

Message

From: Keohane, James [james.keohane@walgreens.com]
Sent: 5/16/2017 3:48:55 PM
To: Jonkman, Scott [scott.jonkman@walgreens.com]
Subject: Training material per DEA subpoena - FW: TIME UPDATE: Please deliver invitation to Grad Intern: Graduate Intern Orientation Meeting
Attachments: PHIG Orientation 2015 w-ap update.pptx

James Keohane
Asset Protection Manager
Region 5 - Southwest
720-301-1943

Member of Walgreens Boots Alliance

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From: Keohane, James
Sent: Monday, July 18, 2016 2:27 PM
To: Fairthorne, Brian
Subject: RE: TIME UPDATE: Please deliver invitation to Grad Intern: Graduate Intern Orientation Meeting

Hi Brian,

I only changed Patty's name to mine, otherwise it's fine. Tight timeline!

James Keohane
Asset Protection Manager
Colorado / OK Region 26
720-301-1943

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From: Fairthorne, Brian
Sent: Monday, July 18, 2016 2:05 PM
To: Sundby, Eric; Area64DM
Cc: Keohane, James
Subject: RE: TIME UPDATE: Please deliver invitation to Grad Intern: Graduate Intern Orientation Meeting

Eric,
The agenda hasn't been finalized yet, we will do that on Thursday and then send out to everyone. I did include the rough draft in the email. It shouldn't change much for you or James. If there are any edits you want done to your slides, please just mark up the pages and we can collect them Thursday and fix when all the Dm's finalize the plan that day. James, same thing as you look at your part. Thanks guys.

Have a great day!
Brian Fairthorne
District Manager
Pharmacy & Retail Operations
Casper/Rapid City
605-201-9182

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From: Sundby, Eric
Sent: Monday, July 18, 2016 12:50 PM
To: Fairthorne, Brian
Subject: RE: TIME UPDATE: Please deliver invitation to Grad Intern: Graduate Intern Orientation Meeting

Thanks Brian.

For their reference also, did we already send to Kelly, Perri, Joann, A64 team, etc.?

From: Fairthorne, Brian
Sent: Monday, July 18, 2016 12:48 PM
To: Sundby, Eric
Cc: Area64DM
Subject: Re: TIME UPDATE: Please deliver invitation to Grad Intern: Graduate Intern Orientation Meeting

Yes I will get you the PP and agenda. Sorry. I did forget to send it to weeks ago. It's the same as last years.

Have a great day!
Brian Fairthorne
District Manager
Pharmacy & Retail Operations
Casper/Rapid City 299
605-201-9182

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On Jul 18, 2016, at 12:22 PM, Sundby, Eric <eric.sundby@walgreens.com> wrote:

DMs,

Is there a PPT or EMM materials in progress for this meeting?

I don't recall seeing anything come across since our initial discussion back in June.

Eric

From: Dillow, Joann

Sent: Friday, July 15, 2016 8:22 AM

To: Store rxm.12906; Store rxm.05643; Store rxm.07252; Store rxm.09564; Store rxm.09548; Store rxm.05838; Store rxm.02482; Store rxm.12683; Store rxm.06785; Store rxm.03207; Store rxm.04894; Store rxm.07253; Store rxm.07929; Store rxm.09566; Store rxm.10117; Store rxm.06826; Store rxm.03499; Store mgr.12906; Store mgr.05643; Store mgr.07252; Store mgr.09564; Store mgr.09548; Store mgr.05838; Store mgr.02482; Store mgr.12683; Store mgr.06785; Store mgr.03207; Store mgr.04894; Store mgr.07253; Store mgr.07929; Store mgr.09566; Store mgr.10117; Store mgr.06826; Store mgr.03499

Cc: Area64DM; Keohane, James; Sundby, Eric

Subject: TIME UPDATE: Please deliver invitation to Grad Intern: Graduate Intern Orientation Meeting

PLEASE NOTE THE TIME CHANGE AND MAKE NECESSARY ARRANGEMENTS

WALGREENS AREA 64/COLORADO NORTH GRADUATE INTERN ORIENTATION MEETING

WHEN: Friday, July 22, 2016

Time: 10:00AM – 1:00pm

WHERE: Denver District Office: 650 South Cherry Suite 300

Denver Colorado 80246

(When using MapQuest or GPS please enter Glendale as the city)

This meeting is **mandatory** for all graduate pharmacy interns. You will be paid for the event!

D299:

Rachel Bryum – 12906 – Will attend

Adam (Isaac) Zimmerman – 5643– Will attend

D300:

Kylee Karlic – 7252

Calvin Kliner – 9564 – Will attend

Brian Hughes – 9548

Amanda Nutt – 5838 – Will attend

Ashley Clark – 5838 – Will attend

D301:

Kyle Ertel – 2482

Anna Ters – 12683

Sean Gilliam – 6785 – will attend

D302:

Crystal Saxton – 3207 – will attend

Anastacia Sosa – 4894 (unable to attend due to testing)

D303:

Brant Smith – 7253 – will attend

Kendra Zornacki – 7929 – will attend

D304:

Madeline Conley	Home store: 6826	Training store: 9566	Training 7/7 to 7/21 – Will attend
Jennifer Dreher	Home store: 10117	Training store: 10117	Training 7/7 to 7/21 – Will attend
Krista Levin	Home store: 9566	Training store: 6826	Training 7/7 to 7/28– Will attend
Jeremy Scheere	Home store: 3499	Training store: 3499	Training 7/7 to 7/21– will attend

Thank You,

<image001.png>

Joann Dillow

Area 64 Operations Administrative Assistant

Colorado/Wyoming/South Dakota

Walgreen Co. | 650 S Cherry Street, Suite #300, Denver, CO 80246

Telephone 303 794 3220 x221 | Fax 303 794 0927

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<image002.jpg>



Pharmacy Grad Intern Orientation June 2015

Walgreens



Agenda

- | | |
|--|---|
| <input type="checkbox"/> Welcome/Introduction | <input type="checkbox"/> Leadership/Business Role |
| <input type="checkbox"/> Company History/Direction | <input type="checkbox"/> Legal Responsibility |
| <input type="checkbox"/> Cultural Beliefs | <input type="checkbox"/> R.A.I.S.E. |
| <input type="checkbox"/> ECC | <input type="checkbox"/> Asset Protection |
| <input type="checkbox"/> Market Scheduling | <input type="checkbox"/> Quality |
| <input type="checkbox"/> Benefits Overview | <input type="checkbox"/> Immunizations |
| <input type="checkbox"/> Career Opportunities | <input type="checkbox"/> Contacts |
| <input type="checkbox"/> PHIG Training | <input type="checkbox"/> Questions |



We have continually reinvented
Ourselves for over 110 years...

1950s



Self Service

1980s



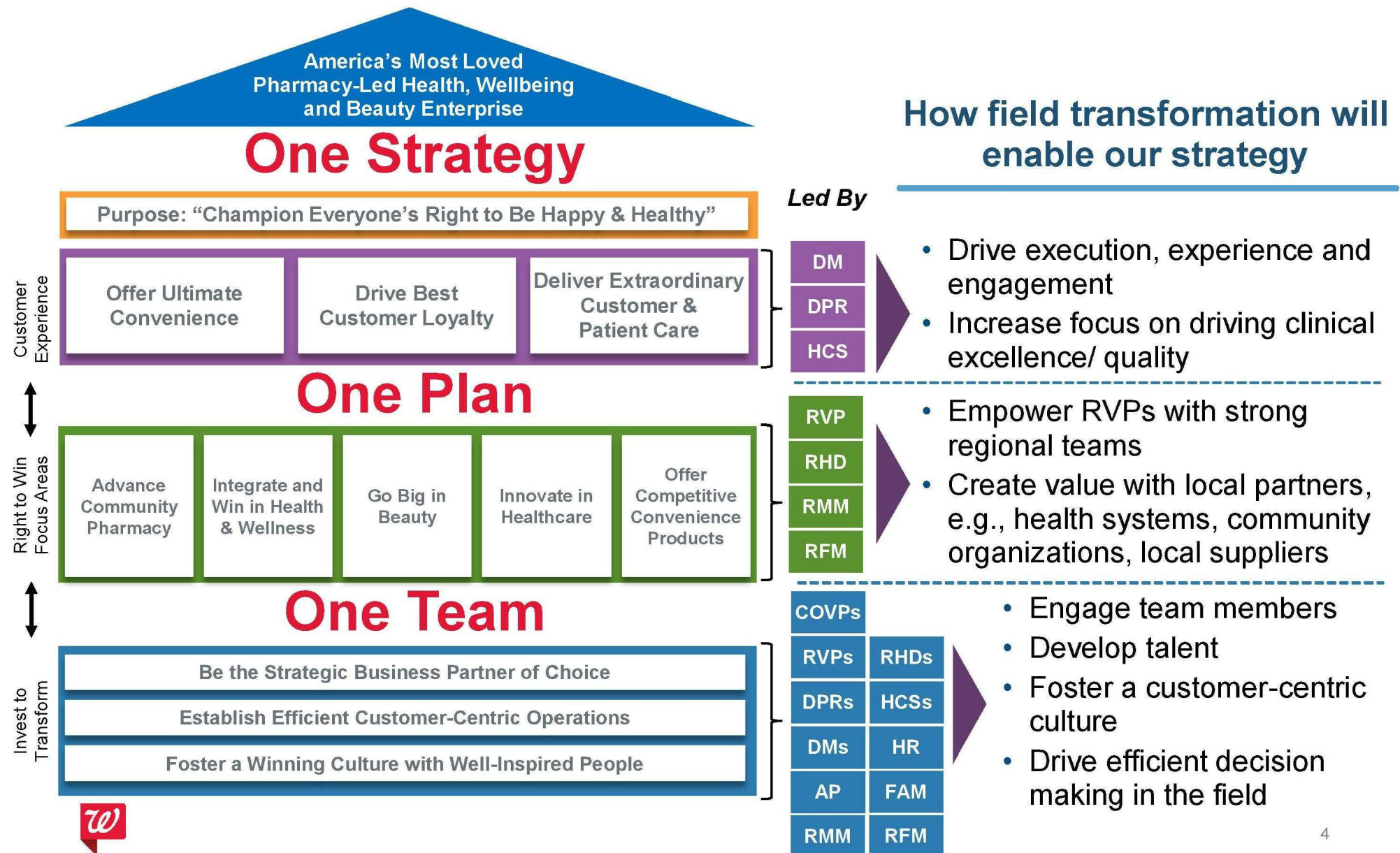
Freestanding

Today



Global Enterprise

Field Transformation Will Allow Our Organization to Effectively Bring Our Strategy to Life





Our Cultural Beliefs

Be One

I know what Walgreens must deliver and I align my daily action with others to make it happen

Be Real

I am open, honest and respectful in my words and actions everyday

Be Bold

I demonstrate courage in everything I do to create the future of Walgreens

Build Trust

I listen, seek to understand and always assume positive intent

Love Customers

I engage with customers and passionately innovate to exceed their needs

Own It

I constantly ask, "What else can I do to achieve our results?" and refuse to blame others

Live It

I help people get, stay and live well



The 5 Extraordinary Customer Care Behaviors

customer care principles

easy

We make it easy
for our customers to
do business with us

recognize

We recognize
our customers

solve

We never leave
the customer
without a solution

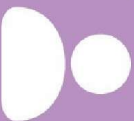
extraordinary customer care behaviors



Proactively offer
assistance



Consistently use
branded salutations



Personalize the
customer's experience
by adapting your
style to the needs
of the customer



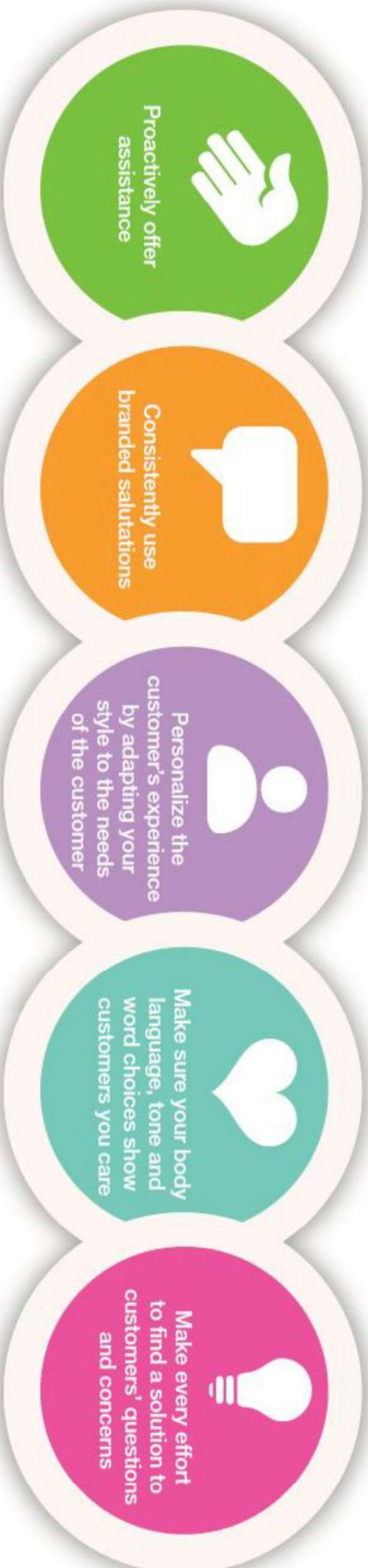
Make sure your body
language, tone and
word choices show
customers you care



Make every effort
to find a solution to
customers' questions
and concerns



Activity: Extraordinary Customer Care Behaviors



How do the behaviors come to life in the pharmacy?

What benefits do you expect to see from your team consistently providing Extraordinary Customer Care?

How can your team members benefit from adopting these behaviors?





Verified By Promise Time, Wait Time, and “Waiting Push Button Used”

Sales

Pharmacy

Payroll

Inventory

Service

Photo

Beauty

Asset Protection

Performance

People

Time Frame: Last Week

Location: District

Number: 306

KPIs: Avg Process Time for Waiting Prescriptions

Report: Rank

[Printable Version](#) | [Contact Us](#) | [Tips](#) | [Help](#)

Pharmacy Location Rank - Average Process Time for Waiting Prescriptions

District: 306, David L. Gullett, Denver Southeast

Week Ending: Jun 06, 2011

		Work Flow						Number of Scripts		Percent	
Mbr	Store	Avg Process Time for Waiting Prescriptions	Scanned to Entered	Data/DUR	Printed To Filled	Filled To Ready	Rx Vol	Wait Rx	Verified by Promise Time	Waiting Push Button Used	
		Avg▼	Avg	Avg	Avg	Avg	Avg	Avg	Avg	Avg	
	District Total	13.0	4.6	2.9	3.2	2.3	238.1	24.8	75%	12%	
	Market Total	14.5	4.4	3.9	3.4	2.9	260.0		73%		
	Operation Total	15.3	4.2	4.3	3.8	2.9	262.0		68%		
	Chain Total	14.3	4.1	3.9	3.5	2.8	242.9		70%		
4610	18461 E Hampden	8.2	2.8	2.1	1.8	1.5	220.3	20.1	84%	11%	
12024	15320 E Hampden	8.7	2.0	2.2	2.3	2.2	142.4	16.0	79%	14%	
7021	18620 E Iff A	9.6	3.3	2.1	2.5	1.8	214.0	21.4	67%	11%	
10739	15310 E Colfax	9.8	3.6	2.0	2.4	1.8	193.6	28.9	74%	15%	
13148	16950 E Smoky H	11.3	4.2	3.4	2.1	1.5	173.1	12.3	80%	7%	
7138	13143 S Parker	11.4	3.9	2.1	2.8	2.6	265.3	32.0	78%	17%	
5261	19028 Lincoln A	11.9	5.2	2.1	3.0	1.6	514.0	34.1	83%	8%	
10175	12011 E Iff A	12.2	6.1	3.6	1.6	0.9	185.3	7.3	83%	4%	
6513	15301 E Iff A	12.9	3.2	2.9	3.5	3.3	276.7	33.6	82%	13%	
4470	20051 E Smoky H	13.1	5.4	3.3	2.9	1.5	187.3	16.1	75%	10%	
11448	13123 East 16th	14.5	3.6	2.1	5.6	3.1	186.1	41.3	75%	22%	
3655	10501 E Colfax	14.6	4.4	2.8	4.6	2.8	201.9	32.7	54%	15%	
4307	12051 E Mississ	14.7	6.0	2.5	3.9	2.3	418.1	34.3	85%	9%	
4450	15301 E Iff A	17.8	6.2	5.0	7.0	7.0	170.7	10.0	67%	11%	



Pharmacists 2015 Benefits Overview

June 2015

The information provided in the summary is based on plans and programs currently offered by the Walgreens family of companies (excluding Hawaii, Puerto Rico, San Francisco County and Unions). This information is subject to change at any time. In the case of conflict between this information and the official text of any benefit plan, program or policy, the official text will govern.

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Medical, Prescription Drug, Dental, & Vision Coverage

Medical Coverage:

There are a variety of choices for your health options in 2015 through our *Live Well Benefits Store marketplace*

Prescription Drug Coverage: This benefit is automatically included once you enroll in health coverage

Dental Coverage: Refer to the Live Well Benefits Store for details.

Vision Coverage: Refer to the Live Well Benefits Store for details.

Eligibility: If you are an hourly Pharmacist, you are eligible for Medical, Prescription Drug, Dental, and Vision coverage once you complete 90 days of continuous service and work an average of 30 hours per week. If you are a salaried team member, you are eligible at 30 days of employment.



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Time Off

Paid Time Off: You are eligible for and accrue Paid Time Off (PTO) based on your position, years of service and average hours per week. You will receive your accrual schedule at hire and be able to view your rate and the amount of time you have accrued online.

Paid Disability Benefits: If you are unable to work due to a pregnancy, illness or injury lasting more than seven calendar days, you are eligible for short and long term disability benefits at full or half-pay under the Income Protection (Disability) Plan for Pharmacists & Registered Nurses.

Leave of Absence: You may be eligible for unpaid time off for other types of leaves such as Family Medical Leave (FMLA), personal leave, and military leave.



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Insurance

Company-Paid Life Insurance*: You are eligible for Company-Paid Life Insurance for Pharmacists once you complete 90 days of service and work an average of 30 hours per week. If you are a salaried team member, you are eligible at 30 days of employment. Benefit levels are based on length of service:

Voluntary Insurance Benefits*: You are eligible to purchase voluntary benefits once you complete 30 days of service and work an average of 30 hours per week.

**Refer to “My HR” for more details*



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Retirement and Stock

Profit-Sharing Plan: You are eligible to join the Profit-Sharing Plan if you are 18 years or older, complete 90 days of service and work an average of at least 20 hours per week. You can begin making contributions of up to 90% of your pay on a before- and after-tax basis, up to the legal limit. The company matches the first 4% of your before-tax contributions (including after-tax 401(k) contributions) up to the legal limit, after one year of service. There is a guaranteed match of \$1 for every \$1 contributed, plus an additional discretionary match based on company profits.

Employee Stock Purchase Plan: After 90 days of service and an average of 20 hours worked per week, you are eligible to purchase Walgreens stock at a 10% discount off of market value.



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Other Benefits

There are many other benefits available to team members including:

- **Flexible Spending Accounts (FSA)**
- **Employee Discount**
- **Child Care Discount**
- **Patelco Credit Union**
- **Prescription Savings Club Membership**
- **Transportation Benefit Plan**
- **Work & Life Resources**
- **Walgreens.com, drugstore.com, beauty.com, skinstore.com, and visiondirect.com Discounts**



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Benefits Resources

<http://employee.walgreens.com/>

- *Benefits & Policies*: Click on “About Me” and then “Benefits & Policies”
- *myHR*: Click on “About Me” and then “myHR”



<http://resources.hewitt.com/walgreensfamily>

- **Live Well Benefits Store**: 2014 Health, Dental, and Vision Benefits enrollment and eligibility.



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Market Scheduling and Kronos

• Market Scheduler



Renee

- Holidays

- **Annual Vacation Process**

[illegible][illegible]



Market Scheduling

Eric Sundby: Area 64 Pharmacy Scheduler

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Market Scheduling

How do you access?

From Work: Storenet > Tools > Market Scheduling

From Home: Google > employee.walgreens.com (no www.)

•Action Items:

- ☐ Review and confirm your schedule
- ☐ Sign up for extra shifts
- ☐ Update personal information
- ☐ Request/Confirm vacation



Market Scheduling

•Your Responsibilities:

- ☐ Check your schedule regularly
- ☐ Keep your contact information up to date—especially address and phone #


•Vacation Request process:

- ☐ Once a year process
- ☐ Vacation requests for the following year must be submitted in October
- ☐ Only full weeks can be requested.
- ☐ Sign up for text message alerts: Market scheduling > Employee information > Enter cell phone #
- ☐ Requests for time periods shorter than a week may be submitted after the annual vacations have been approved. Usually opens around mid-November.
- ☐ ALL time off requests must go through MS system



The Market Scheduling System

- From StoreNet: Tools>Applications>Market Scheduling System
- From Home: **employee.walgreens.com>Scheduling>Market Scheduling System**



ser: AUSTIN KLOSOSKY

Market: OK CITY

Welcome to Market Scheduling

If you are not automatically redirected to your start page,
Click the Continue Button below.

Your User Information is displayed below.

PARAMETER	VALUE
User First Name	: AUSTIN
User Last Name	: KLOSOSKY
User Employee Id	: 1824931
User Position Code	: SPTC

Continue

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Market Scheduler – Home Screen



User: PATRICIA DAVIS
Market: OK CITY

EMPLOYEE | SCHEDULE | SETUP | MARKETS |

My Schedule



Pay Period of: 05/21/2015-06/03/2015

Thu 05/21	Fri 05/22	Sat 05/23	Sun 05/24	Mon 05/25	Tue 05/26	Wed 05/27	Thu 05/28	Fri 05/29	Sat 05/30	Sun 05/31	Mon 06/01	Tue 06/02	Wed 06/03
2:00pm - 10:00pm 4269 RPR Allocation	2:00pm - 10:00pm 5740 RPR Allocation	9:00am - 6:00pm 4269 RPR Allocation	10:00am - 6:00pm 4269 RPR Allocation		8:00am - 4:00pm 4269 RPR Allocation	3:00pm - 10:00pm 4269 RPR Allocation	8:00am - 4:00pm 4269 RPR Allocation	1:00pm - 9:00pm 6834 REG			8:30am - 4:30pm 5967 PTO Cover	2:00pm - 10:00pm 4269 RPR Allocation	
<input type="checkbox"/> Available	<input type="checkbox"/> Available	<input type="checkbox"/> Available	<input type="checkbox"/> Available	<input type="checkbox"/> Available	<input type="checkbox"/> Available	<input type="checkbox"/> Available	<input type="checkbox"/> Available	<input type="checkbox"/> Available	<input type="checkbox"/> Available	<input type="checkbox"/> Available	<input type="checkbox"/> Available	<input type="checkbox"/> Available	<input type="checkbox"/> Available

[Blank] = Available, but not scheduled
UNA = not available for scheduling

OFF = Approved time off
UNS = not available for scheduling

VAC = Paid
PTO = Paid time off

Confirm Schedule

Please Confirm that you have seen your latest schedule

Disclaimer: For Salaried Pharmacists, VTO will be charged as full day.

Needed Open Shifts

A disabled checkbox indicates that you have an overlapping shift. If you want to volunteer for that shift, please contact your scheduler.

Select	Date	Shift	Store	Store Address	Store Phone	District
<input type="checkbox"/>	05/28/2015 - Thu	2:00pm - 10:00pm	4269	1427 N HARRISON ST, SHAWNEE, OK	(405)273-8520	318
<input type="checkbox"/>	05/28/2015 - Thu	2:00pm - 10:00pm	5142	1100 N HIGHWAY 81, DUNCAN, OK	(580)252-2375	319
<input type="checkbox"/>	05/30/2015 - Sat	1:00pm - 6:00pm	7222	112 E STATE HIGHWAY 152, MUSTANG, OK	(405)376-3751	320
<input type="checkbox"/>	05/30/2015 - Sat	2:00pm - 10:00pm	3645	101 N MIDWEST BLVD, MIDWEST CITY, OK	(405)741-0857	318
<input type="checkbox"/>	05/31/2015 - Sun	2:00pm - 10:00pm	3645	101 N MIDWEST BLVD, MIDWEST CITY, OK	(405)741-0857	318
<input type="checkbox"/>	05/31/2015 - Sun	3:00pm - 10:00pm	4703	701 NW SHERIDAN RD, LAWTON, OK	(580)353-3948	319

- Creates a printable view of your schedule.
- See previous and future schedules.
- Pharmacy location.
- Confirm schedule when changes are made and when initial release occurs.
- Volunteer for open shifts. (Subject to PS approval.)

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Market Scheduler – My Profile



User: PATRICIA DAVIS
Market: OK CITY

EMPLOYEE | SCHEDULE | SETUP | MARKETS |

My Profile

Name: DAVIS, PATRICIA	Hire Date: 12/31/2012
Home Address: 3000 QUEENSTON AVE NORMAN, OK 73071-2922	Secondary Address:
Home Phone: (801) 318 - 1728	Employee Secondary Phone: Cell <input type="radio"/> Pager <input type="radio"/> Other <input type="radio"/>
Willing to work extra shifts? Yes <input checked="" type="radio"/> No <input type="radio"/>	Email : trishoph@gmail.com Send notification of schedule via email? Yes <input type="radio"/> No <input checked="" type="radio"/>
Language: State License: License Number:	Email address for schedule notifications via text messaging Note: Standard text messaging rates apply.
Primary None OK 11085	8013181728@txt.att.net
Secondary None UT 5336097-1701	
Tertiary None None	

Please Click [Here](#) To Edit Your Profile

Hours Of Availability:						
Thu	Fri	Sat	Sun	Mon	Tue	Wed
7:00am to 10:00pm	7:00am to 10:00pm	7:00am to 10:00pm	7:00am to 10:00pm	7:00am to 10:00pm	7:00am to 10:00pm	7:00am to 10:00pm

Store#	Store Address	Rank
--------	---------------	------

Please verify ALL information is accurate ASAP.

Enter phone number for text messaging – see yellow notepad for details.

Enter store preferences.

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Market Scheduler – My Requests



User: PATRICIA DAVIS
Market: OK CITY











































































































































































































































































































































































Time Off Requests

- Must be submitted through the Market Scheduling System.
 - Employee > Request Time Off
- Subject to availability and PS approval.
 - All requests should be submitted as PTO.
- Use the Time Off Calendar to view closed days.
- We do not cover weekends.
- The annual vacation process occurs every October and allows you to request full weeks off for the following year.
 - » This will occur in October of 2015 for 2016.

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Time Off / Leaves

- All time off uses your PTO regardless of type. (Sick, Vacation, etc)
- You are allowed funeral leave that does not deduct from your PTO balance.
 - » Please see MyHR for funeral leave policy.
- An illness resulting in more than five days off must be coded out to disability.

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Notes

- Check your schedule at least **daily**.
 - Sign up for text message alerts.
- Any hours worked over 80 in one pay period will result in B-pay.
 - Time +\$10
- If you are scheduled as an “extra shift” that means you are on deck to cover call-ins and emergencies. Be prepared to receive a phone call directing you to a different location.

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Out of Town and Overnight Shift Coverage

- Out of town shifts include only locations that are in excess of 50 miles away:
 - Examples: Avon, Dillon, Steamboat, Fort Morgan, Sterling etc
- Out of town shifts will be divided up evenly and fairly, that means everyone should expect to work out of town once per period.
- To ease commuting you may be scheduled to close/open at an out of town store. In this case a hotel will be booked for you and a confirmation delivered to your email.
- Interested Parties can communicate desire to be selected first

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Out of Town Shifts

- Mileage expense, tolls, and meals must be reimbursed through an expense form.
 - Fax completed expense forms to Heather Swan.
 - Meals are only covered for overnight trips.
 - Copies of the expense form can be obtained from the PS
 - For floater pharmacists it is not necessary to obtain a store manager signature.
 - Reimbursement will occur in the form of a direct deposit 15 to 30 days after submission.
 - Please submit expense forms every two weeks.

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The Pharmacy Scheduler

- Available Monday through Friday from 7:30am to 4:00pm only.
 - Not on call.
- If you have an emergency or illness and need to call-in you must CALL and speak to the PS before 10:30am if you are working a late shift.
 - If you are working an early shift you must call the PS **before** the store opens. (For floaters only.)
- *For most requests and inquiries please email Eric.Sundby@walgreens.com or call 303-794-1883*

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Kronos Payroll System

- From StoreNet: Tools > Applications > Kronos
 - » Kronos can only be accessed from work.
- The Market Scheduling System automatically syncs your shifts to your timecard.
- You should check and approve your timecard on the last Wednesday of the pay period or the first Thursday of the next pay period.
- Your Kronos timecard is exactly how the payroll department will pay you.

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Kronos Timecard

shared:employeeNameId PICCIRILLO, LINDSEY J 1089857
shared:dates timeFrameCombo.CurrentPayPeriod

timesheet:reports												
timesheet:actions												
timesheet:punches												
audit:amount												
SummaryMenu:accruals												
audit:comment												
timesheet:approve_signOff												
timesheet:reports												
	Date	Pay Code	Amount	In	Transfer	Out	In	Transfer	Out	Shift	Daily	Cumulative
X	Thu 5/21			8:00		21:00				13:00	13:00	13:00
X	Fri 5/22											13:00
X	Sat 5/23											13:00
X	Sun 5/24											13:00
X	Mon 5/25	Memorial Day	1:00									13:00
X	Tue 5/26			8:00		21:00				13:00	13:00	26:00
X	Wed 5/27			8:00		15:00				7:00	7:00	33:00
X	Thu 5/28											33:00
X	Fri 5/29			5:00		14:00				9:00	9:00	42:00
X	Sat 5/30			9:00		18:00				9:00	9:00	51:00
X	Sun 5/31			8:00		18:00				9:00	9:00	60:00
X	Mon 6/01			8:00		15:00				7:00	7:00	67:00
X	Tue 6/02											67:00



accruals:profileLabelForTab	accruals	timesheet:audits
accruals:acc_code	/	accrual:balance
Daily Average hours	8:24	Hour
PTO	67:28	Hour
		accrual:units
		accrual:for_bal_dai
		accrual:plan_debt
		accrual:plan_cred
		accrual:plan_bal
		accrual:plan_cred
		accrual:del_woplan_cred

- Use the accruals tab to see your PTO balance.

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Questions?

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Asset Protection

James Keohane

Asset Protection Manager A64

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Asset Protection

- ☐ Lockers...No purses, cell phones, or personal items in the pharmacy department
- ☐ Bag Checks
- ☐ No CII drugs left on counter
- ☐ Employee Purchases
- ☐ Time-Delay Safes
- ☐ Amber Vial Program
- ☐ Best Practices: Refusal of fraudulent prescriptions and robberies
- ☐ Floater Key and Log (Keys must be kept in the pharmacist's possession)
- ☐ Harassment Policy
- ☐ No drugs in smock pockets
- ☐ Open Door Policy

Questions?



Legal Responsibilities

Redacted – Attorney Client Privileged



When to follow TD GFD:

What defines a Target Drug (TD) for this policy?

- TD is single ingredient C-II drug in the family of:
- Oxycodone
- Hydromorphone
- Methadone

Will every prescription for these TD require these steps?

- Yes

What are the required steps?

- Pharmacy staff will be required to document TD GFD refusals in the patient comments for every refused prescription
- Complete the checklist for these prescriptions
- Communicate to patient the additional processing time

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TD GFD High Level Process



•Patient

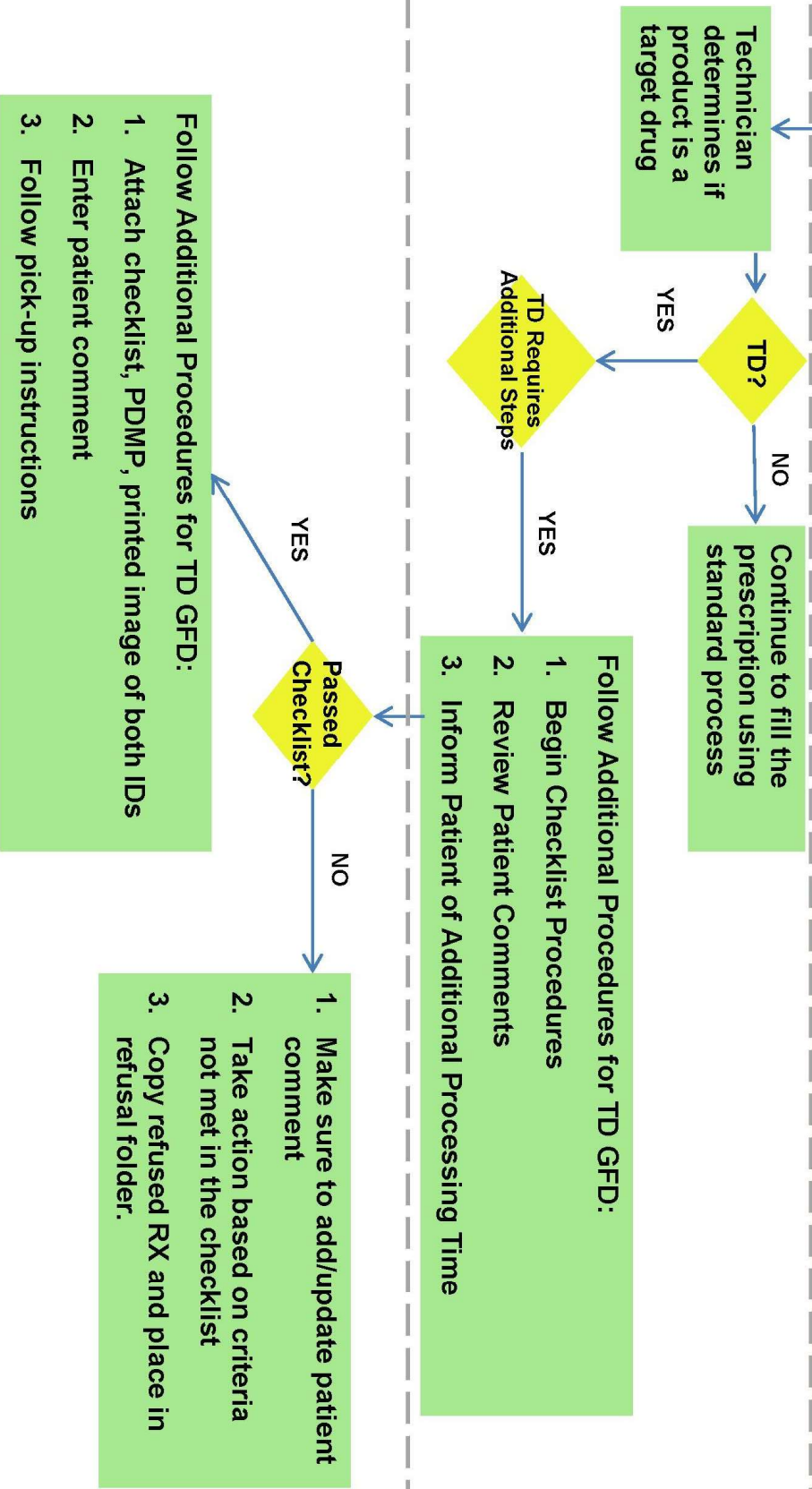
Patient drops off prescription

- Prescription Pickup:
1. Request government issued ID
 2. Ensure TD GFD checklist requirement have been met



•Pharmacy Technician

Technician determines if product is a target drug



•Pharmacist



Checklist

Target Drug Good Faith Dispensing Checklist

Patient Name:		Rx #:	Date:
Please select drug & provide strength (tablets/capsules only):			
Oxycodone _____ Hydromorphone _____ Methadone _____ Other (optional - district specific) _____			
Check boxes that apply to assist you in determining if the prescription should be filled. Attach checklist to hard copy of Rx.			
Yes	No	Mandatory Checklist Requirements: Must be Yes to fill prescription.	RPV/Tech Initials
1 <input type="checkbox"/>	<input type="checkbox"/>	Valid government photo ID copied and attached to hard copy of Rx. For eRx, attach copy at pick-up. ID is optional for Hospice, Oncology, bedside delivery, and patients known to the pharmacy staff, unless it is required by state regulations.	
2 <input type="checkbox"/>	<input type="checkbox"/>	No prior GFD refusal for this prescription in patient comments in iC+ profile.	
3 <input type="checkbox"/>	<input type="checkbox"/>	If available in your state, PDMP has been reviewed, printed and attached to hard copy of Rx.	
Through a conversation with the patient/caregiver in the store or via phone, resolve any concerns, questions, or red flags (examples below) that are related to the prescription. Document in notes section.			
		Additional Checklist Requirements: every "no" is a red flag.	
4 <input type="checkbox"/>	<input type="checkbox"/>	Use your professional judgment to assess the prescription for potential abuse, misuse, or diversion.	
5 <input type="checkbox"/>	<input type="checkbox"/>	Patient has received this prescription from Walgreens before.	
6 <input type="checkbox"/>	<input type="checkbox"/>	This prescription is from the same prescriber for the same medication as the previous fill.	
7 <input type="checkbox"/>	<input type="checkbox"/>	Patient and/or prescriber address is within geographical proximity to pharmacy; any variances can be reasonably explained.	
8 <input type="checkbox"/>	<input type="checkbox"/>	Prescription is being filled on time. If your state regulates early refills of controlled substance prescriptions, follow your state's regulations.	
9 <input type="checkbox"/>	<input type="checkbox"/>	3rd Party Insurance is billed (cash or cash discount card is a red flag).	
10 <input type="checkbox"/>	<input type="checkbox"/>	Chronic prescription use can be explained and is supported by documentation (ICD 9/10 codes or diagnosis consistent with chronic pain condition).	
If in your professional judgment a call to the prescriber's clinical staff is warranted, document conversation in notes section. If no call is required, complete this form with your signature.			
(For Hospice and Oncology patients only: if unable to reach the prescriber's clinical staff, RPV may fill the prescription without verification provided the elements of Good Faith Dispensing are met.)			
Notes:			
<div></div>			
<div></div>			
<div></div>			

I attest that I have used the Target Drug Good Faith Dispensing Checklist validation procedures and my professional judgment to review this prescription and I have:

☐ Dispensed: Product review Pharmacist signature _____

☐ Refused: Pharmacist signature _____ (RPV must make a copy of the Rx for the refusal file folder)

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Good Faith Dispensing

- Talking Points for refusal to fill
- SNET > RxOps > Pharmacy Policies and Procedures > Filling Prescriptions > National Target Drug Good Faith Dispensing
- According to Title 21 of the Code of Federal Regulations, section 1306.04, pharmacists are required by the DEA regulations to ensure that prescriptions for controlled substances are issued for a legitimate medical purpose. The regulation states the following:
 - A prescription for a controlled substance to be effective must be issued for a legitimate medical purpose by an individual practitioner acting in the usual course of his professional practice. The responsibility for the proper prescribing and dispensing of controlled substances is upon the prescribing practitioner, **but a corresponding responsibility rests with the pharmacist who fills the prescription. An order purporting to be a prescription issued not in the usual course of professional treatment or in legitimate and authorized research is not a prescription within the meaning and intent of section 309 of the Act (21 U.S.C. 829) and the person knowingly filling such a purported prescription, as well as the person issuing it, shall be subject to the penalties provided for violations of the provisions of law relating to controlled substances.**



Patient Identification at Drop Off

- For patients unknown to the pharmacy staff a government issued photo ID is required for all Target Drugs.
- Scan and print image of photo ID, attach to checklist:
 - If your state prohibits the scanning and copying of an ID, follow your state's regulations.
- Communicate there will be additional processing time required in order to fill this prescription:
 - *Example: "This prescription requires additional processing time in order for us to validate it with your physician, we can call you when it's ready"*

Note: stores have a sign to post at drop off - pick up supporting this.

- Patient and/or prescriber must be in the geographic proximity to the Walgreens store or have a valid reason for not being nearby.



Review/Add Patient Comments

- Pharmacy staff will be required to take a series of steps in order to complete the prescription filling process once a TD is identified at drop off.
- Look for documentation of a failed TD GFD message in patient comments:
- Failed the TD GFD Process:
 - Example: "Oxycodone Rx dated MM-DD-YY Dr Smith failed GFD on MM-DD-YY, Store #0123, RPh Initials"
 - Make a copy of the prescription and hand prescription back to patient.
 - Give patient the refusal to fill message, do not deface the prescription in any way.
- Ensure most current TD GFD message is in patient comments.



PDMP (State Specific)

- Access PDMP:
 - If there is a state PDMP, all pharmacists are required to know how to access the report.
 - Comply with your state's PDMP requirements:
 - If your state prohibits the printing of a PDMP report, follow your state's regulations.
 - Review, print and attach to the checklist.
 - States that do not have a PDMP will rely on the standard verification procedures as outlined in GFD:
- **Note:** Patient should never receive a copy of their PDMP Report.



Prescriber

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- Verify patient and/or prescriber address is within the geographic area.
- Pharmacists are expected to use their professional judgment when ensuring that the prescription is written for a legitimate medical reason.
- Pharmacists should contact a prescriber's office if, through other validation procedures, they are unable to resolve red flags related to the prescription.
- Validation may include, but not be limited to, taking the following actions:
 - Verification that the patient is under the care of the prescriber on the prescription.
 - Verification that the patient has, in fact, been prescribed chronic opioids.
 - Obtaining information to support a patient traveling a long distance to have an opioid prescription filled.
 - Obtaining a clinical diagnosis to support a prescription for chronic opioid use.

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Dispensing and Selling TD Prescriptions

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- If all points of the checklist are complete, the pharmacist can sign at the bottom and continue product review.
- Attach the checklist and all documentation to the hard copy.



Denied Filling of Prescription

• **Do Not Deface Prescription**

- All documentation around the denied prescription fill must be placed in the "refusal" folder:
 1. Copy of the refused prescription, give original back to patient
 2. PDMP report (state specific)
 3. Printed image of Government issued ID presented with prescription (if required)
 4. TD GFD Checklist
 5. Any other documentation collected during the validation process
- **Refusal message:** "Walgreens is working hard to ensure the appropriate dispensing of certain 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."



Accountability

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- Failure to comply with the GFD and TD GFD policies and procedures at any level will result in disciplinary action.
- In cases of serious misconduct, it may be necessary to escalate to a higher level of discipline in this process, up to and including termination.



R.A.I.S.E Initiative

The RAISE project is designed to “raise the bar” to protect and grow our core pharmacy business. It will be updated every quarter.



RETENTION:

NEW TO THERAPY CALLS (NTT) – 80% GOAL
RETURN TO STOCK CALL LIST – 45% GOAL

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Aquisition:

MED PT D, New Patients – 8.2% GOAL
MEDICARE PT D, RX's Sold – Goal by Store

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IMMUNIZATIONS:

Perform 'X' Non-Flu and
Travel Immunizations by EOQtr

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SPECIALTY:

Decrease Cashout Rate to Less Than 25%



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EXECUTION: Payroll Adoption Rate
Passport Usage Less Than 5%



CURRENT R.A.I.S.E. INITIATIVES

RETENTION:

NEW TO THERAPY CALLS (NTT) – 80% GOAL
RETURN TO STOCK CALL LIST – 45% GOAL

ACQUISITION:

MED PT D, New Patients – 8.2% GOAL
MEDICARE PT D, RX's Sold – Goal by Store

IMMUNIZATIONS:

Perform 'X' Non-Flu and
Travel Immunizations by EOQtr

SPECIALTY:

Decrease Cashout Rate to Less Than 25%

EXECUTION:

Payroll Adoption Rate
Passport Usage Less Than 5%



Specialty

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Why specialty is important to Walgreens?

Specialty Pharmacy is the fastest growing segment of the pharmacy industry with a growth rate exceeding **10%** annually compared to **2-3%** for traditional pharmacy.

Specialty will contribute nearly **48%** of total pharmacy revenue by 2017

As Specialty Pharmacy opportunities expand at retail, it is important to ensure that pharmacy teams are aware of how to support their specialty patients.

How do we support our specialty patients?

Showing
empathy

Keeping them
informed

Offering
financial
assistance

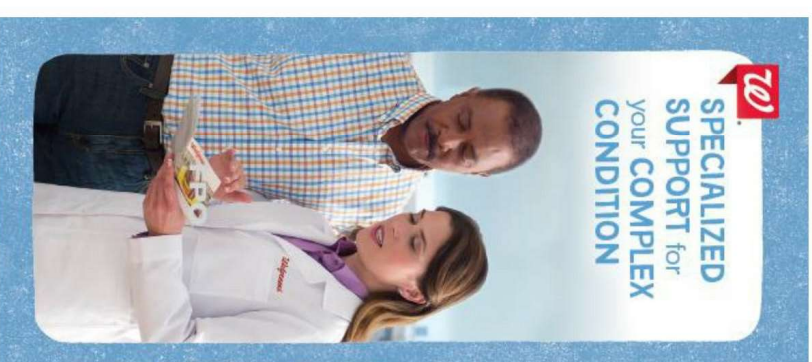
Providing
clinical
support



Specialty at Walgreens

- Approximately 30% of Retail Specialty prescriptions are processed through Medicare D plans.
- Walgreens retail specialty patients are considered Ultra High Value filling approximately 35 prescriptions per year accounting for \$8,000/patient in annual sales.

As Specialty Pharmacy opportunities expand at retail, it is important to ensure that pharmacy teams are aware of how to support their specialty patients.



Walgreens specialty points of care



Specialty @ Retail

8,000+ patient touch points
across the chain
Face to face patient interaction
Assist patients in navigating the
process

Resolution Center
Supports stores with
managing TPRs and
LDDs

Local Specialty (Community/HSRx)

- Pharmacies located in hospitals, medical office buildings, and some closed door locations.
- Retail locations should partner with Local Specialty to leverage their enhanced relationships to disease state physicians in the area.

Specialized Pharmacies

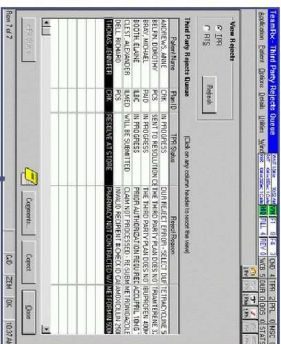
- HIV, HCV, Infertility, Transplant Disease States
- A select sub network of Local Specialty locations, as well as traditional retail locations
- Clinical and patient support programs

Central Specialty Pharmacy

- Four centralized locations that only fill specialty prescriptions
- Shipments directly to patients and physicians
- Full clinical and billing management, and patient assistance programs

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Remote resolution of specialty third party rejects*



1

A patient drops off an Rx for a **Specialty** drug at their local pharmacy.



2

The Rx gets entered into IC+ by the store staff.



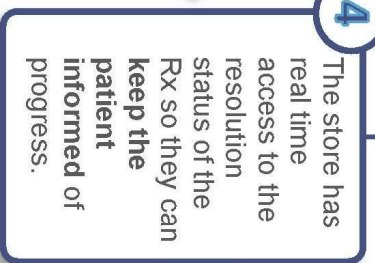
3

If the Rx gets rejected by the patient's insurance, the Resolution Center (RC) will handle the exception resolution for the store.



4

The store has real time access to the resolution status of the Rx so they can **keep the patient informed** of progress.



5

The RC will do everything possible to resolve the TPR so it can be filled at the store. If the insurance requires the patient to use Walgreens Central Specialty Pharmacy, the specialist will coordinate the fill and contact the store and the patient.



6

Once resolved, the store fills the Rx for the patient to pick up. If the Rx was transferred to Walgreens Central Specialty Pharmacy it will be mailed to the patient.

*Local Specialty (HSRx/Community) and work site locations are excluded from this process.

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Managing limited distribution drugs*



1

A patient drops off a prescription for a limited distribution drug at their retail pharmacy.



2

The prescription gets entered into Intercom Plus by the store staff. As soon as they hit "Fill," a task is routed to a Resolution Center (RC) specialist.

3

The RC specialist contacts the patient and works with them to determine an appropriate fulfillment location.



4

The RC specialist contacts the fulfillment site to verify they have the patient's prescription information.



5

The fulfillment site ships the prescription to the patient or arranges for administration (infusion) or pickup as applicable.

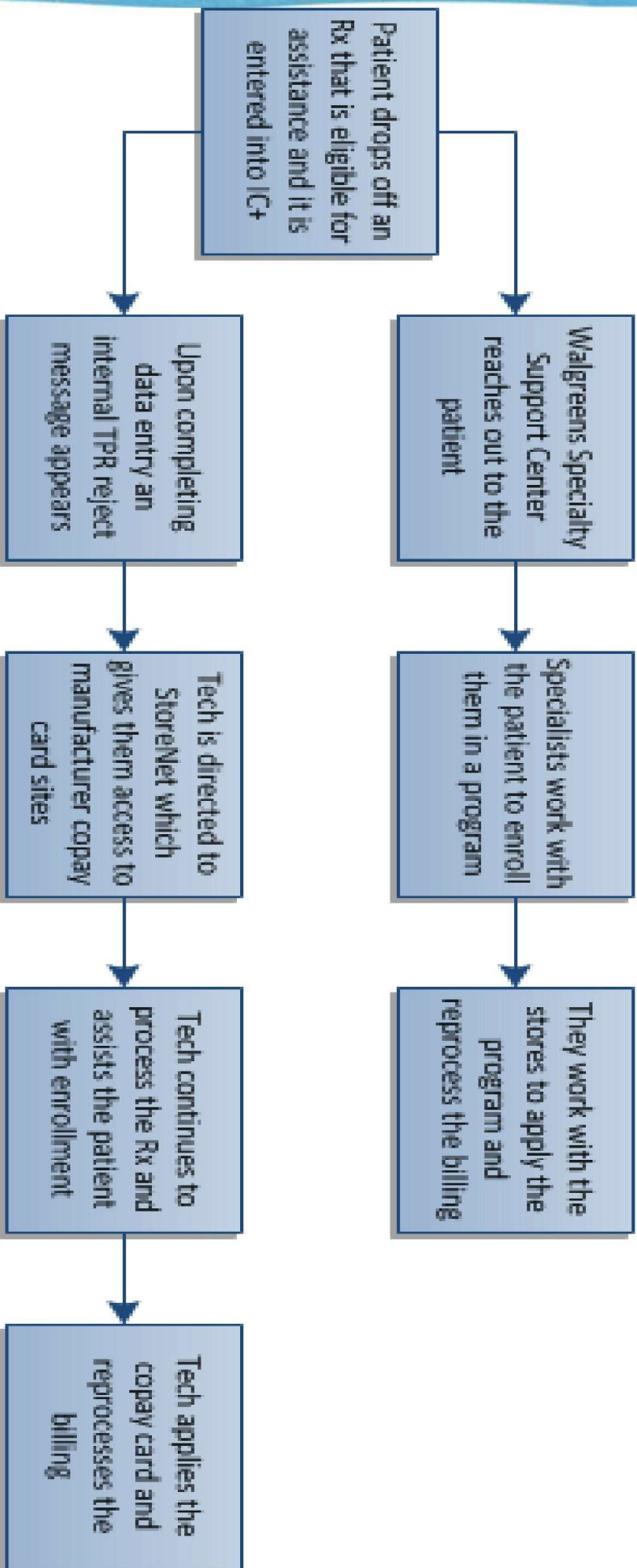


*Local Specialty (HSRx/Community) and work site locations are excluded from this process.

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What's Next - Copay and financial assistance Future IC+ enhancement process flow



Checklist for filling specialty prescriptions



- ☐ Scan every script – even if your store cannot fill, Walgreens may have a location that can
- ☐ Check TPR exceptions for Specialty prescriptions
 - ☐ Review Exception Comments and ensure follow through on any instructions provided by the Resolution Center
 - ☐ Use comments to send the Resolution Center pertinent information
 - ☐ Keep the patient updated on the resolution status
 - ☐ DO NOT cash out TPRs being worked by the Resolution Center (unless patient wants to pay cash)
 - ☐ Report Resolution Center issues by opening up a Specialty TPR ticket through Service Desk: Service Desk > Pharmacy > Third Party > Specialty TPR
- ☐ Check MSC exceptions for limited distribution prescriptions
 - ☐ Print the Patient Info Sheet for the patient if they are in the store
 - ☐ Call the patient to inform them about their Rx if they are not in the store
 - ☐ Follow any instructions received in the Exception Comments or by phone
- ☐ Regularly check the Specialty StoreNet site: StoreNet > Patient Care > Specialty @ Retail
 - ☐ Look for new communications and updates on processes and procedures
 - ☐ Refresh your knowledge of Specialty



Immunizations

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Immunizations: Overview

- All pharmacist must be immunizers
- Must be APHA Certified: Please let us know immediately if you do not hold a APHA certification
- State immunization certification – Check your state
 - Wyoming: Must apply once licensed
- Obtain an NPI number (StoreNet>>Patient Care>>Immunization Services>>Training Information for Pharmacists and Technicians>>NPI Information)
- Update all credentials in WOLF



Immunizations

- Be ready to provide any vaccine based on patient requests and **identify opportunities to recommend vaccines** for patients
- StoreNet has a lot of information to assist with procedures and billing (StoreNet>>Patient Care>>Immunization Services) plus all forms and Vaccine Info sheets
- Contact trainer with questions
 - Shari.Bohn@Walgreens.com



Questions?

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Rx Inventory – Overview

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Order Sources

- Amerisource Bergen (ABC)
- ANDA
- Warehouse
- Interstore
- C2 (CSOS)
- Other



Amerisource Bergen (ABC) 70

- Main source of drugs for Walgreens
- Daily deliveries Mondays-Fridays
- Next day ordering Sundays-Thursdays
- Three ways to order:
 - Auto Order (released ~530 pm)
 - SIMS RX Quick Order
 - Next day before 5 pm
 - Only way to order C3-5
 - ABC Passport

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ABC Passport

- Tool to check stock, see if a particular product or manufacturer is available to order
- Can be used to order for next day between 5pm-7pm (Sundays-Thursdays)
- Goal: Passport usage < 5%
- Can be accessed to reprint invoices or create shortage, damaged or overage claim



ANDA

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- Secondary supplier for Walgreens
- Attempts to send products that ABC is unable to supply
- No way to directly order
- Products cannot be returned
- Order review 8am-1030am Mondays-Fridays

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Warehouse

- Supplies products for Front end bi-weekly
 - Delivery days shift after each holiday
- Source for supplies (e.g. vials, labels, toner, etc), FlavorRx, WAG brand syringes once per week
 - These products must be ordered before 12pm two days prior to delivery day
- Source for PSE products



Interstore

- Way to get/send inventory to other Walgreens stores
- Can be used to balance inventory or fill OOS/PFL prescriptions if needed for customer service
- Must be picked up/delivered by a salaried employee, must be taken directly from Store A to Store B (should never be taken home)
- Certain products excluded: Controlled substances, Accutane, limited distribution drugs

C2 (CSOS)

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- C2 auto order delivered by ABC once per week
- Order review can be performed between 7am-12pm day before delivery
 - Items should not be added or increased during order review
- PDQ is available to order up to 2 bottles of a C2 for next day (order placed before 3 pm)
- Mondays-Thursdays (Check Ceiling limit tool 1st)
- C2 Invoices can only be posted/checked in by a pharmacist
- 222 Forms electronic: available in CSOS



Rx Integrity

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- Ceiling limit tools: Way to tell if store is nearing its limit on a controlled substance. Should be utilized before a PDQ order is placed
- CS Override form: Way to order more of a product a store has reached its limit on or if more than 2 bottles are needed. Must be approved by RX Supervisor
- StoreNet>Rx Ops>Rx Integrity> CSO Override Form/Ceiling Limits Tool



Other Sources

- VaxServe: source for ordering certain vaccines (check StoreNet)
- Walgreens.com: web orders can be placed for special order OTC items



Questions?

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Quality

- STARS Program Overview
- Taking care of the Patient First
- Entering a STARS Event
- Employee Queue
- Monthly Peer Review
- Step Approach for IPSP
- Step Approach for Quality Improvement





CQI: Types of Errors⁸⁰

- Internal event
 - An improperly processed or filled prescription that is not dispensed to the customer (it does NOT leave the pharmacy)
- External event
 - When a patient receives a prescription that differs from what was intended by the prescriber. (Once the sale is complete)



CCQ: If an External event occurs⁸¹

1. Acknowledge

- ☐ The event and facts as the patient has stated them to you
- ☐ Do not make excuses for how the event occurred

2. Apologize

- ☐ Convey your concern for the patient
- ☐ Take necessary steps to ensure health and welfare of patient
- ☐ Provide patient with prescriber instructions if they have been obtained



CQI: If an external event occurs:

3. Assist the patient by dispensing the correct prescription as follows:

- ☐ Close the incorrect Rx (**DO NOT DELETE**)
Enter reason in comments field
- ☐ If billed to 3rd party, the claim must be reversed
- ☐ Try to obtain the incorrect Rx from the patient
If obtained, cross out incorrect drug name and write actual name of returned drug and Quarantine the product
- ☐ Refund the price paid for the incorrect Rx and provide the new Rx at no charge – offer to deliver



CQI: If an external event occurs

4. Contact the prescriber if any medication has been taken by the patient.
 - ☐ Provide your name, store address and complete details regarding the event
 - ☐ Include what was taken and how many doses
5. File a STARS report immediately after the event has been reported.

- ☐ This is the responsibility of the RPh made aware of the error



COI: Error Reporting Process: STARS

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•Strategic Tracking and Analytical Reporting System

•How to access?

- IC+> Work Queue OR StoreNet >Tools >STARS >Employee Queue

Weekly action item:

- Review queue at least weekly
- All events in yellow need to be reviewed by you. It Includes all events that occurred when you were signed on. Not all items in your queue are a result of an error you made.

•Monthly action item: Peer Review

- Review monthly
- Recaps quality events in your home store to provide learning's for the entire staff.



CQI: Error Reporting Process: STARS

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•Snap shot of the Employee Queue:

•****Lists all the cases that occurred while this employee was signed on

D istrict Queue

S tore Queue

E mployee Queue

N ew Event

P eer Review

R eports

Logout

Confidential: Peer Review/Quality Improvement Documents - Not meant for distribution outside Walgreen Co. - DO NOT DUPLICATE

Store No	Event No	Date	Patient Name	Event Type	Patient Condition	Patient Attitude	Reviewed
5962	137658	11/19/2002	GIGLIELLO SANDRA	Incorrect Strength	Unknown	Unknown	Page 1 of 1
5962	155359	12/16/2002	LAZAREVSKI ANETA	Adverse Drug Reaction	No Adverse Rx Reported	Concerned	
5962	161359	01/15/2003	SMOEN ANN	Incorrect Strength	Unknown	Not Concerned	
5962	167449	12/18/2002	TORRES LINDA	Incorrect Drug	Unknown	Unknown	
5962	167521	12/04/2002	SZUBZDA TED	Incorrect Drug	Unknown	Concerned	
5962	170516	05/22/2003	ROSTKOWSKI AGNES	Incorrect Drug	Adverse Rx Reported	Concerned	
5962	236988	03/10/2004	STEVENS SHIRLEY	Incorrect Strength	Unknown	Concerned	
5962	240415	02/12/2004	KLAJBOR RAY	Incorrect Strength	Unknown	Not Concerned	
5962	250654	04/06/2004	LA ROCCO MILDRED	Incorrect Drug	Unknown	Not Concerned	



CQI: Incorrect package sold to patient (IPSP)⁸⁶

- ☐ Incorrect Package Sold to Patient is the #1 preventable error in the pharmacy.
- ☐ Always ask the patient for their address before selling each prescriptions. "For safety reasons, can you please tell me your address?"
- ☐ Follow Pin Pad Phone number verification steps



CQI: Step Approach Process

❑ STEP approach for discipline (IPSP and STARS)

- Step 1: Verbal Warning
- Step 2: Written Warning
- Step 3: Final Written Warning
- Step 4: Termination



CQI: External Events: Resources

- For more information:

- StoreNet > Rx Ops > Pharmacy Policies and Procedures > CQI > External Events

- Questions?



Voice of Experience

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Business of Pharmacy

- Assist RXM
- Opening/Closing Duties
- Project Management
- Multi-tasking
- Good store management relationships
- How to handle employee sick call-ins
- Pharmacy email
- COMPASS





Leadership in the Pharmacy

- New Role
- Confidence
- Managing Workflow
- Giving/Receiving Feedback – H/O
- Respect staff and other Healthcare professionals
- Professionalism (dress code) – H/O
- Stay Positive
- Have FUN!



Resources:

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- ☐ Training Store Mentor
- ☐ District Manager
- ☐ StoreNet
- ☐ Drug Info
- ☐ Patient Care
- ☐ Help Center
- ☐ Phone Directory

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Career Opportunities

- PLI – Pharmacist Location Interest form
- JOP – Job Opportunity Program



Contacts

• Area Office: (303) 794-3220

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Pharmacy Scheduler	Eric Sundby	Eric.sundby@walgreens.com
Area Admin	Joann Dillow	Joann.dillow@walgreens.com
District Manager - 299	Brian Fairthorne	Brian.fairthorne@walgreens.com
District Manager – 300	Amy Cornell	Amy.cornell@walgreens.com
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AT THE CORNER OF **HAPPY** & **HEALTHY**

Target Drug Good Faith Dispensing Checklist				
Patient Name:		Rx #:	Date:	
Please select drug & provide strength (tablets/capsules only):				
Oxycodone_____ Hydromorphone_____ Methadone_____ Other (optional - district specific)_____				
Check boxes that apply to assist you in determining if the prescription should be filled. Attach checklist to hard copy of Rx.				
	Yes	No	Mandatory Checklist Requirements; Must be Yes to fill prescription.	RPh/Tech Initials
1	<input type="checkbox"/>	<input type="checkbox"/>	Valid government photo ID copied and attached to hard copy of Rx. For eRx, attach copy at pick-up. ID is optional for Hospice, Oncology, bedside delivery, and patients <u>known</u> to the pharmacy staff, unless it is required by state regulations.	
2	<input type="checkbox"/>	<input type="checkbox"/>	No prior GFD refusal for <u>this</u> prescription in patient comments in IC+ profile.	
3	<input type="checkbox"/>	<input type="checkbox"/>	If available in your state, PDMP has been reviewed, printed and attached to hard copy of Rx.	
Through a conversation with the patient/caregiver in the store or via phone, resolve any concerns, questions, or red flags (examples below) that are related to the prescription. Document in notes section.				
			Additional Checklist Requirements; every "no" is a red flag. Use your professional judgment to assess the prescription for potential abuse, misuse, or diversion.	
4	<input type="checkbox"/>	<input type="checkbox"/>	Patient has received this prescription from Walgreens before.	
5	<input type="checkbox"/>	<input type="checkbox"/>	This prescription is from the same prescriber for the same medication as the previous fill.	
6	<input type="checkbox"/>	<input type="checkbox"/>	Patient and/or prescriber address is within geographical proximity to pharmacy; any variances can be reasonably explained.	
7	<input type="checkbox"/>	<input type="checkbox"/>	Prescription is being filled on time. If your state regulates early refills of controlled substance prescriptions, follow your state's regulations.	
8	<input type="checkbox"/>	<input type="checkbox"/>	3rd Party Insurance is billed (cash or a cash discount card is a red flag).	
9	<input type="checkbox"/>	<input type="checkbox"/>	Chronic prescription use can be explained and is supported by documentation (ICD 9/10 codes or diagnosis consistent with chronic pain condition).	
10	<input type="checkbox"/>	<input type="checkbox"/>	Patient does not appear intoxicated or under the influence of illicit drugs.	
If in your professional judgment a call to the prescriber's clinical staff is warranted, document conversation in notes section. If no call is required, complete this form with your signature. (For Hospice and Oncology patients only: if unable to reach the prescriber's clinical staff, RPh may fill the prescription without verification provided the elements of Good Faith Dispensing are met.)				
			Notes:	
I attest that I have used the Target Drug Good Faith Dispensing Checklist validation procedures and my professional judgment to review this prescription and I have:				
<input type="checkbox"/> Dispensed: Product review Pharmacist signature _____ <input type="checkbox"/> Refused: Pharmacist signature _____ (RPh must make a copy of the Rx for the refusal file folder)				

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