

Hotline Incident- Compliance View: CM-HTL-IN-115164504**General Information**

Client Name	WALGREEN COMPANY (CR)	Quality Assurance?	
Priority		CIA:	
Call/Contact Count		Privacy Notified by Compliance	
Walgreens Callback Tracking:		Healthcare/Pharmacy Compliance team notified by Compliance	
		This Hotline is a(n):	
		Assign To:	Loss Prevention
		The Network - Program Name	ETHICS AND COMPLIANCE EMPLOYEE HOTLINE
		The Network - Report ID	115164504
		Date of Incident:	5/3/2011
		Time of Incident	8:58:00 AM
		Owner ID	Hotline Leads (System)
		Created By	HOTLINE LEADS
		Status	-Closed
		Event Type	Internal
		Event Sub Type	Compliance
		* Predication Method	Hotline Report
		Origin of this Contact	

Location Information

Caller Provided Location #	* Location	02458 - Store #02458 - 7802 WURZBACH RD SAN ANTONIO, TX
Caller Stated DBA	1 - Location Type	Store
Caller Provided Address1	2 - Department	Field APM
Caller Provided Address2	3 - Leadership	Senior Director APS
Caller Provided City	4 - Management	APD JAMES WEISSER
Caller Provided State	Store Phone Number	2106143590
Caller Provided Zip	Address	7802 WURZBACH RD
Caller Provided Country	City	SAN ANTONIO
Caller Provided Location Phone	State	TX
Caller Provided Location PhoneExt	ZIP	78229-4448
	District	D00358 San Antonio Central Brian Finlay
	Region	R00024 Greater Texas Connie Latta

Caller Information

Caller First Name	DECLINED
Caller Last Name	DECLINED
Caller's Title	
Caller Phone #	
Caller Phone Ext.	
Best Time To Call	
Type of Caller	
Anonymous Caller?	
Caller's Email Address	
Where:	PHARMACY

Incident Description

Involved Parties

Reported Type	Last Name	First Name	Title	Times Mentioned	Role	Date Notified	Ethnic Origin	Gender	Description	MgtPhone	MgtPhoneExt
Reported	CALDERA	ELIZABETH	PHARMACY MANAGER								

Hotline Information

Caller, DECLINED, reported that since 04/2011, exact date unknown, Pharmacy Manager, Elizabeth CALDERA, has been bypassing safety checks with the customer's prescriptions. She is getting the labels ready before the prescription is filled just to meet the promise time. CALDERA gets the label prints, scans the label, and overrides the scale usually under another technician's name. She does not verify, pull or count the medication until after she prints the label. The caller stated that he/she would like CALDERA to do things properly. The wrong medication can be issued to a customer.

SUPPORTING DOCUMENTATION:

Video tape may be available.

Allegation(s)

Subject of Allegation	Allegation	Specific Type	Method	Allegation Status
How does the caller know about the incident?		Witnessed		
Will it happen within the next 24 hours?				
If so, when?				
If so, where?				

Supplemental Information

How does the caller know about the hotline?

Client Instructions:

Is this in reference to a worker's compensation fraud issue?

Did the caller ask about a reward?

Please describe the type of location where the issue occurred?

Please Explain:

Are you a member of the Union?

Analyst Comments

No record found

Callbacks

No record found

Forms and Letters (0)

Letter type	Related person	Printed date	Printed by	Printed
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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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Related Events

Related Incident**Related Investigation** • [IC10002765856](#)**Incident Imported From Legacy Case Management?** Yes**Lead Type**

Safety Issues

Synopsis of Issues Reported/Alleged

Safety Issues and Sanitation

Lead History

HotLine Lead Received from The Network Inc. on: 05/04/2011

HotLine Lead Updated by: Kasia Dee on: 05/04/2011

HotLine Lead Updated by: Chrissy Schneider on: 05/04/2011 and EMail was sent to

jay.spahr@walgreens.com .

Lead reassigned by Jay Spahr on 05/04/2011 from 153 to 555.

Case Report 1203510 approved by: Jay Spahr on: 05/20/2011

**When Location # is S999999,
This is the location number that
was entered into legacy CM**