

EXHIBIT

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Message

From: Conroy, Kim [kim.conroy@walgreens.com]
Sent: 9/5/2012 3:26:13 PM
To: Bloor, Jennifer [jennifer.bloor@walgreens.com]; Lajewski, Kathy [kathy.lajewski@walgreens.com]; Creek, Cheryl [cheryl.creek@walgreens.com]
CC: cathy_mazan_murata@mac.com; Lawrence, Heather [heather.lawrence@walgreens.com]
Subject: Pharmacist POWER Schedules
Attachments: RPhTrainingSchedule_v12_09052012.xlsx; RPhTrainingSchedule_POWER_v2_090512.xlsx

Hello,

I attached the updated Pharmacist POWER schedules (and the non-POWER version for reference). Due to the job aids, there was less time available for on-the-job practice, which was also the case for Technicians.

I highlighted the first Data Review and Verification OJT. Please review this time to make sure this is enough practice prior to moving on to Consultation OJT for 2 days. The non-POWER version allows 90 minutes at this point, which is proportionately a lot of additional time.

Note: I added 15 min OJT to all schedules for Roles, Responsibility, Workflow, and Intercom Plus system OJT as I needed to dedicate some time to these items on the checklist. You most likely have already noticed this on the Technician Guides.

Please provide feedback by Wednesday, September 12th.

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PLAINTIFFS TRIAL
EXHIBIT
P-20633_EX

WAGMDL00912291

Days 1-10

Day 1 of Training: Training Store			
Order	Course/Activity	CBT Minutes	On the Job Training
1			Orientation - 120 min (2 hours) - 60 min MGR/60 min RxM
2	Welcome to Walgreens Online Orientation (VIDEO)	90	
3	Customer Service Training for TMs, STLs and MGTs (VIDEO)	29	
4	Pharmacy Training Program Introduction	20	
5	Welcome to the Pharmacy (VIDEO)	13	
6	POLICY: Tobacco Compliance Acknowledgement	5	
7	Walgreens Family of Companies Deficit Reduction Act/False Claims Act Policy	10	
8	Pseudoephedrine Compliance Policy - Federal	5	
9	NextGen POS Register Tutorial		
10	Intercom Plus Fundamentals: Pharmacy Roles, Responsibilities, and Workflow	33	
11	Intercom Plus Fundamentals: System & Queues	46	
12			Shadow each work area for 8-10 min. (System Overview, Data Entry, Review/Verification, Fill, Outwindow, Drive-Thru, Phones/TPRs) - 60 min.
		251	180
	TOTAL TIME (without location-specific) - minutes		431
13	Sale of Alcoholic Beverages Policy*	5	
13	Sale of Alcoholic Beverages - State Specific Policy*	5	
13	Pseudoephedrine Compliance Policy - North Carolina, Oklahoma, Texas (Eastern Judicial District), Virginia	5	
13	Supplemental Nutrition Assistance Program (SNAP)*	15	
13	New York Tobacco Sales Training*	50	
13	New York Wage Verification*	10	

Day 2 of Training: Training Store			
Order	Course/Activity	CBT Minutes	On the Job Training
1	Intercom Plus Fundamentals: Greet & Scan	43	
2	Intercom Plus Fundamentals: Prescription Pick Up - Part 1	45	
3	Intercom Plus Fundamentals: Pick Up - Part 2	45	
4	Intercom Plus Fundamentals: Patient Registration	63	
5	CQI in the Pharmacy (VIDEO)	25	
6	Incorrect Package to Patient Constructive Discipline Policy	3	
	Discarded Customer Financial Information (DCF1) / Discarded Personal Health Information (DPHI) Policy		
7	Acknowledgement	10	
8	HIPAA Privacy Training: Pharmacy	100	
9			Cash Register/Pick Up/Greet & Scan = 120 min
		334	120
	TOTAL TIME (without location-specific) - minutes		454

OJT Totals

Day 3 of Training: Training Store			
Order	Course/Activity	CBT Minutes	On the Job Training
1	Intercom Plus Fundamentals: Filling	60	
2			Filling - 60 min
3	Intercom Plus Fundamentals: Prescription Entry	65	
4	Tamper-Resistant Prescription Policy Acknowledgement	2	
5			Prescription Entry/F1 - 60 min
6	Intercom Plus Pharmacist: Verification	85	
7			Data Review, DUR, Product Verification - 120 min
		212	240
	TOTAL TIME (without location-specific) - minutes		452

Data Review, DUR, Product Verification - 120 min

Day 4 of Training: Training Store			
Order	Course/Activity	CBT Minutes	On the Job Training
1	Intercom Plus Pharmacist: Consultation	55	
	Patient-Centered Consultation for Pharmacists - StoreNet: Patient Care: Clinical Services > Patient-Centered Consultations Training	90	
2			
3	Patient-Centered Consultation for Pharmacists Knowledge Check Questions and Acknowledgment	10	
4			Consultation - 180 min
5	Intercom Plus Fundamentals: Phlometer	27	

OJT Totals

Consultation - 180 min

Pharmacist Schedule - All Stores Except POWER

P-WAG-02953.001

Days 1-10

6	Intercom Plus Fundamentals: Phones	20	
7			Phones - 60 min
		202	240
	TOTAL TIME (without location-specific) - minutes		442
8	Patient Counseling (NV) (VIDEO)*	10	

Day 5 of Training: Training Store

Order	Course/Activity	CBT Minutes	On the Job Training	OJT Totals
	Intercom Plus Fundamentals: Prescription Refills	48		
1	Intercom Plus Intermediate: Exceptions	79		
2	Intercom Plus Intermediate: Third Party Rejects and the Message Queue	53		
3			Exceptions and TPRs - 120 min	
4	Customer Service for Pharmacists (VIDEO)	80		
5			Drive-Thru and Consultation - 60 min (1hour)	Consultation - 60 min
		260		180
	TOTAL TIME (without location-specific) - minutes			440
6	Dietary Supplement Compliance Training (California only)*	5		
6	Indiana Health Coverage Program (IHCP) Restricted Card Program Policy Acknowledgement*	5		
6	Retrieving Medication for the Patient - Oregon Policy Acknowledgement*	5		

Day 6 of Training: Training Store

Order	Course/Activity	CBT Minutes	On the Job Training	OJT Totals
1	STARS - The Strategic Tracking and Analytical Reporting System - Pharmacist	15		
3			Quality: CQI & STARS - 150 min	
4			StoreNet/IC+ Settings - 30 min	
5			SIMS - 60 Min	
6			Data Review, DUR, Product Verification, and Consultation - 180 min (3 hours)	Data Review, DUR, Product Verification, Consultation - 180 min
		15		420
	TOTAL TIME (without location-specific) - minutes			435
7	Oregon Pharmacist Acknowledgement - Reporting Suspected Conduct Violations	5		

Day 7 of Training: Training Store

Order	Course/Activity	CBT Minutes	On the Job Training	OJT Totals
1	OSHA/BBP Certification	60		
2	Hepatitis B Employee Statement - sign and fax paper form	10		
3			Data Review, DUR, Product Verification, Consultation, and Quality - 330 min (5.5 hours)	Data Review, DUR, Product Verification, Consultation - 330 min
4			Open & Close - 30 Min	
		60		360
	TOTAL TIME (without location-specific) - minutes			420

Day 8 of Training: Training Store

Order	Course/Activity	CBT Minutes	On the Job Training	OJT Totals
1	COMPASS Basics: All Store Users	40		
2	COMPASS Advanced: Store Management and Pharmacists	25		
3			Data Review, DUR, Product Verification, Consultation, and Quality - 390 min (6.5 hours)	Data Review, DUR, Product Verification, Consultation - 390 min
		65		390
	TOTAL TIME (without location-specific) - minutes			455

Day 9 of Training: Training Store

Order	Course/Activity	CBT Minutes	On the Job Training	OJT Totals
	Supervised Pharmacist of Record - All Day			
	TOTAL TIME (without location-specific) - minutes			

Day 10 of Training: Training Store

Order	Course/Activity	CBT Minutes	On the Job Training	OJT Totals
	Supervised Pharmacist of Record - All Day			
1	Scheduling for Non-Management Employees - Requesting Time Off	15		

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Pharmacist Schedule - All Stores Except POWER
Days 11 and beyond

P-WAG-02953.001

Within 30 Days			
Order	Course/Activity	CBT Minutes	On the Job Training
1	Safe Vaccine Storage and Handling Assessment	4	
2	Flu and Pneumonia Immunization Program Overview	20	
3			Flu and Immunizations
4	Flavoring Prescriptions	15	
5	Bloodborne Pathogen Training	45	
6	Transmucosal Immediate Release Fentanyl (TIRF) Access Program		
7	Hyperlipidemia: An Overview for Community Pharmacists	120	
8	Isotretinoin Dispensing for Pharmacists	5	
9	Partial Fills - Coordination of Benefits	10	
10	HIPAA Part 2: Security training for Pharmacy Employees & Store Management	10	
11	Gift Card Training and Policy	40	
12	Balance Rewards	30	
13	Code of Business Conduct	5	
14	There's a Way You Can Help Reduce Medicare Part D Fraud, Waste, and Abuse (FWA)	25	
15	<i>Intercom Plus Advanced: Patient Requests</i>	56	
16			Patient Requests
17	<i>Intercom Plus Advanced : Advanced Registration</i>	39	
18			Advanced Registration
19	<i>Intercom Plus Advanced: Advanced Prescription Entry</i>	70	
20			Advanced Prescription Entry
21	Our Corporate Integrity Agreement (CIA) and the Therapeutic Interchange Program (General Retail)	60	
22	MGT Basics & Pharmacists: Sexual Harassment Prevention (VIDEO)	30	
23	Robberies - Your Safety Comes First - Non-Management (VIDEO)	15	
24	Safety and Health Awareness	15	
25	Emergency Action and Evacuation Procedures Acknowledgement – Team Member	5	
		619	
	TOTAL TIME (without location-specific) - minutes		619
26	Training for the Ordering, Dispensing, and Returning of Thalomid (Thalidomide)*	15	
26	Iowa Patient Consultation Policy Acknowledgement*	2	
26	Utah State Specific Law Review*	10	
26	Hours of Work Policy for California*	5	
26	Beer and Wine Online Training Center*	180	
26	Discrimination and Harassment Prevention for Managers or Workplace Harassment II - Manager Edition or Workplace Harassment III - Manager Edition	150	
26	Our Corporate Integrity Agreement Amendment (CIAA) and Submit Direct Link - Florida, Massachusetts, Michigan, Minnesota*	60	

Within 60 Days			
Order	Course/Activity	CBT Minutes	On the Job Training
1	<i>Intercom Plus Advanced: Promoting Services</i>	TBD	
2			Promoting Services, Flavoring, PSC
3	Coordination of Benefits (COB)	15	
4	Medicare Part B	15	
5	Good Faith Dispensing: Preventing the Inappropriate Use of Controlled Substances - Your Responsibilities	10	
6	Prescription Savings Club - Pharmacy Training	20	
		1391	
	TOTAL TIME (without location-specific) - minutes		1391
7	Automated Pharmacy Equipment - Policy Acknowledgement*	5	
7	Louisiana Tobacco and Alcohol Sales Training*	1	
7	Michigan TIPS Training for Responsible Alcohol Sales*	1	
7	SR2 and You*	45	

Within 90 Days			
Order	Course/Activity	CBT Minutes	On the Job Training
1	Submit Direct Link (SDL)	10	
2			SDL
3	Electronic Prior Authorization	10	
		1523	
	TOTAL TIME (without location-specific) - minutes		1523

Within 180 Days			
Order	Course/Activity	CBT Minutes	Classroom Minutes
1	Pharmacy Plus/Routing (Part 1)*	5	
2	Pharmacy Plus/Routing (Part 2)*	15	
3	Pharmacy Plus/Routing (Part 3)*	10	
		30	
	TOTAL TIME (without location-specific) - minutes		30

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Pharmacist - POWER Training Schedule
Days 1-10

P-WAG-02953.002

Day 1 of Training: Home Store			
Order	Course/Activity	CBT Minutes	On the Job Training
1			Orientation - 120 min (2 hours) - 60 min MGR/60 min RxM
2	Welcome to Walgreens Online Orientation (VIDEO)	90	
3	Customer Service Training for TMs, STLs and MGTs (VIDEO)	29	
4	Pharmacy Training Program Introduction - Pharmacist POWER	20	
5	Welcome to the Pharmacy (VIDEO)	13	
6	Policy: Tobacco Compliance Acknowledgement	5	
7	Walgreens Family of Companies Deficit Reduction Act/False Claims Act Policy 2012	10	
8	Pseudoephedrine Compliance Policy - Federal	5	
9	NextGen POS Register Tutorial	10	
10	Intercom Plus Fundamentals: Pharmacy Roles, Responsibilities, and Workflow	33	
11	Pharmacy Introduction - Job Aid	15	
			Roles, Responsibilities, Workflow , Intercom Plus System - 15 min.
		230	135
	TOTAL TIME (without location-specific) - minutes		365
12	Sale of Alcoholic Beverages Policy*	5	
12	Sale of Alcoholic Beverages - State Specific Policy*	5	
	Pseudoephedrine Compliance Policy - North Carolina, Oklahoma, Texas (Eastern		
12	Judicial District), Virginia	5	
12	Supplemental Nutrition Assistance Program (SNAP)*	15	
12	New York Tobacco Sales Training*	50	
12	New York Wage Verification 2012*	10	

Day 2 of Training: Training Store				OJT Totals
Order	Course/Activity	CBT Minutes	On the Job Training	
1	Intercom Plus Fundamentals: System & Queues	46		
2			Shadow each work area for 10 min. (Data Entry, Review/Verification, Fill, Outwindow, Drive-Thru, Phones/TPRs) - 60 min.	
3	Intercom Plus Fundamentals: Filling	30		
4	Leaflets, Labels & Special Filling Scenarios - Job Aid	25		
5	Retail Filling Process (RFP) - Job Aid	35		
6			Retail Filling Process - 60 min.	
7	Intercom Plus Fundamentals: Phlometer	27		
8	Queues & PhLOmometer - Job Aid	15		
9			PhLOmometer - 15 min.	
10	CQI in the Pharmacy (VIDEO)	25		
11				
12	Intercom Plus Fundamentals: Greet & Scan	37		
13	Greet & Scan - Job Aid	25		
14	Intercom Plus Fundamentals:Pick Up Part 1	45		
15	Pick Up - Job Aid	10		
		320		135
	TOTAL TIME (without location-specific) - minutes			455
16	Dietary Supplement Compliance Training (California only)*	5		
16	Indiana Health Coverage Program (IHCP) Restricted Card Program Policy Acknowledgement*	5		
16	Retrieving Medication for the Patient - Oregon Policy Acknowledgement*	5		

Day 3 of Training: Training Store				OJT Totals
Order	Course/Activity	CBT Minutes	On the Job Training	
1	Incorrect Package to Patient Constructive Discipline Policy	3		
2	HIPAA Privacy Training: Pharmacy	100		
3	Intercom Plus Fundamentals:Pick Up Part 2	45		
4	Intercom Plus Fundamentals: Patient Registration	63		
5	Discarded Customer Financial Information Policy	10		
6	Customer Service for Pharmacists (VIDEO)	80		
7			Cash Register/Pick Up/Greet & Scan = 120 min	
		301		120
	TOTAL TIME (without location-specific) - minutes			421

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Pharmacist - POWER Training Schedule
Days 1-10

P-WAG-02953.002

Day 4 of Training: Training Store				OJT Totals
Order	Course/Activity	CBT Minutes	On the Job Training	
1	CPO Fill - Job Aid	15		
2			CPO Shipment - 60 min	
3	Intercom Plus Fundamentals: Prescription Refills	48		
4	Intercom Plus Fundamentals: Prescription Entry	65		
5	Data Entry - Job Aid	10		
6	Tamper-Resistant Prescription Policy Acknowledgement	2		
7			Prescription Entry/F1 - 60 min	
8	Intercom Plus Pharmacist: Verification	85		
9	Product Verification - Job Aid	10		
10	Data Review & DUR/Clinical Review - Job Aid	5		
11			Data Review, DUR, Product Verification - 90 min	Data Review, DUR, Product Verification - 90 min
		240		210
	TOTAL TIME (without location-specific) - minutes			450

Day 5 of Training: Training Store				OJT Totals
Order	Course/Activity	CBT Minutes	On the Job Training	
1	Intercom Plus Pharmacist: Consultation	55		
2	Consultation Quick Reference Guide - Job Aid	10		
3	Patient-Centered Consultation for Pharmacists - StoreNet: Patient Care: Clinical Services > Patient-Centered Consultations Training	90		
4	Patient-Centered Consultation for Pharmacists Knowledge Check Questions and Acknowledgment	10		
5			Consultation - 180 min	Consultation - 180 min
6	Intercom Plus Fundamentals: Phones	20		
7	Phone Calls - Job Aid	5		
8	Cisco Phone Equipment - Job Aid	10		
9			Phones - 60 min	
		200		240
	TOTAL TIME (without location-specific) - minutes			440
10	Patient Counseling (NV) (VIDEO)*	10		

Day 6 of Training: Training Store				OJT Totals
Order	Course/Activity	CBT Minutes	On the Job Training	
1	Intercom Plus Intermediate: Exceptions	79		
2	Intercom Plus Intermediate: Third Party Rejects and the Message Queue	53		
3			Exceptions and TPRs - 120 min	
4			StoreNet/IC+ Settings - 30 min	
5			SIMS - 60 Min	
6			Drive-Thru and Consultation - 90 min (1.5 hours)	Consultation - 90 min
		132		300
	TOTAL TIME (without location-specific) - minutes			432

Day 7 of Training: Training Store				OJT Totals
Order	Course/Activity	CBT Minutes	On the Job Training	
1	STARS - The Strategic Tracking and Analytical Reporting System - Pharmacist	15		
2	Reporting Internal Events - Job Aid	5		
3			Quality: CQI & STARS - 150 min	
4	OSHA/BBP Certification	60		
5	Hepatitis B Employee Statement - sign and fax paper form	10		
6			Data Review, DUR, Product Verification, Consultation, and Quality - 180 min (3 hours)	Data Review, DUR, Product Verification, Consultation - 180 min
7			Open & Close - 30 Min	
		70		360
	TOTAL TIME (without location-specific) - minutes			430
8	Oregon Pharmacist Acknowledgement - Reporting Suspected Conduct Violations	5		

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Pharmacist - POWER Training Schedule
Days 1-10

P-WAG-02953.002

Day 8 of Training: Training Store			
Order	Course/Activity	CBT Minutes	On the Job Training
1	COMPASS Basics: All Store Users	40	
2	COMPASS Advanced: Store Management and Pharmacists	25	
3			Data Review, DUR, Product Verification, Consultation, and Quality - 390 min (6.5 hours)
		65	390
TOTAL TIME (without location-specific) - minutes			455

Data Review, DUR, Product Verification, Consultation - 390 min

Day 9 of Training: Training Store			
Order	Course/Activity	CBT Minutes	On the Job Training
	Supervised Pharmacist of Record - All Day		
TOTAL TIME (without location-specific) - minutes			

Day 10 of Training: Training Store			
Order	Course/Activity	CBT Minutes	On the Job Training
	Supervised Pharmacist of Record - All Day		
1	Scheduling for Non-Management Employees - Requesting Time Off	15	
2	Your Signature - Authorization Cards (VIDEO)	5	
3			Meet with Training Store RxM - 30 min
		20	30
TOTAL TIME (without location-specific) - minutes			50
4	2009 A Time to Care: Preventing Alcohol Sales to Minors (VIDEO)*	60	
4	Washington State Preferred Drug and Therapeutic Interchange Program Exam*	15	

Within 30 Days			
Order	Course/Activity	CBT Minutes	On the Job Training
1	Safe Vaccine Storage and Handling Assessment	4	
2	Flu and Pneumonia Immunization Program Overview	20	
3			Flu and Immunizations
4	Flavoring Prescriptions	15	
5	Bloodborne Pathogen Training	45	
6	Transmucosal Immediate Release Fentanyl (TIRF) Access Program		
7	Hyperlipidemia: An Overview for Community Pharmacists	120	
8	Isotretinoin Dispensing for Pharmacists	5	
9	Partial Fills - Coordination of Benefits	10	
10	HIPAA Part 2: Security training for Pharmacy Employees & Store Management	10	
11	Gift Card Training and Policy	40	
12	Balance Rewards	30	
13	Code of Business Conduct	5	
14	There's a Way You Can Help Reduce Medicare Part D Fraud, Waste, and Abuse (FWA)	25	
15	Intercom Plus Advanced: Patient Requests	56	
16			Patient Requests
17	Intercom Plus Advanced: Advanced Registration	39	
18			Advanced Registration
19	Intercom Plus Advanced: Advanced Prescription Entry	70	
20			Advanced Prescription Entry
21	Our Corporate Integrity Agreement (CIA) and the Therapeutic Interchange Program (General Retail)	60	
22	MGT Basics & Pharmacists: Sexual Harassment Prevention (VIDEO)	30	
23	Robberies - Your Safety Comes First - Non-Management (VIDEO)	15	
24	Safety and Health Awareness	15	
25	Emergency Action and Evacuation Procedures Acknowledgement - Team Member	5	
		619	
	TOTAL TIME (without location-specific) - minutes		619
26	Training for the Ordering, Dispensing, and Returning of Thalomid (Thalidomide)*	15	
26	Iowa Patient Consultation Policy Acknowledgement*	2	
26	Utah State Specific Law Review*	10	
26	Hours of Work Policy for California*	5	
26	Beer and Wine Online Training Center*	180	
26	Discrimination and Harassment Prevention for Managers or Workplace Harassment II - Manager Edition or Workplace Harassment III - Manager Edition	150	
26	Our Corporate Integrity Agreement Amendment (CIAA) and Submit Direct Link - Florida, Massachusetts, Michigan, Minnesota*	60	

Within 60 Days			
Order	Course/Activity	CBT Minutes	On the Job Training
1	Intercom Plus Advanced: Promoting Services	TBD	
2			Promoting Services, Flavoring, PSC
3	Coordination of Benefits (COB)	15	
4	Medicare Part B	15	
5	Good Faith Dispensing: Preventing the Inappropriate Use of Controlled Substances - Your Responsibilities	10	
6	Prescription Savings Club - Pharmacy Training	20	
		1391	
	TOTAL TIME (without location-specific) - minutes		1391
7	Automated Pharmacy Equipment - Policy Acknowledgement*	5	
7	Louisiana Tobacco and Alcohol Sales Training*	1	
7	Michigan TIPS Training for Responsible Alcohol Sales*	1	
7	SR2 and You*	45	

Within 90 Days			
Order	Course/Activity	CBT Minutes	On the Job Training
1	Submit Direct Link (SDL)	10	
2			SDL
3	Electronic Prior Authorization	10	
		1523	
	TOTAL TIME (without location-specific) - minutes		1523

Within 180 Days			
Order	Course/Activity	CBT Minutes	Classroom Minutes
1	Pharmacy Plus/Routing (Part 1)*	5	
2	Pharmacy Plus/Routing (Part 2)*	15	
3	Pharmacy Plus/Routing (Part 3)*	10	
		30	
	TOTAL TIME (without location-specific) - minutes		30