

Message

From: Jonkman, Scott [scott.jonkman@walgreens.com]
Sent: 6/12/2018 5:49:08 PM
To: Domenick, Lisa [lisa.domenick@wba.com]; Burrel, Janeen [janeen.burrel@walgreens.com]
CC: Stahmann, Eric [eric.stahmann@walgreens.com]
Subject: Store #7832 Update

Lisa and Janeen

I spoke with Eric Stahmann regarding the GFD concerns Robert Yagar brought forward.

I could not locate the prescription number in question to validate the details.

Eric reviewed the controlled substances that have been purchased/sold for locations 7870, 6903 and 5650.

- The information did not necessarily correlate Robert's allegation that these sites are filling prescriptions with 'red flags'.
- Pharmacy 7870 has never requested for additional product. So if the pharmacy 'ran out of product' and waited for the system to order it, then it is possible the patient went to a different location to fill the prescription as suggested by Robert.

The GFD Checklist for the prescription in question does contain the documentation as to why Robert decided against filling the prescription even after it was ready.

Outstanding items:

- When assessing the issue with Robert, James (Jim) stated the patient could fill the prescription in question at his store. This would not be Jim's decision unless he is acting as the pharmacist. Jim's written statement would suggest this was done to 'provide customer service', which could substantiate Robert's overarching complaint.
- The allegations by Robert that Store Managers James Wang and Scott Hanson act in an authoritative way around GFD practices should be reviewed by gathering insight from their pharmacy team members.
- Top prescriber list: Robert has concerns around pharmacy 7870 filling for a prescriber that is on the top 10 prescriber list. Robert does not fill for this prescriber. I was informed this list is only for district leadership, and not available at store level. It is possible this was shared by the district manager. The availability of this list at store level needs to be confirmed.
- Robert states prescriptions with red flags are being filed at other locations. Specific examples are not provided to substantiate these allegations. I do not know of a way to identify this by looking at the data.
- There seems to be a disconnect (by these two store managers) on how the Target Drug Good Faith Dispensing Checklist should be used to guide the pharmacist in making the decision to fill/not fill. Has Tiffany provided her perspective on the GFD practices in the market?

Eric recommends retraining of GFD practices for the store managers since it is the decision of the pharmacist to fill/not fill a prescription. It appears Robert perceived the questioning by James and Scott as a directive to fill the prescription, which seems to be linked to his concerns that pharmacists are being managed by non-pharmacist.

Please let me know when you have a few minutes to discuss the outstanding items.

Regards,
Scott

PLAINTIFF TRIAL
EXHIBIT
P-27352_00001

CONFIDENTIAL

WAGMDL00041551

P-27352 _ 00001

Scott Jonkman, Pharm.D.

Healthcare Asset Protection Solutions

Walgreen Co. | 1411 Lake Cook Road, MS# L413 Deerfield, IL 60015 | Mobile 630 666 2923

Member of Walgreens Boots Alliance

This email message, including attachments, may contain information that is proprietary, confidential, privileged and/or exempt from disclosure. Please hold it in confidence to protect privilege and confidentiality. If you are not the intended recipient, then please notify the sender and delete this message. Any viewing, copying, publishing, disclosure, distribution of this information, or the taking of any action in reliance on the contents of this message by unintended recipients is prohibited and may constitute a violation of the Electronic Communications Privacy Act.

CONFIDENTIAL

WAGMDL00041552

P-27352 _ 00002