

## Internal Investigation Form - Compliance View: IC10001237907



## 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

## Incident Detail

<b>Investigation ID</b>		<b>Date Created</b>	8/28/2014
<b>* Location</b>	03576 - Store #03576 - 2550 N HIAWASSEE RD ORLANDO, FL	<b>Date of Incident [?]</b>	8/23/2014
<b>1 - Location Type</b>	Store	<b>Day Of Week</b>	Saturday
<b>2 - Department</b>	Field APM	<b>Incident Time [?]</b>	
<b>3 - Leadership</b>	Senior Director APS	<b>Event Type</b>	Internal
<b>4 - Management</b>	APD TRACY SIMONETTI	<b>* Predication Method</b>	Code of Business Conduct
<b>Store Phone Number</b>	4072937018		
<b>Address</b>	2550 N HIAWASSEE RD		
<b>City</b>	ORLANDO		
<b>State</b>	FL		
<b>ZIP</b>	32818-3965		
<b>District</b>	D00622 Orlando West Thom Kobylarczyk		
<b>Region</b>	R00028 Georgia/Florida North Jonathan Reitz		

## Record Status

<b>Created By</b>	KATHA WILSON
<b>Owner ID</b>	EMPLOYEE:1219026
<b>Status</b>	Closed

## Subject Information (1)

<b>Last Name</b>	SHAW
<b>Middle Name</b>	R
<b>First Name</b>	STEPHANIE
<b>Home Address</b>	
<b>City</b>	
<b>State</b>	
<b>Zip / Postal Code</b>	
<b>Office Phone</b>	
<b>Work E-Mail:</b>	mgr.07207@store.walgreens.com
<b>Birth Date</b>	
<b>Job Title</b>	Registered Store Manager
<b>Employee ID [?]</b>	1139856
<b>Employee Status</b>	Active
<b>Department</b>	Eastern Operations
<b>Company Hire Date</b>	6/2/1997

Reporting Party [?] Yes

## Reporting Party [?] (1)

https://apis.apprissretailcloud.com/APIS270/portalsystem/apis/render.asp?Rec\_ID=IC10001237907&amp;Profile\_Form\_ID=&amp;Print=Yes

1/3

CONFIDENTIAL PROTECTED HEALTH INFORMATION  
HIGHLY CONFIDENTIAL

PLAINTIFF TRIAL  
EXHIBIT  
P-27289\_00001

WAGCASF00599482

P-27289 \_ 00001

**First Name** MAHA  
**Middle Name**  
**Last Name** EL-BOHY  
**Employee ID** 1799465  
**Job Title** Pharmacy Manager

**Witness [?]**

**Person with Knowledge [?]**

**Parent or Guardian [?]**

**Victim [?]**

### **Allegation(s)**

<b>Subject of Allegation</b>	<b>Allegation</b>	<b>Specific Type</b>	<b>Method</b>	<b>Allegation Status</b>
STEPHANIE SHAW (Subject Information)	Other Internal Event	Other		Unfounded (No Basis)

**\* Have You Finalized All Allegation Statuses?** Yes  
**Was Training/Policy Reviewed with Team Members?** Yes  
**Training/Policy Reviewed** Other

**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?** No

**Please contact your Healthcare Supervisor to coordinate the reversal**

**\* Was Cash, Merchandise or Drugs Involved?** No

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

**Law Enforcement Notified?**

**View Narrative?** Yes

#### **\* Full Narrative**

On 8-30-14, APM Wayne Yanichick received Code of Business Lead indicating that store 3166 was not following Good Faith Dispensing (GFD) and encouraging pharmacists to do partial fills on C-2 medications. Yanichick contacted RXS Sujit Raval. He advised that he was aware that some pharmacists had been telling customers they were out of certain medications instead of doing GFD. Raval stated he had addressed that issue and it was corrected. He stated state law allows for doing partial fills on C-2 medication as long as the completion is done with in 72 hours. If it is not done in the time limit, the remainder of the script can not be filled.

Yanichick has tried numerous times to contact Staff Pharmacist Maha El-Bohy. Due to vacations and scheduling issues contact has not been made yet.

On 9-10-14, Yanichick contacted SM Rick LaBelle. He advised he has been reviewing GFD. He stated he has discussed it with RXM Stephanie Shaw several times. He stated he has reviewed the supporting paper work and found it to be in order.

On 9-24-14, Yanichick met with Shaw. She advised that GFD had not been done regularly prior to Shaw being transferred to the store in June 2014. She advised she was promoted to RXM in July 2014. She started reviewing GFD to start complying with Policy. She stated there was resistance from El-Bohy when she worked at that location. Shaw stated did not want to do partial fills on C-2s. Shaw stated that they are only done on a very limited basis and only if the balance can be completed within 72 hours. She advised that her staff is complying with GFD.

Information was reviewed with Raval and DM Greg Myers. Nothing inappropriate has been confirmed since GFD was reinforced several months ago. No violations were noted. Yanichick will contact El-Bohy to determine if there is any additional information that needs to be reviewed or investigated.

### 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
<b>Privacy Notified by Compliance</b>				
<b>Healthcare/Pharmacy Compliance team notified by Compliance</b>				
<b>This Hotline is a(n):</b>				
<b>COBC Event Reviewed by Compliance?</b>			Yes	

### Related Events

<b>Related incident</b>	• <a href="#">IC10001237824</a>
<b>Related investigation</b>	
<b>Related case</b>	

### Notes [?]

No record found

### Confidentiality

**Mark this Investigation Confidential?**