

Internal Investigation Form - Compliance View: IC10010313210



Investigation Form

* All required fields will be highlighted in RED until the entry is saved. These required fields must be completed prior to submitting for approval.

Legal Hold? [?]

Manual Notification Was Created [?]

Investigation	Notes	All
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Incident Detail

*** HOTLINE LEAD ***

Please Complete the Investigation within 30 Days

Investigation ID		Date Created	9/13/2019
* Location	05487 - Store #05487 - 5300 3RD ST SAN FRANCISCO, CA	Date of Incident [?]	9/12/2019
1 - Location Type	Store	Day Of Week	Thursday
2 - Department	Field APM	Incident Time [?]	6:55:00 PM
3 - Leadership	Senior Director APS	Event Type	Internal
4 - Management	APD MICHAEL HOURIGAN JR		
Store Phone Number	4156710841		
Address	5300 3RD ST		
City	SAN FRANCISCO		
State	CA		
ZIP	94124-2604		
District	D00236 San Fran Mission Le-Rong Liu		
Region	R00011 California Jason Cunningham		
Record Status			
Created By	Joanna Wisniewska		
Owner ID	Joanna Wisniewska		
Status	Closed		

Subject Information (0)

- Reporting Party [?]
- Witness [?]
- Person with Knowledge [?]
- Parent or Guardian [?]
- Victim [?]

Allegation(s)

Subject of Allegation	Allegation	Specific Type	Method	Allegation Status
	Other Internal Event	Other	Other	

* Have You Finalized All Allegation Statuses?

Was Training/Policy Reviewed with Team Members?

Should Compliance be notified?



Reviewed by Compliance:

Should Privacy be notified?

Investigation Detail

Investigative Questions

Were you assisted by any Corporate APS Personnel (Ex. Investigative Analyst)?

LP Dashboard Usage

Was AP Dashboard Used?

Administrative Section

* Do any Prescription Billing Claims need to be Reversed?

Please contact your Healthcare Supervisor to coordinate the reversal

* Was Cash, Merchandise or Drugs Involved?

Was Credit or Debit card, W Card, Balance Rewards, Prescription Savings Club or Checking Account information obtained?

Law Enforcement Notified?

View Narrative?

Evidence Attachments

(After attaching Digital Evidence, Retain a Hard Copy Only if Required by Authorities) (0)

Description	File Name	Attached By	Date	Evidence given to PD
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Hotline Details/Information

CIA:	No
Quality Assurance?	No
Assign Hotline To:	Assign Manually
Assigned to (Name):	DM, cc: HCS - Satinder Sandhu
Caller First Name	VICTOR
Caller Last Name	LO
Caller's Title	PHARMACIST
Caller Phone #	Redacted - Confidential PII/PHI
Caller Phone Ext.	
Best Time To Call	ANYTIME
Type of Caller	EMPLOYEE
Anonymous Caller?	No
Caller's Email Address	
When:	9/12/2019
Where:	ON-SITE
How does the caller know about the incident?	ALLEGED VICTIM
Will it happen within the next 24 hours?	N/A
If so, when?	N/A
If so, where?	N/A
How does the caller know about the hotline?	POSTER
Client Instructions:	NO CALLBACK ARRANGEMENTS HAVE BEEN MADE FOR THIS INDIVIDUAL. THE CALLER HAS PROVIDED HIS/HER NAME AND NUMBER INDICATING AN INTEREST IN DISCUSSING THIS MATTER WITH A COMPANY REPRESENTATIVE. PLEASE CONTACT THE CALLER AS SOON AS POSSIBLE.
Is this in reference to a worker's compensation fraud issue?	NO
Did the caller ask about a reward?	NO
Please describe the type of location where the issue occurred?	STORE
Please Explain:	
Are you a member of the Union?	YES

Hotline Information

Victor would like Walgreens to know his store is currently short staffed, and while the staff have more hours to work the increasing workload is becoming dangerous. Both Managers, as of September 12, 2019, are in a meeting, and Victor is currently printing 300 labels for the job. Victor states staff are being chewed out by customers due to the long wait times and short staffing, and he is concerned that because of the busy overworking there is an increasing chance a mistake will be made with medications and could cause harm to a customer. It is unknown who is the responsible party in this incident.

Supporting Documentation:

Email

Action taken for Involved Party [JIMMY] [UNKNOWN]:

Emailed back and said if he would look to see if he could find anyone to assist.

Involved Parties

Reported Type	Last Name	First Name	Title	Times Mentioned	Role	Date Notified	Ethnic Origin	Gender	Description	MgtPhone	MgtPhoneExt
Reported	UNKNOWN	UNKNOWN	UNKNOWN	0			UNKNOWN	3			
Mgmt	UNKNOWN	JIMMY	SUPERVISOR	0		9/10/2019					

Analyst Comments

Submitter s Name: jimmy liu

Submitter sTitle: District Manager

Event Number: IC10010313210

District: 236

Location Number: 5487

Subject Name: Staffing concern

Caller Name: Victor Lo

Date Handled: 09/19/2019

Allegation Was: Unfounded

Disposition: Training Issue

No Retaliation Policy Reviewed: No

Communicate to Non Anonymous Caller: This was a concern in regards to staffing issue. spoken with victor Lo and explained how DM, store manager, and RXM can help with this issue.

Brief Synopsis: This was a concern in regards to staffing issue. spoken with victor Lo and explained how DM, store manager, and RXM can help with this issue.

DM did a workflow diagnostic and share the finding and best practices with the team. spoke with Victor on some of the next steps to improve the concerns.

DM and victor will set up a monthly one on one to progress.

Form Submitted On: 09/20/2019 12:42:00

Forms & Letters (1)

Letter Type	Investigation Related Person	Date Printed/Sent	Printed/Sent by	Printed/Sent
HOTLINE MANUAL FORM		9/13/2019	EMPLOYEE:2517438	Yes

Callbacks

No record found

Closing Comments

Allegations found to be:	Unfounded
Disposition	Training
Compliance Notes	
No Retaliation Policy Reviewed?	No
Message submitted to caller?	No
Hotline Investigation Reviewed by Compliance?	Yes
Privacy Notified by Compliance	No
Healthcare/Pharmacy Compliance team notified by Compliance	No
This Hotline is a(n):	Allegation

Related Events

Related incident	• IC10010311792
Related investigation	
Related case	

Notes [?]

No record found

Task (0 Pending)

Follow-up with Caller

The Network - 129789766	Dead Space Dead space dead space dead space
Report ID	Dead Space Dead space dead space dead space

If you would like to send a question or comment to the caller via The Network, follow the steps below.

- Step #1: Copy **The Network report ID** (NOT the APIS IC number) from above (highlight it with the mouse and then press CTRL-C)
- Step #2: Click on the link below and then paste (CTRL-V) The Network ID number at the end of the SUBJECT line of the email.
- Step #3: Type your question or comment into the body of the email.
- Step #4: Send the email.

[Send Question/Comment to The Network.](#)

Confidentiality

Mark this Investigation Confidential?	No
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