

Internal Investigation Form - Compliance View: IC10000867902



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		
*** HOTLINE LEAD ***		
Please Complete the Investigation within 30 Days		
Investigation ID		Date Created 4/25/2014
* Location	06289 - Store #06289 - 5900 CALLE REAL GOLETA, CA	Date of Incident [?] 4/24/2014
1 - Location Type	Store	Day Of Week Thursday
2 - Department	Field APM	Incident Time [?] 5:38:00 PM
3 - Leadership	Senior Director APS	Event Type Internal
4 - Management	APD MICHAEL HOURIGAN JR	
Store Phone Number	8059673798	
Address	5900 CALLE REAL	
City	GOLETA	
State	CA	
ZIP	93117-2312	
District	D00249 Los Angeles West Coast Coraleen Evans	
Region	R00011 California Jason Cunningham	
Record Status		
Created By	Christine Watzke	
Owner ID	Christine Watzke	
Status	Closed	
Subject Information (0)		
Reporting Party [?]		
Witness [?]		
Person with Knowledge [?]		
Parent or Guardian [?]		
Victim [?]		
Allegation(s)		
Subject of Allegation	Allegation	Specific Type
	Other Internal Event	Other
		Other
* Have You Finalized All Allegation Statuses?		
Was Training/Policy Reviewed with Team Members?		

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?**

Please contact your Healthcare Supervisor to coordinate the reversal

*** Was Cash, Merchandise or Drugs Involved?****Was Credit or Debit card, W Card, Balance Rewards, Prescription Savings Club or Checking Account information obtained?****Law Enforcement Notified?****View Narrative?****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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Hotline Details/Information**CIA:**

No

Quality Assurance?**Assign Hotline To:**

Store Operations

Assigned to (Name):**District Number:****Caller First Name****Caller Last Name**

DECLINED

Caller's Title**Caller Phone #****Caller Phone Ext.****Best Time To Call****Type of Caller****Anonymous Caller?**

Yes

Caller's Email Address**When:**

NOT PROVIDED

Where:

STORE # 6289

How does the caller know about the incident?

UNKNOWN

Will it happen within the next 24 hours?

N/A

If so, when?

N/A

If so, where?

N/A

How does the caller know about the hotline?

UNKNOWN

Client Instructions:

THE CALLER HAS BEEN INSTRUCTED TO CALLBACK ON 5/8/2014. PLEASE TAKE SOME TIME TO REVIEW THE REPORT AND SUBMIT ANY ADDITIONAL QUESTIONS YOU MAY HAVE FOR THE CALLER BY 5/7/2014. PLEASE EMAIL: NETWORKRESPONSE@TNWINC.COM TO APPEND YOUR QUESTIONS.

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?**Please Explain:**

NOT PROVIDED

Are you a member of the Union?**Hotline Information**

US mail reporter, DECLINED, reported I am excited to be the member of amazing team at Walgreens and to share the ideas and values of company culture while serving our community. To be able comply fully with the company standards of public commitment to ethical behavior, honesty and integrity, I feel obligated to raise concerns regarding the functioning of store # 6289. In spite of the fact that everyone is working very hard and sharing multiple responsibilities, delays in the addressing patient's requests and ability to fill high volumes of prescriptions were very notable for the few past weeks. Multiple patients complains, disappointment and frustration were unavoidable, given the inability to address the high volume of prescriptions on time. Patients frequently commented: "You need more people here". The lack of adequate staffing posing risks to patient safety and standards of customer service. Pharmacy need more hours and pharmacy technicians, to be able continue to function as an example of high quality practice according to the company standards of ethics, integrity, and honesty. Sincerely, Team member THE REPORTED PARTY IS UNKNOWN.

Supporting Documentation:

NOT PROVIDED

Involved Parties

Reported Type	Last Name	First Name	Title	Times Mentioned	Role	Date Notified	Ethnic Origin	Gender	Description	MgtPhone	MgtPhoneExt
Reported	UNKNOWN	UNKNOWN	UNKNOWN	0			UNKNOWN	3	UNKNOWN		

Analyst Comments

Submitter s Name: Bud Heitman

Submitter sTitle: DM

Event Number: IC10000867902

District: 193

Location Number: 6289

Subject Name: unknown

Date Handled: 05/07/2014

Allegation Was: Undetermined

Disposition: Unfounded

No Retaliation Policy Reviewed: Yes

Brief Synopsis: This store currently does not have a RXM, RXS talked to a emergining RXM to visit the store and help with the work flow, this store will have a RXM on June 9, 2014.

Form Submitted On: 05/12/2014 14:39:46

Forms & Letters (1)

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