



# TECH IN FOCUS

Christine Cronin | Mass General Brigham  
CPhT-Adv, CSPT, CPhT | Specialty Pharmacy

## **Name: Christine Cronin, CPhT-Adv, CSPT, CPhT**

**Practice: Mass General Brigham Specialty Pharmacy**

**Title/Role: Patient Care Coordinator**

### **1) Can you tell us a bit about yourself and your journey as a pharmacy technician?:**

I've been a pharmacy technician for nearly 30 years, beginning in retail before moving into hospital work. After that, I transitioned to compounding, and now I work at a specialty pharmacy.

### **2) Explain your current role at your practice.**

I work as a patient coordinator in the oncology department at the specialty pharmacy, focusing on prior authorization and insurance matters.

### **3) What aspects of being a pharmacy technician do you find most rewarding?**

I miss working in retail because of the wonderful customers I had. Some would even stop by just to say hello.

### **4) How do you stay updated on new medications and advancements in pharmacy practice?**

#### **Are there any certifications or specialized training you are pursuing or have completed?**

I'm highly competitive when it comes to certifications. I hold all but two of the PTCB certificates and was among the first to earn both the CSPT and Advanced certifications. This year, I added the CPhT certification, and I'm currently pursuing the ASHP Specialty Pharmacy certification.

### **5) How do you ensure excellent patient care when patients? Can you share a memorable patient interaction that had a positive impact on their experience?**

In my current role, I don't interact with patients much, but I put a lot of effort into getting medications approved. When I succeed, it's incredibly rewarding, especially knowing how vital the medication is to the treatment plan.

### **6) How do you collaborate with pharmacists and other team members of the multidisciplinary team to ensure quality patient care?**

We have excellent communication with the pharmacists I work with. They are very helpful in sharing information about new drugs and disease states that we work with.

**7) How do you handle changes or challenges in pharmacy operations or technology? Are there any innovative practices or improvements you've introduced in your role?**

I find technology challenging and often frustrating to deal with.

**8) What achievements or moments in your career as a pharmacy technician are you most proud of?**

When I first earned my PTCB certification, it was so long ago that the exam was still given with pencil and paper. I also obtained a compounding certification early on and was one of the first to do so. I'm particularly proud of my state license number—it was so low that my former manager thought it was a mistake! I also took pride in encouraging my coworkers to pursue their own certifications.

**9) What advice would you give to someone aspiring to become a pharmacy technician? Are there specific qualities or skills you believe are crucial for success in this role?**

You need to be self-motivated and driven to advance in your career, even if your employer isn't providing support. There will always be opportunities where your efforts are valued and appreciated.

**10) What hobbies or interests do you pursue outside of your role as a pharmacy technician? How do you find the balance between work and personal life?**

My biggest hobby is running. I enjoy traveling to races and exploring new places. Balancing this with work and home life can be challenging, but it keeps me engaged and out of trouble.