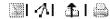
Internal Investigation Form - Compliance View: IC10000867902





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

06289 - Store #06289 - 5900 CALLE REAL GOLETA, Date of Incident [?] 4/24/2014 * Location

Day Of Week Thursday Store

1 - Location Type Incident Time [?] 5:38:00 PM 2 - Department Field APM Internal **Event Type**

3 - Leadership Senior Director APS

4 - Management APD MICHAEL HOURIGAN JR

Store Phone Number 8059673798 Address 5900 CALLE REAL

GOLETA City 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 [?]

Allogation(c)

micgation(3)					į
Subject of Allegation	Allegation	Specific Type	Method	Allegation Status	
	Other Internal Event	Other	Other		

* Have You Finalized All Allegation Statuses?

Was Training/Policy Reviewed with Team Members?

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PLAINTIFF TRIAL EXHIBIT P-27327 00001

WAGCASF00613199

P-27327 _ 00001

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Should Compliance be not				
Reviewed by Compliance:				
Should Privacy be notified	i?			
Investigation Detail				
Investigative Questio				
Were you assisted by any Investigative Analyst)?	Corporate APS Per	sonnel (Ex.		
investigative Analyst/:				
LP Dashboard Usage	••••			
Was AP Dashboard Used?				
Administrative	Section			
* Do any Prescription Billi	ing Claims need to	be Reversed?		
Please contact your Healt	hcare Supervisor to	coordinate the		
reversal	p. w 1 1.			
* Was Cash, Merchandise	~			
Was Credit or Debit card, Savings Club or Checking				
Law Enforcement Notified				
View Narrative?				
Evidence Attachments	5			
(After attaching Digital Ev				
Description	File Name	Attached By	Date Evidence given to PD	
Hotline Details	:/Informat	ion		
Hotline Details	:/Informat	ÎON N	3	
	/Informat)	
CIA:	:/Informat	N	ore Operations	
CIA: Quality Assurance?	:/Informat	N		
CIA: Quality Assurance? Assign Hotline To:	;/Informat	N		
CIA: Quality Assurance? Assign Hotline To: Assigned to (Name):	;/Informat	N		
CIA: Quality Assurance? Assign Hotline To: Assigned to (Name): District Number:	:/Informat	N:		
CIA: Quality Assurance? Assign Hotline To: Assigned to (Name): District Number: Caller First Name	:/Informat	N:	ore Operations	
CIA: Quality Assurance? Assign Hotline To: Assigned to (Name): District Number: Caller First Name Caller Last Name	;/Informat	N:	ore Operations	
CIA: Quality Assurance? Assign Hotline To: Assigned to (Name): District Number: Caller First Name Caller Last Name Caller's Title	;/Informat	N:	ore Operations	
CIA: Quality Assurance? Assign Hotline To: Assigned to (Name): District Number: Caller First Name Caller Last Name Caller's Title Caller Phone #	:/Informat	N:	ore Operations	
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CIA: Quality Assurance? Assign Hotline To: Assigned to (Name): District Number: Caller First Name Caller Last Name Caller's Title Caller Phone # Caller Phone Ext. Best Time To Call Type of Caller	;/Informat	Ni St	core Operations	
CIA: Quality Assurance? Assign Hotline To: Assigned to (Name): District Number: Caller First Name Caller Last Name Caller's Title Caller Phone # Caller Phone Ext. Best Time To Call Type of Caller Anonymous Caller?	:/Informat	Ni St	core Operations	
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CIA: Quality Assurance? Assign Hotline To: Assigned to (Name): District Number: Caller First Name Caller Last Name Caller's Title Caller Phone # Caller Phone Ext. Best Time To Call Type of Caller Anonymous Caller? Caller's Email Address When:	about the incident	No. St. Yes No. St.	ECLINED PS DT PROVIDED FORE # 6289 NKNOWN	
CIA: Quality Assurance? Assign Hotline To: Assigned to (Name): District Number: Caller First Name Caller Last Name Caller's Title Caller Phone # Caller Phone Ext. Best Time To Call Type of Caller Anonymous Caller? Caller's Email Address When: Where: How does the caller know	about the incident	No. St. Ye No. St. St. Ul	ECLINED ES DT PROVIDED FORE # 6289 NKNOWN	
CIA: Quality Assurance? Assign Hotline To: Assigned to (Name): District Number: Caller First Name Caller Last Name Caller Phone # Caller Phone Ext. Best Time To Call Type of Caller Anonymous Caller? Caller's Email Address When: Where: How does the caller know	about the incident	No. St. St. Ve. No. St. Ve. Ve. Ve. Ve. Ve. Ve. Ve. Ve. Ve. Ve	ECLINED ES OT PROVIDED FORE # 6289 NKNOWN VA	
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Please describe the type of location where the issue occured?

Please Explain:

NOT PROVIDED

Are you a member of the Union?

Did the caller ask about a reward?

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	Last	First	Title	Times	Role	Date	Ethnic	Gender	Description	MgtPhone	MgtPhoneExt
Туре	Name	Name		Mentioned	************	Notified	Origin		•	-	-
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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HOTLINE STORE OPERATIONS	•			***************************************				
TOTAL OF LIGHTONS		4/25/2014	EMPLOYEE:2349853	Yes				
Callbacks								
No record found		······································						
Closing Comments								
Allegations found to be:		Undetermined						
Disposition		Other						
Compliance Notes								
No Retaliation Policy Reviewed?		Yes						
Message submitted to caller?		No						
Hotline Investigation Reviewed by	Compliance?	Yes						
Privacy Notified by Compliance								
Healthcare/Pharmacy Compliance	team notified by Compliance							
This Hotline is a(n):								
Related Events								
Related incident		• IC10000867126						
Related investigation								
Related case								
Notes [?]								
No record found								
Task (O Pending)								
Follow-up with Caller								
The Network - 119607930	Dead Space Dead space	•						
Report ID	space Dead Space Dead	space dead space						
	dead space							
If you would like to	send a question or c	comment to the o	caller via The N	etwork,				
follow the steps bel	low.							
Step #1: Copy The Network repo	ort ID (NOT the APIS IC number) fro	m above (highlight it with th	e mouse and then press CT	RL-C)				
Step #2: Click on the link below ar	Step #2: Click on the link below and then paste (CTRL-V) The Network ID number at the end of the SUBJECT line of the email.							
Step #3: Type your question or co	Step #3: Type your question or comment into the body of the email.							
	mment into the body of the entall.							
Step #4: Send the email.								
Send Question/Comment to The Ne	etwork.							
Confidentiality								

No

Mark this Investigation Confidential?