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**From:** RX.Mail@walgreens.com [RX.Mail@walgreens.com]  
**Sent:** 12/12/2012 2:16:25 PM  
**To:** "RXSs\_DMs."@walgreens.com  
**CC:** "MPDs\_MVPs\_EPDs\_COVPs."@walgreens.com  
**Subject:** Guidelines for Prescriber Comments

All District and Market Leaders,

As we continue our efforts to apply the elements of the **Good Faith Dispensing (GFD)** policy to every prescription, it is critical to follow the guidelines provided to avoid any perception of character defamation of prescribers or patients.

If a pharmacist determines a prescription does not meet GFD and is therefore refusing to fill:

Fax a copy of the prescription to the DEA (FL stores use the webform). You must give the hard copy back to the patient unless the prescriber confirms it is a forgery.

Appropriate verbiage to share with the patient: *"Walgreens is working hard to ensure the safe dispensing of controlled pain medications. Based on my clinical review and professional judgment, this prescription does not meet the requirements we have put in place for dispensing these medications. Therefore, we cannot fill this prescription in good faith at this or any Walgreens. I apologize for any inconvenience."*

- Do **not** deface the prescription.
- Do **not** say anything about the prescriber to the patient.
- Comments in IC+ for prescribers should be limited to the following: **"Caution, use GFD"**
  - Any comments such as "prescriber under investigation" in the prescriber's profile should be removed.

To ensure accurate, consistent, and professional communication, it is important that pharmacy staff utilize the approved language above when discussing a refusal to fill with patients. To protect the company and yourself individually, refrain from making ANY statements about the prescriber or patient.

Note: All stores will receive a Compass project on December 13, titled "Guidelines for Prescriber Comments" to inform them of this information.

Thank you



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