

Hotline Incident- Compliance View: IC10000316819**General Information**

Client Name	WALGREEN COMPANY (CR)	Quality Assurance?	
Priority	2	CIA:	
Call/Contact Count	1	Privacy Notified by Compliance	
Walgreens Callback Tracking:	1	Healthcare/Pharmacy Compliance team notified by Compliance	
		This Hotline is a(n):	
		Assign To:	Store Operations
		The Network - Program Name	ETHICS AND COMPLIANCE EMPLOYEE HOTLINE
		The Network - Report ID	118524785
		Date of Incident:	9/2/2013
		Time of Incident	3:06:00 PM
		Owner ID	Chrissy Schneider
		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 #	09212	* Location	09212 - Store #09212 - 3700 W 10TH ST GREELEY, CO
Caller Stated DBA	WALGREEN DRUG STORE	1 - Location Type	Store
Caller Provided Address1	3700 W. 10TH ST.	2 - Department	Field APM
Caller Provided Address2		3 - Leadership	Senior Director APS
Caller Provided City	GREELEY	4 - Management	APD TRICIA BRIENEN
Caller Provided State	CO	Store Phone Number	9704750192
Caller Provided Zip	806341819	Address	3700 W 10TH ST
Caller Provided Country		City	GREELEY
Caller Provided Location Phone		State	CO
Caller Provided Location PhoneExt		ZIP	80634-1819
		District	D00302 Denver North Central Erin Greenwell
		Region	R00005 Southwest David White

Caller Information

Caller First Name	UNKNOWN
Caller Last Name	UNKNOWN
Caller's Title	
Caller Phone #	
Caller Phone Ext.	
Best Time To Call	
Type of Caller	
Anonymous Caller?	Yes
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	Johnson	Don	Pharmacy Supervisor	0							
Involved	Pehrson	Tina	staff pharmacist	0							
Involved	Shandera	Misty	staff pahrmacist	0							

Hotline Information

A patient requested a refill of a controlled substance which the pharmacist on duty, Tina, evaluated to be to soon in her professional judgement. The prescription itself, the quantities filled, the directions for use, and the fill dates serve as documentation to support her professional desicion, as well as email to Perri Schneider about documentation. She explained this to the patient. There were calls between the pharmacy and the prescriber. All of this is acceptable. At some point, the prescriber went above Tina's head and complained to her supervisor, Don Jonson (Perri Schneider was on vacation). Don spoke with Tina on the phone and attempted to convince her that she should just dispense the prescription to the patient AGAINST HER PROFESSIONAL JUDGEMENT. He made arguments such as if the prescriber complained to the Board of Pharmacy about her, the complaint would just get thrown out; and that he is on the Board of Pharmacy so he knows what will happen, so she won't get in trouble. When Tina continued to refuse, Don asked if there was any other pharmacist on duty who would be willing to dispense the prescription. Tina literally handed the phone to Misty, who had just come on duty shortly before. Misty evaluated the prescription and came to the same conclusion as Tina in her own professional judgement and refused to fill the controlled substance prescription. Colorado Revised Statues states: 12-42.5-126 It is unlawful (1) (j) For an employer or an employer's agent or employee to coerce a pharmacist to dispense a prescription drug against the professional judgment of the pharmacist; Further, Walgreens Controlled Substance Prescriptions & Good Faith Dispensing Policy states "If the prescriber informs the pharmacist that a prescription for a controlled substance is valid, but the pharmacist determines that the elements of good faith dispensing are not present, the pharmacist has a responsibility to refuse to dispense." and "Any prescription for which the pharmacist is not satisfied that the elements of good faith are met can be refused based on the pharmacist's discretion" In the above described situation, it appears as though Don Johnson attempted to coerce Tina to dispense the controlled substance prescription against her professional judgement, which is both against Colorado law and Walgreens policy. Asking Misty if she was willing to dispense the prescription after Tina refused his coercion essentially amounts to the same actions. Unless Don Johnson was the pharmacist who personally was signing off on the prescription (any prescription), he must respect the judgement of the pharmacist who does sign off on it by law and company policy.

Supporting Documentation:

yes

Allegation(s)

Subject of Allegation	Allegation	Specific Type	Method	Allegation Status
	Employee Treatment/Conduct	Unprofessional Conduct		

How does the caller know about the incident?

WOULD NOT STATE

Will it happen within the next 24 hours?

N/A

If so, when?

N/A

If so, where?

N/A

Supplemental Information

How does the caller know about the hotline? EMPLOYEE

Client Instructions:

Is this in reference to a worker's compensation fraud issue? NO

Did the caller ask about a reward? NO

Please describe the type of location where the issue occurred? STORE

Please Explain: N/A

Are you a member of the Union? NO

Analyst Comments

Per MLPD Roswald - this lead has been reassigned to MVP Howard Atlas and Pharmacy Director Laura Zimmerly.

thanks,
Chrissy Schneider
Compliance Office
847-964-4146

Callbacks

No record found

Forms and Letters (4)

Letter type	Related person	Printed date	Printed by	Printed
RE-ASSIGN TO STORE OPERATIONS		9/6/2013	EMPLOYEE:1480284	Yes
RE-ASSIGN TO STORE OPERATIONS		9/6/2013	BRIDGET	Yes
RE-ASSIGN TO STORE OPERATIONS		9/6/2013	EMPLOYEE:1480284	Yes
RE-ASSIGN TO STORE OPERATIONS		9/6/2013	BRIDGET	Yes

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
-------------	-----------	-------------	------	----------------------

Related Events

Related incident

Related investigation • [IC10000317015](#)

Incident Imported From Legacy

Case Management?

Lead Type

Synopsis of Issues

Reported/Alleged

Lead History

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