in the formulation of evidence-based practice, based on best available credible research and/or national and international professional consensus.

8.1.4. Promotes dissemination, use, monitoring and review of professional standards and best practice guidelines.

8.1.5 Applies the basics of drug discovery and development, including participation in conducting in vitro-in vivo correlation (IVIVC) studies.

8.1.6 Participates in preclinical and clinical research studies.

8.1.7 Participates in interdisciplinary research projects.

9. DOMAIN NINE: LEADERSHIP AND STEWARDSHIP

This domain emphasises responsibility and accountability associated with the role of Pharmacy Technologists.

9.1 Competency Standard: Leadership

The Pharmacy Technologist exhibits leadership qualities required to practice safely and effectively.

Performance Criteria:

9.1.1 Functions effectively as a team leader, mentoring and coaching pharmacy technicians, junior associates, and assisting employees with their career development and implementing the full life cycle of performance management.

9.1.2 Applies clinical reasoning, critical thinking and problem-solving skills to the organisation, provision, management and evaluation of care.

9.1.3 Manages self, and where appropriate, organises others, to ensure effective workload prioritisation and time management.

9.1.4 Provides feedback, offers suggestions for change and deals effectively with the impact of change on own practice, the team, and the organisation.

9.1.5 Advocates for, and contributes to, the creation and maintenance of a positive working environment.

9.1.6 Acts as a role model for colleagues, students, and other members of the care team by treating all with respect, trust and dignity.

9.1.7 Seeks ways to advance pharmacy technology practice.

9.1.8 Promotes and maintains a positive image of pharmacy technologists.

9.1.9 Practices collegially with all members of the healthcare team so that all providers' unique contributions to health outcomes will be enhanced.

9.2 Competency Standard: Delegation and Supervision

The Pharmacy Technologist delegates and provides supervision to team members according to their competence and scope of practice.

Performance Criteria:

9.2.1 Ensures that staff and/or support personnel working under their direct supervision competently perform delegated pharmacy-related activities.

9.2.2 Maintains accountability and responsibility when delegating aspects of care to others.

10. DOMAIN TEN: KNOWLEDGE, EXPERTISE, AND PROFESSIONAL DEVELOPMENT

This domain emphasises the commitment to developing and nurturing the Pharmacy Technologist profession.

10.1 Competency Standard: Education and Facilitation

The Pharmacy Technologist demonstrates commitment to the development of junior Pharmacy Technologists, Pharmacy Technology students, and other members of the healthcare team, as well as patients and families.

Performance Criteria:

10.1.1 Shares and disseminates professional knowledge and research findings with others.

10.1.2 Acts as a resource person for others.

10.1.3 Contributes to the formal and informal education and professional development of students, facilitating and, where appropriate, coordinating learning opportunities.

10.1.4 Acts as an effective preceptor and/or mentor as assigned, undertaking appropriate preparation, and updating to undertake the roles.

10.1.5 Takes opportunities to learn together with others to contribute to health care improvement.

10.2 Competency Standard: Lifelong Learning

Assumes responsibility for self-directed, ongoing, systematic and outcomes-focused approach to learning and professional development.

Performance Criteria:

10.2.1 Pursues professional certification and seeks higher education to advance knowledge, master competencies, ensure professional development, and enhance personal career progression within the pharmacy technology profession.

10.2.2 Undertakes regular self-assessment and reviews own practice through reflection, peer review, competency assessment, critical examination and evaluation.

10.2.4 Actively engages in ongoing professional development and performance improvement of self and others.

10.2.5 Maintains a professional portfolio including evidence of continued competence, professional development and improvement as required for continuing registration in the relevant jurisdiction.

References

1. University of Doha for Science and Technology (2022). UDST Vision and Mission Statements. Available at: https://www.udst.edu.qa
2. Ministry of Public Health (2022). Department of Health Care Professionals (2020). Pharmacy Technician Scope of Practice. Available at: https://dhp.moph.gov.qa//en/Documents/Other%20scopes.pdf
3. National Association of Pharmacy Regulatory Authorities (NAPRA) Professional Competencies for Canadian Pharmacy Technicians at Entry to Practice (2014). Available at: https://www.napra.ca/wp-content/uploads/2022/09/NAPRA-Comp-for-Cdn-PHARM-TECHS-at-Entry-to-Practice-March-2014-b.pdf
4. National Association of Pharmacy Regulatory Authorities (NAPRA) Model Standards of Practice for Pharmacists and Pharmacy Technicians in Canada (2022). Available at: https://www.napra.ca/wp-content/uploads/2022/09/NAPRA-MSOP-Feb-2022-EN-final.pdf
5. World Health Organization (2022). Guidelines: Norms and Standards for Pharmaceuticals. Available at: https://www.who.int/teams/health-product-and-policy-standards/standards-and-specifications/norms-and-standards-for-pharmaceuticals/guidelines
6. International Pharmaceutical Federation (2021). Transforming the Global Pharmaceutical Workforce. Available at: https://www.fip.org/workforce