

Hotline Incident- Compliance View: CM-HTL-IN-117216061**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:	Store Operations
		The Network - Program Name	ETHICS AND COMPLIANCE EMPLOYEE HOTLINE
		The Network - Report ID	117216061
		Date of Incident:	10/19/2012
		Time of Incident	5:53:00 PM
		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	04491 - Store #04491 - 15650 SAN PABLO AVE SAN PABLO, CA
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 MICHAEL HOURIGAN JR
Caller Provided State	Store Phone Number	5102431100
Caller Provided Zip	Address	15650 SAN PABLO AVE
Caller Provided Country	City	SAN PABLO
Caller Provided Location Phone	State	CA
Caller Provided Location PhoneExt	ZIP	94806-1240
	District	D00226 Berkeley CA Kenneth Wang
	Region	R00011 California Jason Cunningham

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:

WITHIN THE PHARMACY

Incident Description

Involved Parties

Reported Type	Last Name	First Name	Title	Times Mentioned	Role	Date Notified	Ethnic Origin	Gender	Description	MgtPhone	MgtPhoneExt
Involved	REFUSED	NAMES	PHARMACY STAFF								
Reported	SANCHEZ	EVELYN	ACTING PHARMACY MANAGER								

Hotline Information

Caller, DECLINED, reported that since 09/2012, exact date unknown, the pharmacy has been short staffed. This has put a lot of stress and pressure on the current Pharmacy Staff, names REFUSED. The staff has to work nine straight days before they're able to get a day off. They work 8-9.5 hours per day. The pharmacy has a volume of 300 scripts per day and there are only two individuals on staff to take care of this. There is a trainee in the pharmacy but the amount of help they can offer is limited. The store is not a training store, not to be mean to the trainee, but the staff needs bodies in the store who can help with the workload. Acting Pharmacy Manager, Evelyn SANCHEZ, and Store Manager, unknown BLACKMORE, are aware of this issue. They have not done anything to correct this problem. SANCHEZ and BLACKMORE have stated that other people needed to be trained and this is true but during the cold and flu season and rush, more help needs to be brought in. When SANCHEZ is on shift, she doesn't provide as much as help as she should. The Staff needs help with printing labels and filling prescriptions. They can't service customer properly and are at a higher risk to make mistakes because they are constantly rushing to try to get caught up. Last week in 10/2012, exact date unknown, there was Board of Pharmacy complaint by a customer because the customer had to wait 30 minutes before being serviced. All of the wait times are extremely long due to inadequate staffing. He/She was unsure what the Board of Pharmacy had to say about this. Caller would like for more staff to be brought in to help with the workload. He/She would also like for the company to ensure that no one is retaliated for filing this report.

SUPPORTING DOCUMENTATION:

NONE

Allegation(s)

Subject of Allegation	Allegation	Specific Type	Method	Allegation Status
How does the caller know about the incident?		Alleged Victim		
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** • CM-HTL-IV-117216061**Incident Imported From Legacy** Yes**Case Management?****Lead Type** Unfair Employee Treatment**Synopsis of Issues** Employee Relations**Reported/Alleged****Lead History** HotLine Lead Received from The
Network Inc. on: 10/20/2012HotLine Lead Updated by: Kasia
Dee on: 10/22/2012HotLine Lead Updated by: Chrissy
Schneider on: 10/22/2012 and
EMail was sent to
D058.DM@walgreens.com with
copy/s to
keith.lawson@walgreens.com .
HotLine Lead Closed by: Crystal
Brotksi on: 10/23/2012. and EMail
was sent to
keith.lawson@walgreens.com .**When Location # is S999999,**
This is the location number that
was entered into legacy CM