

Hotline Incident- Compliance View: IC10005617104**General Information**

Client Name	WALGREEN COMPANY (CR)	Quality Assurance?	No
Priority	2	CIA:	No
Call/Contact Count	2	Privacy Notified by Compliance	
Walgreens Callback Tracking:	2	Healthcare/Pharmacy Compliance team notified by Compliance	
		This Hotline is a(n):	
		Assign To:	Assign Manually
		Assigned to (Name):	DM-Anthony Contento, cc: APD-Ed Forbes
		The Network - Program Name	ETHICS AND COMPLIANCE EMPLOYEE HOTLINE
		The Network - Report ID	122373276
		Date of Incident:	10/29/2015
		Time of Incident	4:23:00 PM
		Owner ID	Christine Watzke
		Created By	HOTLINE LEADS
		Status	-Closed
		Event Type	Internal
		Event Sub Type	Compliance
		* Predication Method	Hotline Report
		Origin of this Contact	Phone Call - The Network

Location Information

Caller Provided Location #	00074	* Location	00074 - Store #00074 - 1634 S FEDERAL HWY BOYNTON BEACH, FL
Caller Stated DBA	WALGREEN DRUG STORE	1 - Location Type	Store
Caller Provided Address1	1634 S. FEDERAL HWY.	2 - Department	Field APM
Caller Provided Address2		3 - Leadership	Senior Director APS
Caller Provided City	BOYNTON BEACH	4 - Management	APD SEV GARCIA JR
Caller Provided State	FL	Store Phone Number	5617371260
Caller Provided Zip	334356998	Address	1634 S FEDERAL HWY
Caller Provided Country		City	BOYNTON BEACH
Caller Provided Location Phone		State	FL
Caller Provided Location PhoneExt		ZIP	33435-6901
		District	D00671 Boynton Beach-Delray Beach Anthony Contento
		Region	R00006 Florida South/Puerto Rico Nivia Santiago

Caller Information

Caller First Name	ELIZABETH
Caller Last Name	MIKAIL
Caller's Title	PHARMACIST
Caller Phone #	Redacted - Confidential PHI/PII
Caller Phone Ext.	
Best Time To Call	EVENINGS
Type of Caller	EMPLOYEE
Anonymous Caller?	No
Caller's Email Address	
Where:	WORKPLACE

Incident Description

Involved Parties

Reported Type	Last Name	First Name	Title	Times Mentioned	Role	Date Notified	Ethnic Origin	Gender	Description	MgtPhone	MgtPhoneExt
Reported	FRENCH	UNKNOWN	STORE MANAGER	0							
Reported	UNKNOWN	JORDAN	PHARMACY MANAGER	0							

Hotline Information

Caller, MIKAIL, reported that Walgreens requires pharmacy employees to verify when customers bring narcotic prescriptions on Eforce, a website. They are also supposed to call the physicians to make sure that the customer's narcotic prescriptions are legitimate. MIKAIL explained that Store Manager, first name unknown FRENCH, and Pharmacy Manager, Jordan UNKNOWN, receive a bigger bonus if they have high prescription sales. On 10/29/2015, Jordan called MIKAIL and told her that a customer had complained because she did not fill up their narcotic prescription. MIKAIL explained that she did not fill the prescription because the customer had come in on the weekend and therefore could not verify the patient's prescription with their physician. Jordan told her that she was talking to her on behalf of FRENCH. MIKAIL feels pressured by FRENCH and Jordan because they want her to fill narcotic prescriptions without verification first. MIKAIL has always followed the law and does not want to be forced to sell narcotics just because customers complain. MIKAIL does not want to lose her 30 year old license.

Supporting Documentation:

videos

Allegation(s)

Subject of Allegation	Allegation	Specific Type	Method	Allegation Status
	Employee Treatment/Conduct	Other Employee Concern	Other	

How does the caller know about the incident?

ALLEGED VICTIM

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? POSTER

Client Instructions:

NO CALLBACK ARRANGEMENTS HAVE BEEN MADE FOR THIS INDIVIDUAL. THE CALLER HAS PROVIDED HIS/HER NAME AND NUMBER INDICATING AN INTEREST IN DISCUSSING THIS MATTER WITH A COMPANY REPRESENTATIVE. PLEASE CONTACT THE CALLER AS SOON AS POSSIBLE.

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?

PHARMACY OPS

Please Explain:

N/A

Are you a member of the Union? NO

Analyst Comments

Because caller provides contact information, please contact to get a full understanding of the caller's concerns.
Copying APS as an FYI. Thank you.

Callbacks

CRCallbacksXML	
Field Name	Value
ReportID	122373276
CallbackType	Caller
CallbackDate	10/30/2015
CallbackTime	08:47AM
CallbackNotes	MIKAIL called back and was informed that there was no new info. MIKAIL saw worms crawling on the rugs in the Pharmacy. This happens when it rains and because there is a leak in the Pharmacy ceiling. MIKAIL also had to kill a bug on the back counter in the Pharmacy. MIKAIL noticed a lot of Pharmacy employees sneeze and cough while working (names declined.) This makes MIKAIL sneeze and cough as well. Since this is an old building, MIKAIL believes the Pharmacy needs to be sanitized and exterminated.

Forms and Letters (1)

Letter type	Related person	Printed date	Printed by	Printed
HOTLINE - INITIAL RESPONSE TO TH		10/29/2015		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
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Related Events**Related incident**

Related investigation • IC10005618136

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