

MEDICATION THERAPY MANAGEMENT PHARMACY TECHNICIAN

MEDICATION THERAPY MANAGEMENT PHARMACY TECHNICIAN ROLES HAVE BECOME INCREASINGLY VITAL IN MODERN HEALTHCARE SETTINGS. THESE PROFESSIONALS PLAY A CRUCIAL PART IN SUPPORTING PHARMACISTS WITH MEDICATION THERAPY MANAGEMENT (MTM) SERVICES, ENSURING THAT PATIENTS RECEIVE OPTIMAL PHARMACEUTICAL CARE. WITH THE RISING COMPLEXITY OF MEDICATION REGIMENS AND AN AGING POPULATION, THE DEMAND FOR SKILLED PHARMACY TECHNICIANS TRAINED IN MTM PROCESSES IS GROWING STEADILY. THIS ARTICLE EXPLORES THE DUTIES, REQUIRED SKILLS, AND IMPACT OF MEDICATION THERAPY MANAGEMENT PHARMACY TECHNICIANS IN ENHANCING PATIENT OUTCOMES. ADDITIONALLY, IT DISCUSSES THE EDUCATIONAL PATHWAYS, CERTIFICATION OPTIONS, AND FUTURE TRENDS SHAPING THIS SPECIALIZED FIELD. UNDERSTANDING THE COMPREHENSIVE RESPONSIBILITIES AND CONTRIBUTIONS OF THESE PHARMACY TECHNICIANS HELPS CLARIFY THEIR ESSENTIAL ROLE IN HEALTHCARE TEAMS. THE FOLLOWING SECTIONS PROVIDE DETAILED INSIGHTS INTO THEIR FUNCTIONS, TRAINING, AND PROFESSIONAL SIGNIFICANCE.

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UNDERSTANDING MEDICATION THERAPY MANAGEMENT

MEDICATION THERAPY MANAGEMENT REFERS TO A RANGE OF SERVICES PROVIDED BY HEALTHCARE PROFESSIONALS AIMED AT OPTIMIZING DRUG THERAPY AND IMPROVING THERAPEUTIC OUTCOMES FOR PATIENTS. MTM INCLUDES COMPREHENSIVE MEDICATION REVIEWS, PATIENT COUNSELING, AND COORDINATION WITH OTHER HEALTHCARE PROVIDERS TO PREVENT MEDICATION ERRORS AND ADVERSE DRUG REACTIONS. THE GOAL IS TO ENSURE THAT MEDICATIONS ARE USED APPROPRIATELY, EFFECTIVELY, AND SAFELY. AS A STRUCTURED APPROACH, MTM INVOLVES SYSTEMATIC ASSESSMENT OF PATIENT MEDICATIONS, IDENTIFICATION OF MEDICATION-RELATED PROBLEMS, DEVELOPMENT OF INTERVENTION PLANS, AND ONGOING MONITORING.

COMPONENTS OF MEDICATION THERAPY MANAGEMENT

MTM SERVICES ENCOMPASS SEVERAL KEY COMPONENTS DESIGNED TO ENHANCE MEDICATION USE AND PATIENT HEALTH:

- MEDICATION REVIEWS TO ASSESS THE EFFECTIVENESS AND SAFETY OF CURRENT THERAPIES
- DEVELOPMENT OF PERSONALIZED MEDICATION ACTION PLANS
- PATIENT EDUCATION AND ADHERENCE SUPPORT
- COLLABORATION WITH PRESCRIBERS TO RESOLVE MEDICATION-RELATED ISSUES
- DOCUMENTATION AND FOLLOW-UP TO EVALUATE OUTCOMES

IMPORTANCE OF MTM IN HEALTHCARE

MTM PLAYS A CRITICAL ROLE IN REDUCING HOSPITAL READMISSIONS, MINIMIZING ADVERSE DRUG EVENTS, AND IMPROVING CHRONIC DISEASE MANAGEMENT. IT SUPPORTS THE BROADER GOALS OF HEALTHCARE BY ENHANCING MEDICATION SAFETY, REDUCING HEALTHCARE COSTS, AND EMPOWERING PATIENTS THROUGH EDUCATION AND ENGAGEMENT. AS MEDICATION REGIMENS BECOME MORE COMPLEX, MTM SERVICES ARE ESSENTIAL FOR MANAGING POLYPHARMACY AND CHRONIC CONDITIONS EFFICIENTLY.

THE ROLE OF A PHARMACY TECHNICIAN IN MTM

PHARMACY TECHNICIANS SPECIALIZING IN MEDICATION THERAPY MANAGEMENT ASSIST PHARMACISTS BY CARRYING OUT TASKS THAT STREAMLINE MTM PROCESSES. THEIR ROLE IS PIVOTAL IN ENSURING THAT PHARMACISTS CAN FOCUS ON CLINICAL DECISION-MAKING AND PATIENT COUNSELING. MTM PHARMACY TECHNICIANS PERFORM A VARIETY OF FUNCTIONS THAT SUPPORT THE DELIVERY OF HIGH-QUALITY MEDICATION MANAGEMENT SERVICES.

KEY RESPONSIBILITIES

THE PRIMARY DUTIES OF A MEDICATION THERAPY MANAGEMENT PHARMACY TECHNICIAN INCLUDE:

- COLLECTING AND ORGANIZING PATIENT MEDICATION HISTORIES AND RECORDS
- PREPARING AND MANAGING DOCUMENTATION RELATED TO MTM SESSIONS
- SCHEDULING APPOINTMENTS AND COORDINATING COMMUNICATION BETWEEN PATIENTS AND PHARMACISTS
- ASSISTING IN MEDICATION RECONCILIATION BY VERIFYING PRESCRIPTION INFORMATION
- PROVIDING ADMINISTRATIVE SUPPORT TO ENSURE COMPLIANCE WITH MTM PROTOCOLS

COLLABORATIVE ROLE IN PATIENT CARE

MTM PHARMACY TECHNICIANS WORK CLOSELY WITH PHARMACISTS, PHYSICIANS, AND OTHER HEALTHCARE PROVIDERS TO FACILITATE EFFECTIVE MEDICATION MANAGEMENT. THEY ACT AS LIAISONS TO ENSURE ACCURATE INFORMATION EXCHANGE, WHICH IS ESSENTIAL FOR IDENTIFYING DRUG THERAPY PROBLEMS AND IMPLEMENTING INTERVENTIONS. BY HANDLING LOGISTICAL AND ADMINISTRATIVE TASKS, THESE TECHNICIANS ENHANCE THE EFFICIENCY AND EFFECTIVENESS OF MTM SERVICES.

SKILLS AND QUALIFICATIONS REQUIRED

SUCCESSFUL MEDICATION THERAPY MANAGEMENT PHARMACY TECHNICIANS MUST POSSESS A BLEND OF TECHNICAL KNOWLEDGE, COMMUNICATION SKILLS, AND ATTENTION TO DETAIL. THEIR COMPETENCIES ENABLE THEM TO SUPPORT COMPLEX MEDICATION MANAGEMENT PROCESSES AND CONTRIBUTE MEANINGFULLY TO PATIENT CARE TEAMS.

TECHNICAL AND CLINICAL SKILLS

PROFICIENCY IN PHARMACY SOFTWARE, UNDERSTANDING OF PHARMACOLOGY BASICS, AND FAMILIARITY WITH MEDICATION SAFETY STANDARDS ARE CRITICAL. MTM PHARMACY TECHNICIANS SHOULD BE ADEPT AT MAINTAINING ACCURATE RECORDS, PROCESSING PRESCRIPTION INFORMATION, AND IDENTIFYING POTENTIAL MEDICATION DISCREPANCIES FOR PHARMACIST REVIEW.

INTERPERSONAL AND ORGANIZATIONAL SKILLS

STRONG COMMUNICATION SKILLS ARE VITAL FOR INTERACTING WITH PATIENTS, PHARMACISTS, AND OTHER HEALTHCARE PROFESSIONALS. ORGANIZATIONAL ABILITIES HELP IN MANAGING SCHEDULES, DOCUMENTATION, AND FOLLOW-UP ACTIVITIES EFFICIENTLY. ATTENTION TO DETAIL ENSURES ACCURACY IN MEDICATION RECORDS AND COMPLIANCE WITH REGULATORY REQUIREMENTS.

PROBLEM-SOLVING AND CRITICAL THINKING

WHILE MTM PHARMACY TECHNICIANS DO NOT TYPICALLY MAKE CLINICAL DECISIONS, THEIR CAPACITY TO RECOGNIZE INCONSISTENCIES OR POTENTIAL ISSUES IN MEDICATION REGIMENS SUPPORTS PHARMACISTS IN DELIVERING SAFE CARE. CRITICAL THINKING AIDS IN PRIORITIZING TASKS AND ADDRESSING CHALLENGES THAT ARISE DURING MTM PROCESSES.

EDUCATIONAL AND CERTIFICATION PATHWAYS

BECOMING A MEDICATION THERAPY MANAGEMENT PHARMACY TECHNICIAN OFTEN REQUIRES FORMAL EDUCATION AND SPECIALIZED TRAINING. VARIOUS CERTIFICATION PROGRAMS AND CONTINUING EDUCATION OPTIONS ARE AVAILABLE TO ENHANCE SKILLS SPECIFIC TO MTM ROLES.

FORMAL EDUCATION

MOST PHARMACY TECHNICIANS START WITH A HIGH SCHOOL DIPLOMA OR EQUIVALENT, FOLLOWED BY COMPLETION OF AN ACCREDITED PHARMACY TECHNICIAN TRAINING PROGRAM. THESE PROGRAMS COVER FUNDAMENTAL PHARMACY PRACTICES, PHARMACOLOGY, AND MEDICATION SAFETY, LAYING THE GROUNDWORK FOR ADVANCED MTM FUNCTIONS.

CERTIFICATION AND SPECIALIZED TRAINING

CERTIFICATION THROUGH ORGANIZATIONS SUCH AS THE PHARMACY TECHNICIAN CERTIFICATION BOARD (PTCB) OR THE NATIONAL HEALTHCAREER ASSOCIATION (NHA) ENHANCES PROFESSIONAL CREDIBILITY. ADDITIONAL MTM-FOCUSED TRAINING MAY INCLUDE COURSES ON MEDICATION THERAPY MANAGEMENT PRINCIPLES, COMMUNICATION TECHNIQUES, AND HEALTHCARE LAWS AND REGULATIONS.

CONTINUING EDUCATION AND PROFESSIONAL DEVELOPMENT

ONGOING EDUCATION IS ESSENTIAL TO KEEP PACE WITH EVOLVING MTM PRACTICES AND HEALTHCARE TECHNOLOGIES. PHARMACY TECHNICIANS CAN ATTEND WORKSHOPS, WEBINARS, AND SEMINARS TO UPDATE THEIR KNOWLEDGE AND SKILLS, ENSURING COMPLIANCE WITH THE LATEST STANDARDS AND BEST PRACTICES.

IMPACT ON PATIENT CARE AND HEALTHCARE SYSTEMS

MEDICATION THERAPY MANAGEMENT PHARMACY TECHNICIANS SIGNIFICANTLY CONTRIBUTE TO IMPROVING PATIENT OUTCOMES AND STREAMLINING HEALTHCARE DELIVERY. THEIR INVOLVEMENT SUPPORTS MEDICATION SAFETY INITIATIVES AND ENHANCES THE OVERALL EFFECTIVENESS OF PHARMACEUTICAL CARE.

ENHANCING PATIENT SAFETY

BY ENSURING ACCURATE MEDICATION HISTORIES AND ASSISTING IN MEDICATION RECONCILIATION, MTM PHARMACY TECHNICIANS HELP REDUCE MEDICATION ERRORS AND ADVERSE DRUG EVENTS. THEIR ATTENTION TO DETAIL AND THOROUGH DOCUMENTATION

CONTRIBUTE TO SAFER MEDICATION USE.

IMPROVING EFFICIENCY AND ACCESS

MTM PHARMACY TECHNICIANS INCREASE THE CAPACITY OF PHARMACISTS TO PROVIDE DIRECT PATIENT CARE BY MANAGING ADMINISTRATIVE AND PREPARATORY TASKS. THIS EFFICIENCY ALLOWS FOR MORE TIMELY MTM INTERVENTIONS AND GREATER PATIENT ACCESS TO THESE VALUABLE SERVICES.

SUPPORTING HEALTHCARE COST REDUCTION

EFFECTIVE MTM SERVICES FACILITATED BY SKILLED PHARMACY TECHNICIANS HELP IN IDENTIFYING UNNECESSARY OR DUPLICATE MEDICATIONS, OPTIMIZING THERAPY REGIMENS, AND PREVENTING COSTLY HOSPITALIZATIONS. THESE CONTRIBUTIONS SUPPORT BROADER HEALTHCARE COST CONTAINMENT EFFORTS.

FUTURE TRENDS IN MEDICATION THERAPY MANAGEMENT PHARMACY TECHNICIAN ROLES

THE ROLE OF MEDICATION THERAPY MANAGEMENT PHARMACY TECHNICIANS IS EXPECTED TO EVOLVE WITH ADVANCEMENTS IN HEALTHCARE TECHNOLOGY AND CHANGES IN HEALTHCARE DELIVERY MODELS. EMERGING TRENDS WILL SHAPE THE RESPONSIBILITIES AND OPPORTUNITIES WITHIN THIS SPECIALIZED FIELD.

INTEGRATION OF TECHNOLOGY

INCREASED USE OF ELECTRONIC HEALTH RECORDS, TELEHEALTH PLATFORMS, AND AUTOMATED MEDICATION MANAGEMENT SYSTEMS WILL REQUIRE MTM PHARMACY TECHNICIANS TO DEVELOP STRONG INFORMATICS SKILLS. TECHNOLOGY INTEGRATION WILL ENHANCE DATA ACCURACY AND COMMUNICATION EFFICIENCY.

EXPANDED CLINICAL INVOLVEMENT

AS HEALTHCARE MOVES TOWARD INTERDISCIPLINARY CARE MODELS, PHARMACY TECHNICIANS MAY TAKE ON EXPANDED ROLES IN SUPPORTING CLINICAL DECISION-MAKING AND PATIENT EDUCATION UNDER PHARMACIST SUPERVISION. THIS SHIFT WILL NECESSITATE ADVANCED TRAINING AND CERTIFICATION.

GROWING DEMAND AND PROFESSIONAL RECOGNITION

WITH THE EXPANDING SCOPE OF MTM SERVICES, DEMAND FOR QUALIFIED PHARMACY TECHNICIANS IN THIS AREA IS PROJECTED TO RISE. INCREASED PROFESSIONAL RECOGNITION AND STANDARDIZED CREDENTIALING WILL ELEVATE THE STATUS AND CAREER PROSPECTS OF MTM PHARMACY TECHNICIANS.

FREQUENTLY ASKED QUESTIONS

WHAT IS MEDICATION THERAPY MANAGEMENT (MTM) IN PHARMACY PRACTICE?

MEDICATION THERAPY MANAGEMENT (MTM) IS A SERVICE PROVIDED BY PHARMACISTS AND PHARMACY TECHNICIANS AIMED AT OPTIMIZING DRUG THERAPY AND IMPROVING THERAPEUTIC OUTCOMES FOR PATIENTS. IT INVOLVES REVIEWING MEDICATIONS, IDENTIFYING MEDICATION-RELATED PROBLEMS, AND DEVELOPING STRATEGIES TO IMPROVE MEDICATION USE AND ADHERENCE.

WHAT ROLE DOES A PHARMACY TECHNICIAN PLAY IN MEDICATION THERAPY MANAGEMENT?

PHARMACY TECHNICIANS ASSIST PHARMACISTS IN MEDICATION THERAPY MANAGEMENT BY COLLECTING PATIENT INFORMATION, PREPARING DOCUMENTATION, MANAGING MEDICATION RECORDS, SCHEDULING MTM APPOINTMENTS, AND SUPPORTING COMMUNICATION BETWEEN PATIENTS AND PHARMACISTS, THEREBY ENHANCING THE EFFICIENCY AND EFFECTIVENESS OF MTM SERVICES.

WHAT QUALIFICATIONS ARE REQUIRED FOR A PHARMACY TECHNICIAN TO WORK IN MEDICATION THERAPY MANAGEMENT?

A PHARMACY TECHNICIAN TYPICALLY NEEDS TO BE CERTIFIED AND HAVE COMPLETED SPECIALIZED TRAINING OR CONTINUING EDUCATION IN MEDICATION THERAPY MANAGEMENT. SOME EMPLOYERS MAY REQUIRE KNOWLEDGE OF CLINICAL PHARMACY PROCESSES, STRONG COMMUNICATION SKILLS, AND FAMILIARITY WITH MTM SOFTWARE PLATFORMS.

HOW DOES MEDICATION THERAPY MANAGEMENT BENEFIT PATIENTS?

MTM BENEFITS PATIENTS BY ENSURING THAT THEIR MEDICATIONS ARE USED APPROPRIATELY, REDUCING THE RISK OF ADVERSE DRUG EVENTS, IMPROVING MEDICATION ADHERENCE, AND ULTIMATELY ENHANCING HEALTH OUTCOMES. IT ALSO HELPS IN IDENTIFYING AND RESOLVING MEDICATION-RELATED PROBLEMS EARLY.

CAN PHARMACY TECHNICIANS CONDUCT MEDICATION THERAPY MANAGEMENT INDEPENDENTLY?

NO, PHARMACY TECHNICIANS CANNOT CONDUCT MTM INDEPENDENTLY. THEY WORK UNDER THE SUPERVISION OF A LICENSED PHARMACIST WHO IS RESPONSIBLE FOR CLINICAL DECISION-MAKING AND PATIENT COUNSELING. TECHNICIANS PROVIDE SUPPORT TASKS TO FACILITATE THE MTM PROCESS.

WHAT ARE THE EMERGING TRENDS IN MEDICATION THERAPY MANAGEMENT INVOLVING PHARMACY TECHNICIANS?

EMERGING TRENDS INCLUDE THE INCREASED USE OF DIGITAL HEALTH TOOLS AND TELEHEALTH FOR REMOTE MTM SERVICES, EXPANDED TECHNICIAN ROLES IN DATA COLLECTION AND PATIENT FOLLOW-UP, INTEGRATION OF MTM WITH VALUE-BASED CARE MODELS, AND ENHANCED COLLABORATION BETWEEN HEALTHCARE PROVIDERS TO IMPROVE MEDICATION OUTCOMES.

ADDITIONAL RESOURCES

1. *MEDICATION THERAPY MANAGEMENT: A COMPREHENSIVE APPROACH FOR PHARMACY TECHNICIANS*

THIS BOOK OFFERS AN IN-DEPTH OVERVIEW OF MEDICATION THERAPY MANAGEMENT (MTM) TAILORED SPECIFICALLY FOR PHARMACY TECHNICIANS. IT COVERS THE ESSENTIAL SKILLS NEEDED TO ASSIST PHARMACISTS IN OPTIMIZING PATIENT MEDICATION USE, INCLUDING DOCUMENTATION, PATIENT COMMUNICATION, AND ADHERENCE MONITORING. THE TEXT INCLUDES PRACTICAL CASE STUDIES AND REAL-WORLD SCENARIOS TO ENHANCE LEARNING AND APPLICATION IN CLINICAL SETTINGS.

2. *PHARMACY TECHNICIAN'S GUIDE TO MEDICATION THERAPY MANAGEMENT*

DESIGNED AS A PRACTICAL GUIDE, THIS BOOK EQUIPS PHARMACY TECHNICIANS WITH THE KNOWLEDGE AND TOOLS NECESSARY TO SUPPORT MTM SERVICES EFFECTIVELY. IT EMPHASIZES THE TECHNICIAN'S ROLE IN COLLECTING PATIENT INFORMATION, MANAGING DOCUMENTATION, AND FACILITATING COMMUNICATION BETWEEN PATIENTS AND PHARMACISTS. THE BOOK ALSO HIGHLIGHTS REGULATORY REQUIREMENTS AND BEST PRACTICES FOR MAINTAINING PATIENT CONFIDENTIALITY AND SAFETY.

3. *ESSENTIALS OF MEDICATION THERAPY MANAGEMENT FOR PHARMACY TECHNICIANS*

THIS CONCISE RESOURCE PROVIDES FOUNDATIONAL KNOWLEDGE ON THE PRINCIPLES AND PRACTICES OF MTM FOR PHARMACY TECHNICIANS. IT EXPLAINS KEY CONCEPTS SUCH AS MEDICATION REVIEWS, IDENTIFYING DRUG-RELATED PROBLEMS, AND SUPPORTING MEDICATION ADHERENCE. THE BOOK IS IDEAL FOR TECHNICIANS SEEKING TO EXPAND THEIR ROLE WITHIN PHARMACY PRACTICE AND IMPROVE PATIENT OUTCOMES THROUGH MTM.

4. *MEDICATION THERAPY MANAGEMENT IN PHARMACY PRACTICE: TECHNICIAN'S EDITION*

THIS EDITION FOCUSES ON THE COLLABORATIVE ROLE OF PHARMACY TECHNICIANS IN DELIVERING MTM SERVICES. IT EXPLORES WORKFLOW INTEGRATION, TECHNOLOGY USE, AND DOCUMENTATION TECHNIQUES THAT ENHANCE MTM EFFICIENCY. ADDITIONALLY, THE BOOK INCLUDES GUIDANCE ON PATIENT INTERACTION AND EDUCATION TO FOSTER A TEAM-BASED APPROACH TO MEDICATION MANAGEMENT.

5. *PHARMACY TECHNICIAN'S HANDBOOK OF MEDICATION THERAPY MANAGEMENT*

A COMPREHENSIVE HANDBOOK THAT COVERS THE FULL SPECTRUM OF MTM ACTIVITIES INVOLVING PHARMACY TECHNICIANS. IT INCLUDES DETAILED CHAPTERS ON MEDICATION RECONCILIATION, INSURANCE PROCESSING, AND THE USE OF MTM SOFTWARE PLATFORMS. THE BOOK ALSO PROVIDES TIPS FOR EFFECTIVE COMMUNICATION AND TROUBLESHOOTING COMMON CHALLENGES IN MTM SERVICE DELIVERY.

6. *CLINICAL SKILLS FOR PHARMACY TECHNICIANS: MEDICATION THERAPY MANAGEMENT FOCUS*

THIS BOOK HIGHLIGHTS THE CLINICAL SKILLS NECESSARY FOR PHARMACY TECHNICIANS TO CONTRIBUTE MEANINGFULLY TO MTM PROGRAMS. TOPICS INCLUDE PATIENT ASSESSMENT BASICS, DATA COLLECTION, AND RECOGNIZING POTENTIAL MEDICATION ISSUES. PRACTICAL EXERCISES AND CHECKLISTS AID TECHNICIANS IN DEVELOPING PROFICIENCY AND CONFIDENCE IN SUPPORTING MTM INITIATIVES.

7. *ADVANCED MEDICATION THERAPY MANAGEMENT: A GUIDE FOR PHARMACY TECHNICIANS*

TARGETED AT EXPERIENCED PHARMACY TECHNICIANS, THIS GUIDE DELVES INTO ADVANCED CONCEPTS OF MTM, INCLUDING COMPLEX CASE MANAGEMENT AND INTERPROFESSIONAL COLLABORATION. IT DISCUSSES EMERGING TRENDS AND TECHNOLOGIES SHAPING THE FUTURE OF MTM SERVICES. THE BOOK ENCOURAGES CRITICAL THINKING AND PROBLEM-SOLVING TO ENHANCE PATIENT CARE QUALITY.

8. *MEDICATION THERAPY MANAGEMENT DOCUMENTATION AND COMMUNICATION FOR PHARMACY TECHNICIANS*

FOCUSING ON THE VITAL ASPECTS OF DOCUMENTATION AND COMMUNICATION, THIS BOOK PREPARES PHARMACY TECHNICIANS TO MANAGE MTM RECORDS ACCURATELY AND EFFECTIVELY. IT COVERS LEGAL CONSIDERATIONS, DATA PRIVACY, AND THE USE OF ELECTRONIC HEALTH RECORDS IN MTM. THE TEXT ALSO PROVIDES STRATEGIES FOR CLEAR COMMUNICATION WITH PATIENTS AND HEALTHCARE PROVIDERS.

9. *PHARMACY TECHNICIAN COMPETENCY IN MEDICATION THERAPY MANAGEMENT*

THIS TITLE EMPHASIZES COMPETENCY DEVELOPMENT IN MTM FOR PHARMACY TECHNICIANS THROUGH ASSESSMENTS, SKILL-BUILDING ACTIVITIES, AND KNOWLEDGE CHECKS. IT ALIGNS WITH INDUSTRY STANDARDS AND CERTIFICATION REQUIREMENTS, MAKING IT AN EXCELLENT RESOURCE FOR BOTH STUDENTS AND PRACTICING TECHNICIANS. THE BOOK SUPPORTS ONGOING PROFESSIONAL DEVELOPMENT AND EXCELLENCE IN MTM SERVICE DELIVERY.

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