

Message

From: Daugherty, Patricia [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=WALGREENS.ONMICROSOFT.COM-54052-DAUGHERTY, PATRICIA M. (F1120697)]
Sent: 4/8/2013 4:36:11 PM
To: Shillock, Anne [anne.shillock@walgreens.com]
CC: Nellis, Chad [chad.nellis@walgreens.com]
Subject: FW: Target Drug Good Faith Dispensing Questions

Hi Anne,
We can allow tribal IDs as long as the patient has no other possible ID such as a DL or state license or passport.
Thanks
Patty

From: Daugherty, Patricia
Sent: Friday, April 05, 2013 5:10 PM
To: Shillock, Anne
Cc: Nellis, Chad
Subject: RE: Target Drug Good Faith Dispensing Questions

Hi Anne,
See responses below. We are discussing internally on the tribal IDs and will let you know.
Thanks
Patty

From: Shillock, Anne
Sent: Thursday, April 04, 2013 8:36 AM
To: Daugherty, Patricia
Cc: Shillock, Anne; Nellis, Chad
Subject: Target Drug Good Faith Dispensing Questions

Hi Patricia,

We attended a videoconference this morning regarding the new National Target Drug Good Faith Dispensing Policy and Procedures. We subsequently held a webinar with our district this information to cascade the information to our stores. We received a lot of questions during the webinar and answered as many as we could, but there are quite a few remaining questions that we do not know the answers to or are looking for some additional clarification on them. Would you be able to help?

Q: Will the Patient Comment field on the Patient Profile be expanded to hold the usual comments plus the new TD GFD comments? We are running out of room on some patients already. Please abbreviate as needed and delete older comments or refusals from the patient profiles to keep the notes current and accurate.

Q: If we call the prescriber and the cancel (Void) the prescription due to the patient receiving it from another prescriber, do we still need to contact the DEA, even though the prescriber canceled it? Yes please follow the process and fax it as a refusal to the DEA

Q: Can a representative drop off and pick up a Target Drug prescription on the patient's behalf? Yes If so, do they need to show their own ID, or do they have to have the patient's ID? We can accept the representative's ID and should scan it in.

Q: Can a tribal-issued ID be used in place of a government-issued ID? Many of my patients only have tribal-issued IDs.

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Q: Just to clarify, we are not even allowed to write patient DOB, phone # or DL#s on the hard copy, correct? Would this be considered "defacing" the prescription? No this is not considered defacing the prescription. When a store takes in the script they don't know yet they may refuse to fill and writing DOB or phone # etc for example at intake is fine.

Q: Does "oxycodone" include Oxycontin? Yes all single ingredient Oxycodone and Oxycontin

Q: The Target Drug Good Faith Dispensing Checklist specifies "tablets/capsules only". Just to clarify, does this mean we don't have to complete a TD GFD Checklist for liquids? Correct, tablets/capsules only are considered target drugs.

Q: When we have tried to scan and print patient IDs in the past, they come out black and unreadable. Any suggestions? We are aware of the issues and are discussing possible solutions. At this time, please continue to scan the IDs per the National TGFD policy. In addition to scanning, stores can document the Driver's License or State License # and expiration.

Q: Are passports (which are government-issued) considered an acceptable form of ID? Yes they should scan though perhaps not well. If the passport cannot be scanned and no other acceptable form of ID can be provided such as Driver's License or State License, please annotate or document with the passport ID #. If so, how do we document? They are too thick to scan.

Q: Since you will support us when patients/prescribers get upset with refusals or time taken to fill a Target Drug prescription, will you remove complaints from our Delight score when it is clearly associated with this type of issue? These are standards we are being held to and it would seem fair to have them removed.

Q: What do we do if the patient's last name is different on their ID vs. their prescription? (Married, divorced, etc. Ex. Prescription has the last name Pederson, but the ID says Johnson). Can we fill the prescription if the names don't match? Yes please scan the ID as per the policy. The stores can take patient representative IDs dropping off the script also and can similarly document on the script or in patient comments that the married name is Pederson and the maiden name is Johnson for example.

Q: With stores that have been cut 20+ hours this month and who normally do more C-II Target Drugs, is there any support to give them some budget hours back? Once the store becomes comfortable with the process it should become smoother, more efficient with very little additional time spent in the normal course of the work day, We will take the request into consideration.

Q: What is the proper verbiage if a customer says the competitors are not doing this, just Walgreens, and that they do not want to wait this long for their prescription? The verbiage is in the policy,

Q: When does this program launch? We were told that there will be a fax blast to prescribers on April 8th. Should we begin right now? The launch can be anytime between now and April 15. We ask that all stores have this implemented by 4/15.

Q: Should we wait to detail prescribers about this new program until after April 8th? Yes that would be best.

Q: Some prescribers are going to be more affected by this than others (i.e. Oncologists). Should we talk to them about this program before we calls are made? Yes absolutely and provide the prescriber letter also.

Thank you in advance for your help on this, and thank you again for your help on or regular GFD program questions a couple of weeks ago!!!

**Be Well,
Anne**

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