

Discipline for Misconduct



REVIEWER

CHRISTOPHER LANGLEY (Manager), STEPHEN HOFMEISTER (Manager - Co-Planner)

GOLNAZ KAMALI

PHARMACIST MULTI LOC UNASSIGNED HOURLY
Position

1158492
User ID

CHRISTOPHER LANGLEY
Manager

Walgreen Drug Store - 7015
Division

CCSF v. Purdue Pharma,
et al. 3:18-CV-7591

P-27309_00001

Admitted: 5/16/2022

HIGHLY CONFIDENTIAL

WAGCASF00612114

P-27309 _ 00001

Overview

Task Instructions

Important: Employees should be disciplined in a fair and consistent manner for similar violations of policy or procedures
For Discipline Policy, [click here](#)

Basis for Discipline 3

Directions

Important: Employees must be disciplined in a fair and consistent manner for similar violations of policy or procedures

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To search for examples, templates, and guides in the Employee Relations website, [click here](#)

Select a discipline level. Print a copy of the discipline for use as a reference during the conversation with the employee. Then click: "Save and Continue" and meet with the employee to deliver the discipline. The employee will be able to print this record from the acknowledgment section.

Additional Information

Basis for Current Conduct-related Discipline Unprofessional Conduct

Consequences if performance standards are not met: Further Discipline up to and Including Termination

Related Disciplinary History:

Comments

CHRISTOPHER LANGLEY (Manager): PIP given on 2/2014

Explanation for Current Discipline:

Comments

CHRISTOPHER LANGLEY (Manager):

Customer service

Unprofessional behavior

Performance issues

Discipline Level:

Reviewer

Rating Scale

CHRISTOPHER LANGLEY (Manager)

Written Warning

Comments

CHRISTOPHER LANGLEY (Manager):

Golnaz Kamali is being given a written warning for misconduct. She has had several customer service complaints including complaint #01739753 for poor employee attitude. A complaint was made from one of our regular customers where he said Golnaz accused him of changing the date on his daughters prescription. On 10/17/14 she was overheard telling a customer

that she did not have time to answer his questions about flu shots.

Golnaz has also had issues with being unprofessional and rude to peers and subordinates. On 10/21 at store 11442 Kristy Hennessee, another pharmacist was communicating to Golnaz that 90% of scripts have been typed and reviewed and that she needed Golnaz to ensure the NTT calls were completed she made a comment like stop treating me like an intern, if you treat me like an intern I'll leave. NTT calls were not completed that night. Rosalyn, Rph at 7015, showed Golnaz the workflow we are supposed to follow and she told Rosalyn not to tell her what to do. She also made an embarrassing comment to Rosalyn a few weeks ago when Rosalyn asked Golnaz what 1-8 means in the refill comments. She said loudly, you are the only one pharmacist to ask me this question in 20 years what that means. A comment was made to Stella from Golnaz in front of other employees and customers she said don't you shake your head at me.

Golnaz is responsible for ensuring customers and tasks are being completed in the pharmacy and it has been noticed here and at other locations she works at that she is unwilling to help others with filling, front counter duties, and leaving other to finish her work. Assisting in these tasks when necessary is part of her job description and will be expected in the future. This last Friday she put a DUR on a script, but did not contact the doctor or patient, but left it for someone else and when the patient came it they were upset. Rosalyn removed the DUR after discussing the medication with the customer, but should have been done by Golnaz on Friday.