

Good Faith Practices

The pharmacist **must** use the elements of Good Faith dispensing in conjunction with state and federal controlled substance laws when filling **all** prescriptions. The pharmacist must determine if a prescription for a controlled substance is dispensed for a legitimate medical purpose.

Elements

- The elements of Good Faith dispensing that should alert a pharmacist to questionable circumstances are:
- Numerous controlled substance prescriptions written by the same prescriber or several different prescribers
- Numerous prescriptions submitted by the same person
- Increased frequency of prescriptions for the same controlled drug:
 - by one prescriber
 - for large numbers of patients
 - for quantities beyond those normally prescribed
- Unusual dosages or instructions in conflict with approved labeling
- Unusual geographical distances between patient, pharmacist, and prescriber
- Consistent prescriptions for habit-forming drugs
- Lack of consistent prescriber/patient relationship

If a pharmacist is unable to dispense a prescription in good faith:

- Contact the prescriber to confirm or clarify the prescription
 - If the prescriber cannot be reached, do not dispense the prescription
 - If the prescriber does not confirm the prescription, inform the patient that we are unable to dispense
 - Notify the District Pharmacy Supervisor

Note: Controlled substances may only be dispensed to patients who have a prescription for a valid medical purpose ("good faith dispensing") written by a practitioner acting in the usual course of professional practice. A **corresponding responsibility** rests with the pharmacist to ensure that controlled substance prescriptions are issued for a legitimate medical purpose by an individual practitioner in the usual course of professional practice.



Verbal Prescriptions

- Do not accept verbal prescriptions for new patients and/or from new prescribers unless:
- You verify the identity of the prescriber.
- You verify that the prescriber has authority to prescribe controlled substances.
- You verify the practitioner's federal DEA number.

Note: The telephone number received via a verbal prescription must match the number in the telephone directory.

The medication can be filled in Good Faith. Make sure to follow Good Faith dispensing guidelines.

Regular dispensing of verbal controlled drug prescriptions to the same patient from the same or different prescribers **must not** continue until the pharmacist establishes existence of a patient-prescriber relationship and a legitimate medical purpose for the medication.

The pharmacist **must** exercise professional judgment regarding the patient's continued need for controlled substances. The pharmacist must contact the prescriber when all elements of Good Faith dispensing cannot be met.

Notify your District Pharmacy Supervisor if a prescriber fails to provide a hard copy for an emergency Schedule II telephone prescription within the legally required time period. The Pharmacy Supervisor will evaluate the situation and contact the appropriate regulatory agencies, if necessary.

Revised 02/09/2005

Revised 08/01/1998

Good Faith Practices

Revised 03/24/2003
Revised 08/01/1998

The pharmacist **must** use the elements of Good Faith dispensing in conjunction with state and federal controlled substances when filling **all** prescriptions. The pharmacist must determine if a prescription for a controlled substance is dispensed for a legitimate medical purpose.

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- Unusual geographical distances between patient, pharmacist, and prescriber
- Consistent prescription of habit-forming drugs
- Lack of consistency of prescriber/patient relationship

If a pharmacist becomes aware of circumstances including one or more elements of Good Faith dispensing, the pharmacist should:

- Contact the prescriber to confirm the prescription
 - If you cannot reach the prescriber do not dispense the drug
 - If the prescriber does not confirm the prescription and
 - wants law enforcement assistance:
 - Inform the prescriber that we will return the hardcopy prescription to the prescriber via mail for the prescriber's handling with appropriate law enforcement agencies and
 - Inform the patient the prescription has been returned to the prescriber
 - does **not** request law enforcement assistance:
 - Inform the patient that we are unable to fill the prescription at this time
- Notify the Pharmacy Supervisor and Loss Prevention Supervisor

Verbal Prescriptions

Do not accept verbal prescriptions for new patients and/or new prescribers unless:

- You verify the identity of the prescriber.
- You verify that the prescriber has authority to prescribe controlled substances.

Note: The telephone number received via verbal prescription must match the number in

the telephone directory.

Regular dispensing of verbal controlled drug prescriptions to the same patient from the same or different prescribers **must not** continue until the pharmacist establishes existence of a patient-prescriber relationship and/or a legitimate medical purpose for the medication.

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Notify your Pharmacy Supervisor if a prescriber fails to provide hard copy for a Schedule II telephone prescription. The Pharmacy Supervisor will evaluate the situation and contact the appropriate regulatory agencies, if necessary.

Related Topics:

- [Policy: Accepting and Filling New Prescriptions](#)
- [Procedure: Accepting and Filling New Prescriptions](#)
- [Policy: Partial Fills](#)

Good Faith Practices

Revised 04/03/2003
Revised 08/01/1998

The pharmacist **must** use the elements of Good Faith dispensing in conjunction with state and federal controlled substances when filling **all** prescriptions. The pharmacist must determine if a prescription for a controlled substance is dispensed for a legitimate medical purpose.

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- If the prescriber requests law enforcement involvement - respectfully decline. Do not detain the patient. The prescriber may contact law enforcement, if appropriate.
- Notify the Pharmacy Supervisor

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Regular dispensing of verbal controlled drug prescriptions to the same patient from the

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Related Topics:

- [Policy: Accepting and Filling New Prescriptions](#)
- [Procedure: Accepting and Filling New Prescriptions](#)
- [Policy: Partial Fills](#)

Good Faith Practices

Revised 06/01/2003
Revised 08/01/1998

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Related Topics:

- [Policy: Accepting and Filling New Prescriptions](#)
- [Procedure: Accepting and Filling New Prescriptions](#)
- [Policy: Partial Fills](#)

Good Faith Practices

Revised 06/18/2004
Revised 06/01/2003
Revised 08/01/1998

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Related Topics:

- [Accepting and Filling Prescriptions Policy](#)
- [Accepting and Filling Prescriptions Procedure](#)
- [Policy: Partial Fills](#)
- [Subpoenas, Releases and Disclosures of Protected Health Information](#)
- [Disclosures for Law Enforcement](#)

Good Faith Practices/Fraudulent Prescriptions

The pharmacist **must** use the elements of Good Faith dispensing in conjunction with state and federal controlled substance laws when filling **all** prescriptions. The pharmacist must ensure that a prescription for a controlled substance is dispensed for a legitimate medical purpose.

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- Lack of consistent prescriber/patient relationship

Prescription Validation Procedures

If a pharmacist is unable to dispense a prescription in good faith:

- Scan the prescription and enter the information (F1)
- Write the following on the hard copy: "Call Prescriber-Walgreens #XXXX"
- Contact the prescriber to confirm or clarify the prescription
 - If the prescriber confirms the validity of the prescription, document this on the hard copy and process the prescription as normal
 - If the prescriber informs the pharmacist that a prescription for a controlled substance is not valid or authorized, contact local law enforcement. A copy of the scanned image should be given to local law enforcement upon verbal request. Maintain a copy of the prescription in the CII cabinet for future reference along with any documentation received from local law enforcement, e.g. case number, police officer's card, etc.
- The prescription may be returned to the patient upon the patient's request

IMPORTANT: IF THE PRESCRIBER CANNOT BE REACHED, DO NOT DISPENSE THE PRESCRIPTION.

- Document the occurrence by faxing an image to the prescriber's office, if fax is available, as follows:

Step Action

1. Verify the prescription and create a DUR exception.
2. Select the prescription in the Exception Queue.
3. Select **FAX Create**.
4. Enter a message in the message box, e.g. "Please verify the validity of the prescription."
5. In the **Include Rx Image** field, enter "Y"
6. Send fax.

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OKLAHOMA STORES: In Oklahoma, if notified by a prescriber about an allegedly illegal activity involving a controlled substance, please contact your local police department immediately.

Verbal Prescriptions

- Do not accept verbal prescriptions for new patients and/or from new prescribers unless:
 - You verify the identity of the prescriber.
 - You verify that the prescriber has authority to prescribe controlled substances.
 - You verify the practitioner's federal DEA number and state license number(s).

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Make sure to follow Good Faith dispensing guidelines.

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Revised 06/26/2006

Revised 11/15/2005

Good Faith Practices (Revised 08/01/98)

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- Not dispense the drug
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medical purpose by an individual practitioner in the usual course of professional practice.

OKLAHOMA STORES: In Oklahoma, in addition to the statements above, if presented with a forged or otherwise fraudulent prescription for a controlled substance, or if notified by a prescriber about an allegedly illegal activity involving a controlled substance, please contact your local police department immediately.

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Revised 11/15/2005

Revised 02/09/2005