

Message

From: RXM 04609 [RXM.04609@store.walgreens.com]
Sent: 10/5/2020 4:18:07 PM
To: Yeung, Calvin [calvin.yeung@walgreens.com]
Subject: Re: Fwd: Ref #12906940 : [ref:_00D60KXhO._5003a13L2u:ref]

Correct, regardless of the amount.

Johnny Chin

Pharmacy Manager

Walgreens #4609
1301 Market Street
San Francisco, CA 94103
Phone: (415) 861-4010 | Fax: (415) 861-2777

On 2020-10-05 16:16, Yeung, Calvin wrote:

Regardless of the amount?

Thanks,

Calvin Yeung

District Manager Pharmacy & Retail Operations

Walgreen Co. | District 237 | S.F. Castro

151 E. Third Ave, San Mateo, CA 94401
Telephone 650 348 1734 | Mobile 415 205 3718
 Microsoft Teams:[Chat](#)

Member of Walgreens Boots Alliance

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From: RXM 04609 <RXM.04609@store.walgreens.com>
Sent: Monday, October 05, 2020 1:42 PM
To: Yeung, Calvin <calvin.yeung@walgreens.com>
Subject: Re: Fwd: Ref #12906940 : [ref:_00D60KXhO._5003a13L2u:ref]

Hi Calvin,

We checked CURES and there is no history of any control filled @ Safeway by this patient. Either way, none of the pharmacists here feel comfortable filling from that specific doctor. If it was another doctor, then we can fill.

PLAINTIFF TRIAL
EXHIBIT
P-27531_00001

Johnny Chin**Pharmacy Manager**

Walgreens #4609
1301 Market Street
San Francisco, CA 94103
Phone: (415) 861-4010 | Fax: (415) 861-2777

On 2020-10-05 15:09, Yeung, Calvin wrote:

Hi Johnny,

Patients mention he got switched to 1mg lorazepam before bed daily and was filled at safeway. And would like to fill at your store in November, would that be a problem or still the same since it is the same doctor?

Thanks,

Calvin Yeung

District Manager Pharmacy & Retail Operations

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From: RXM 04609 <RXM.04609@store.walgreens.com>

Sent: Monday, October 05, 2020 12:52 PM

To: Yeung, Calvin <calvin.yeung@walgreens.com>

Cc: Store mgr.04609 <mgr.04609@store.walgreens.com>

Subject: Re: Fwd: Ref #12906940 : [ref:_00D60KXhO._5003a13L2u:ref]

Hi Calvin,

The prescriber in question is Guido Gores. He has red flag prescribing habits that do not satisfy GFD. We have not filled controlled substances from this doctor since 2019.

He prescribes a full bottle of promethazine w/ codeine to several patients monthly - in some occasions, weekly - often with opioids and benzos. The drug is only meant to be a short-term use medication, not something used year-round. Also, full bottle of promethazine w/ codeine is highly sought after on the streets. Some of these patients have a habit of also trying to get the cough syrup filled early. When the doctor's office responded the diagnosis as "asthma" or "COPD", we inquired why there were no maintenance inhalers on file. They ignored our questions.

In 2019 we called #13666 since they were the pharmacy closest to Guido Gores' office. They too did not feel comfortable filling his scripts for similar reasons.

On 9/9/2019 we were asked by pharmacy integrity to mail some hardcopies of clonazepam and promethazine w/ codeine that were prescribed by Guido Gores. The doctor was being investigated by the DEA (Case#: R9-19-2023). Other Walgreens in the city were also asked to mail hardcopies of other prescribed drugs such as Norco, Soma, Xanax, Adderall, etc.

We informed the customer on December 11th 2019 why we refused to fill from Guido Gores, and he understood, and went to another pharmacy. We documented this in our RX Refusal folder.

Feel free to let me know if you need anything else,

Johnny Chin

Pharmacy Manager

Walgreens #4609
1301 Market Street
San Francisco, CA 94103
Phone: (415) 861-4010 | Fax: (415) 861-2777

On 2020-10-05 14:03, Yeung, Calvin wrote:

Hello,

Can I get some background on this before I reply to the custom?

Thanks,
Calvin Yeung
District Manager Pharmacy & Retail Operations

Walgreen Co. | District 237 | S.F. Castro
151 E. Third Ave, San Mateo, CA 94401
Telephone 650 348 1734 | Mobile 415 205 3718

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From: "Consumer Relations" <consumerrelations.bb@walgreens.com> <consumerrelations.bb@walgreens.com>

Sent: Monday, October 5, 2020 11:57:28 AM

To: Yeung, Calvin <calvin.yeung@walgreens.com>

Subject: Ref #12906940 : [ref:_00D60KXhO._5003a13L2u:ref]

Walgreens Issue Communication Form

ALL ISSUES MUST BE RESOLVED WITHIN 2 BUSINESS DAYS

1. Was the customer contacted? If so, in what form? (i.e. email, phone or letter)
2. Was the customer satisfied?
3. Was compensation provided? (if gift card, the gift card number and amount)

4. What actions were taken to prevent reoccurrence?

Reference#: 12906940
Case Received: Wed Sep 30 00:37:43 GMT 2020
Contact Method: Phone Call
Current Owner: Kimberly Hollis

Store Number: 4609
Store Billing Address:
1301 MARKET ST
SAN FRANCISCO, CA 94103-1307

Consumer Info:

Richard Wagonfeld,

Email:
Social ID:
Balance Rewards Account:
Home Number:
Work Number: 4157222432
Cell Number:

Address Notes:

FCR Status: No
Issue Type: Concern
Category (CR): Pharmacy
Line of Business: Walgreens
Secondary Issue: Health Pharmacy
Reason: Fill Denied
Employee Name: Johnny Chin
Incident Date/Time: Mon Sep 28 17:00:00 GMT 2020
Description:

=====
Customer Comments:

Updated: Wed Sep 30 00:40:18 GMT 2020

Text Type: Consumer

Comment:

I want to make a complaint that the pharmacy is not filling my prescriptions because they said the don't trust the doctor that I am working with. Dr. Gores.

Updated: Wed Sep 30 00:41:54 GMT 2020

Text Type: Rep Notes

Comment:

Customer's Full Name: Richard Wagenfeld Customer's Full Address **If applicable** Customer's Phone Number: (415) 722-2432 Customer's Email **If applicable** Store Location; Store #4609 Incident Date and Time: 9/28/2020 @ 12 PM Employee Name: Pharmacist

Updated: Wed Sep 30 00:51:39 GMT 2020

Text Type: Store Response

Comment:

Prescriber in question was investigated by the DOJ for questionable prescribing of controlled substances and thus, does not satisfy our Good Faith Dispensing guidelines. The doctor's office was already aware we do not fill controls from this doctor at this location.

Updated: Thu Oct 01 00:00:50 GMT 2020

Text Type: Consumer

Comment:

I would like to know what the guidelines are. I am disabled and I have been taking this medication for years. i can't go looking for a doctor for my pain. I am willing to get lesser pills but how can you turn me away and I am blind and disabled.

Updated: Thu Oct 01 00:01:09 GMT 2020

Text Type: Rep Notes

Comment:

: I apologized to caller for the inconvenience. I told caller that I would report this to proper management and ask they follow up with them within the next two business days.

Updated: Thu Oct 01 22:03:50 GMT 2020

Text Type: Consumer

Comment:

I want to know why they will not my fill my RX.

Updated: Thu Oct 01 22:06:06 GMT 2020

Text Type: Rep Notes

Comment:

I explained to the patient that we cannot make the pharmacy fill his medication and that he would need to discuss with them why they are not filling it.

=====
Email Correspondence:

Product Information:

=====
Gift/Phone Card Account:
Gift/Phone Card Type:
Gift/Phone Card Name:
GiftPhone Card Amount: \$

Compensation:

Enclosure Type:
Gift Card Number:

Gift Card Amount: \$
Balance Reward Number:
Balance Reward Points:

=====

Case Audit Trail:

Created Date: Thu Oct 01 22:06:08 GMT 2020
Action: Comment number 7 added to case

Created Date: Thu Oct 01 22:03:52 GMT 2020
Action: Comment number 6 added to case

Created Date: Thu Oct 01 00:00:51 GMT 2020
Action: Comment number 4 added to case

Created Date: Thu Oct 01 00:00:51 GMT 2020
Action: Case opened

Created Date: Thu Oct 01 00:01:10 GMT 2020
Action: Comment number 5 added to case

Created Date: Wed Sep 30 00:51:41 GMT 2020
Action: Comment number 3 added to case

Created Date: Wed Sep 30 00:51:41 GMT 2020
Action: Case closed

Created Date: Wed Sep 30 00:41:55 GMT 2020
Action: Comment number 2 added to case

Created Date: Wed Sep 30 00:40:20 GMT 2020
Action: Comment number 1 added to case

Created Date: Wed Sep 30 00:37:44 GMT 2020
Action: Case opened

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ref:_00D60KXhO._5003a13L2uJ:ref