

Message

From: RetailHubMail [RetailHubMail@walgreens.com]
Sent: 11/20/2019 7:39:42 AM
To: Select.DMs [Select.DMs@walgreens.com]; Select.HCS [Select.HCS@walgreens.com]
CC: Select.DPR [Select.DPR@walgreens.com]; Select.RHD [Select.RHD@walgreens.com]
Subject: Inform: Walgreens Electronic Good Faith Dispensing (GFD) Pilot- Pharmacy
Attachments: eGFD Pilot Store List RHM.xlsx; eGFD FAQs v9.docx; eGFD Job Aid v9.docx

Select Field Leaders,

In order to make things better, simpler, faster for our pharmacy team members, the GFD paper checklist is now an electric process within IC+. This will provide all pharmacy team members visibility into a patient's full GFD history.

All pharmacy team members will be required to complete the Good Faith Dispensing requirements electronically in IC+. The Good Faith Dispensing Review Worksheet in IC+ will replace the manual paper GFD Checklist that is currently completed for all target drugs. The Good Faith Dispensing Review Worksheet will be used to identify and document red flags and pharmacist corresponding responsibility documentations in a standardized process and format that must be completed for all Target Drugs and any other prescription drugs that you deem necessary prior to dispensing.

What you need to know:

- A store in your region, area, or district was selected for the GFD pilot, which will begin on 12/09/2019 and run through the new year.
- A new, electronic Good Faith Dispensing Review Worksheet in Intercom Plus will replace the paper TD-GFD Checklist
 - Used to identify and document resolution for Red Flags, Corresponding Responsibility Documentation (CRD) and pharmacists' clinical notes
- IC+ will now systematically auto trigger a GFD Review Worksheet for all Target Drug prescriptions during Data Entry for all technicians and Product Review for all pharmacists during the GFD 2.0 Pilot.
- The use of the paper GFD Checklist is no longer necessary.
- Pharmacy team members must follow the GFD training documents posted on StoreNet
 - *StoreNet> Rx Ops> Rx Integrity> Good Faith Dispensing*
- All pharmacy team members must provide feedback via the Team Member Feedback Application.
- Attached is the store pilot deployment list, the GFD Job aid, and FAQs

Why this is important:

- Provides enhanced ability for pharmacists to document their Good Faith Dispensing Review.
- Thorough GFD evaluation and detailed documentation ensures patient safety and protects Walgreens and our pharmacists.
- This new process will allow for GFD chain wide reporting and monitoring at the Corporate Support Center and more efficient reporting to federal and state entities including the DEA.
- There will now be increased transparency for our pharmacy team members into a full patient profile that includes all GFD documentation.

How you can support:

Next steps:	HCS	DM	Due by
Ensure all Pilot Stores have reviewed all training documents	R, A	R, A	12/08/2019
Encourage Pilot Store to provide feedback via the Team Member Feedback Application	R, A	R, A	
Provide your feedback via the Team Member Feedback Application	R, A	R, A	

Questions or feedback:

If you have any questions or feedback, please use the following [Team Member Feedback Application](#) path: *Pharmacy > Compliance / RxIntegrity/ Good Faith Dispensing*



Thank you.

Region Number	Area Number	District Number	Store Number	Address Line 1	Address Line 2	City	State	Zip
15	14	880	16190	301 SAINT PAUL ST	NULL	BALTIMORE	MD	21202
5	100	269	3913	2360 HIGHWAY 95	NULL	BULLHEAD CITY	AZ	86442
12	6	835	21167	747 BROADWAY AVE	SUITE ET 144	SEATTLE	WA	98122
20	95	311	5769	3333 E CENTRAL AVE	NULL	WICHITA	KS	67208
15	69	707	10976	9001 WOODY TER	NULL	CLINTON	MD	20735
23	105	676	7154	1601 CHURCH ST	NULL	CONWAY	SC	29526
5	23	277	5504	4249 W GLENDALE AVE	NULL	PHOENIX	AZ	85051
24	21	294	6587	9700 MENAUL BLVD NE	NULL	ALBUQUERQUE	NM	87112
15	14	583	5686	401 COMPASS RD E	NULL	BALTIMORE	MD	21220
23	41	695	12283	300 E CORNWALLIS DR	NULL	GREENSBORO	NC	27408
5	23	274	5090	5160 S WHITE MOUNTAIN RD	NULL	SHOW LOW	AZ	85901
5	100	271	5814	1445 W CRAIG RD	SUITE 100	NORTH LAS VEGAS	NV	89032
15	69	707	10063	6300 CRAIN HWY	NULL	LA PLATA	MD	20646
7	59	548	6471	700 S BREIEL BLVD	NULL	MIDDLETOWN	OH	45044
28	12	620	5691	104 S AOPKA AVE	NULL	INVERNESS	FL	34452
5	20	282	3789	3605 E THOMAS RD	NULL	PHOENIX	AZ	85018
15	14	432	12324	1595 OPOSSUMTOWN PIKE	NULL	FREDERICK	MD	21702
8	72	786	7585	102 WASHINGTON ST	NULL	NEW BRITAIN	CT	6051
12	6	204	7390	1070 E SUNSET DR	NULL	BELLINGHAM	WA	98226
5	100	271	4197	8500 W CHEYENNE AVE	NULL	LAS VEGAS	NV	89129
35	73	776	5135	655 MIDDLE COUNTRY RD	NULL	SELDEN	NY	11784
23	108	681	11692	500 FINCHER ST	NULL	MONROE	NC	28112
7	61	556	5138	100 CLEVELAND ST	NULL	ELYRIA	OH	44035
15	70	722	11017	1120 PULASKI HWY	NULL	BEAR	DE	19701
5	22	290	10879	7111 E GOLF LINKS RD	NULL	TUCSON	AZ	85730
8	72	784	5407	295 MAIN ST	NULL	MANCHESTER	CT	6040
10	54	443	7370	6442 N 76TH ST	NULL	MILWAUKEE	WI	53223
15	69	707	12472	7008 MARLBORO PIKE	NULL	FORESTVILLE	MD	20747
5	100	273	5646	770 S HIGHWAY 160	NULL	PAHRUMP	NV	89048
15	68	879	11594	110 HOSPITAL RD	STE 100	PRINCE FREDERICK	MD	20678
15	70	718	12752	17239 FIVE POINTS SQ	NULL	LEWES	DE	19958
5	100	272	3844	5011 E SAHARA AVE	NULL	LAS VEGAS	NV	89142
5	100	272	4433	4895 BOULDER HWY	SUITE 100	LAS VEGAS	NV	89121
12	6	201	12681	1721 E PARKS HWY	NULL	WASILLA	AK	99654
15	14	432	13892	17703 VIRGINIA AVE	NULL	HAGERSTOWN	MD	21740
5	100	269	5208	25 LAKE HAVASU AVE S	NULL	LAKE HAVASU CITY	AZ	86403
23	109	699	6579	671 S MEMORIAL DR	NULL	GREENVILLE	NC	27834
28	81	597	6632	3204 PEACH ORCHARD RD	NULL	AUGUSTA	GA	30906
8	72	786	3192	649 W MAIN ST	NULL	WATERBURY	CT	6702
11	48	839	15331	500 PARNASSUS J LEVEL	RM MU-145	SAN FRANCISCO	CA	94143
5	20	285	6177	1135 N MESA DR	NULL	MESA	AZ	85201
1	89	504	5861	3107 LURLEEN B WALLACE BLVD	NULL	NORTHPORT	AL	35476
23	109	687	12063	101 W GANNON AVE	NULL	ZEBULON	NC	27597
23	105	677	7155	1500 S IRBY ST	NULL	FLORENCE	SC	29505
27	19	526	3538	3605 BRAINERD RD	NULL	CHATTANOOGA	TN	37411
23	41	694	7280	1015 RANDOLPH ST	NULL	THOMASVILLE	NC	27360
23	109	689	7170	1401 N MAIN ST	NULL	FUQUAY VARINA	NC	27526
28	80	586	7820	794 S PARK ST	NULL	CARROLLTON	GA	30117
28	82	589	17686	954 JOE FRANK HARRIS PKWY	NULL	CARTERSVILLE	GA	30120
15	70	722	11058	287 CHRISTIANA RD	NULL	NEW CASTLE	DE	19720
12	9	218	6370	14600 SW MURRAY SCHOLLS DR	NULL	BEAVERTON	OR	97007
23	109	700	6926	3001 NC HIGHWAY 42 W	NULL	WILSON	NC	27893
8	30	143	6850	1103 KEMPTON ST	NULL	NEW BEDFORD	MA	2740
27	17	532	9429	214 BROAD ST	NULL	ELIZABETHTON	TN	37643
7	59	544	4246	2320 BOUDINOT AVE	NULL	CINCINNATI	OH	45238
15	69	673	7554	7901 RITCHIE HWY	NULL	GLEN BURNIE	MD	21061
7	60	552	7799	850 N BRIDGE ST	NULL	CHILLICOTHE	OH	45601

Region Number	Area Number	District Number	Store Number	Address Line 1	Address Line 2	City	State	Zip
1	88	496	5581	6314 N 9TH AVE	NULL	PENSACOLA	FL	32504
15	14	880	16191	2411 W BELVEDERE AVE	STE 101	BALTIMORE	MD	21215
15	14	709	9028	6700 RITCHIE HWY	NULL	GLEN BURNIE	MD	21061
8	37	142	3469	369 PLYMOUTH AVE	NULL	FALL RIVER	MA	2721
20	95	379	7550	7739 STATE AVE	NULL	KANSAS CITY	KS	66112
27	19	528	5790	1302 CONGRESS PKWY S	NULL	ATHENS	TN	37303
12	6	201	15653	4353 LAKE OTIS PARKWAY	NULL	ANCHORAGE	AK	99508
23	109	687	7801	11306 US 70 BUSINESS HWY W	NULL	CLAYTON	NC	27520
20	95	311	5770	3150 S SENECA ST	NULL	WICHITA	KS	67217
27	18	185	5474	500 S WILLOW AVE	NULL	COOKEVILLE	TN	38501
6	28	654	4618	12001 SOUTHERN BLVD	NULL	LOXAHATCHEE	FL	33470
7	61	556	6574	5411 LEAVITT RD	NULL	LORAIN	OH	44053
5	20	276	9175	23477 W YUMA RD	NULL	BUCKEYE	AZ	85326
5	100	271	4855	6001 W CHEYENNE AVE	NULL	LAS VEGAS	NV	89108
15	14	583	6779	9616 HARFORD RD	NULL	BALTIMORE	MD	21234
6	10	638	7177	705 N PEBBLE BEACH BLVD	NULL	SUN CITY CENTER	FL	33573
15	14	712	5409	4020 EASTERN AVE	NULL	BALTIMORE	MD	21224
29	77	738	5200	1905 STATE ROUTE 33	NULL	NEPTUNE	NJ	7753
28	13	634	4075	100 NW PARK ST	NULL	OKEECHOBEE	FL	34972
15	70	711	7357	3005 EMMORTON RD	NULL	ABINGDON	MD	21009
27	17	186	10612	1797 ROANE STATE HWY	NULL	HARRIMAN	TN	37748
15	69	673	7701	7953 CRAIN HWY S	NULL	GLEN BURNIE	MD	21061
1	86	838	16395	2000 CANAL STREET	SUITE G1-1200	NEW ORLEANS	LA	70112
1	88	498	6085	5530 THREE NOTCH RD	NULL	MOBILE	AL	36619
23	109	689	7153	2960 HOPE MILLS RD	NULL	FAYETTEVILLE	NC	28306
5	23	278	3593	2610 W THUNDERBIRD RD	NULL	PHOENIX	AZ	85023
29	58	734	13056	2247 OCEAN HEIGHTS AVE	NULL	EGG HARBOR TWP	NJ	08234
23	108	683	15151	6330 RAEFORD RD	NULL	FAYETTEVILLE	NC	28304
23	108	684	11088	1500 E BROAD AVE	NULL	ROCKINGHAM	NC	28379
7	59	544	11630	6918 HAMILTON AVE	NULL	CINCINNATI	OH	45231
28	12	867	16550	836 PRUDENTIAL DRIVE	SUITE120	JACKSONVILLE	FL	32207
15	68	256	9383	276 W LEE HWY	NULL	WARRENTON	VA	20186
15	70	711	11169	950 BEARDS HILL RD	NULL	ABERDEEN	MD	21001
27	19	526	9208	806 MCARTHUR ST	NULL	MANCHESTER	TN	37355
7	60	559	9385	2012 S UNION AVE	NULL	ALLIANCE	OH	44601
10	55	431	4240	3710 E WASHINGTON AVE	NULL	MADISON	WI	53704
5	23	274	6666	2880 N CENTRE CT	NULL	PRESCOTT VALLEY	AZ	86314
20	92	408	7050	519 S TRUMAN BLVD	NULL	FESTUS	MO	63028
6	26	868	16541	1400 NW 12TH AVE	SUITE #2002	MIAMI	FL	33136
15	14	709	7574	5657 BALTIMORE NATIONAL PIKE	NULL	CATONSVILLE	MD	21228
28	13	634	6832	5800 SE FEDERAL HWY	NULL	STUART	FL	34997
7	59	544	12830	3 W CORRY ST	NULL	CINCINNATI	OH	45219
1	89	505	13937	1801 MONTGOMERY HWY	NULL	HOOVER	AL	35244
15	14	880	15980	11110 MEDICAL CAMPUS RD	STE 105	HAGERSTOWN	MD	21742
5	100	271	3922	7599 W LAKE MEAD BLVD	NULL	LAS VEGAS	NV	89128
10	54	443	12524	6020 W BROWN DEER RD	NULL	BROWN DEER	WI	53223
10	54	444	13088	1921 S MAIN ST	NULL	WEST BEND	WI	53095
27	18	525	5564	2 MATHIS DR	NULL	DICKSON	TN	37055
28	80	609	6483	2515 CRAWFORD RD	NULL	PHENIX CITY	AL	36867
7	61	724	5549	804 W MARKET ST	NULL	WARREN	OH	44481
23	108	683	7479	1956 S HORNER BLVD	NULL	SANFORD	NC	27330
28	81	594	11539	319 S BROAD ST	NULL	MONROE	GA	30655
15	67	714	6698	6851 TEMIE LEE PKWY	NULL	MIDLOTHIAN	VA	23112
23	109	700	7548	2624 SUNSET AVE	NULL	ROCKY MOUNT	NC	27804
27	17	186	10959	515 E CENTRAL AVE	NULL	JAMESTOWN	TN	38556
29	79	347	5985	2535 WILLIAM PENN HWY	NULL	PALMER TOWNSHIP	PA	18045
5	63	295	15290	1208 WASHINGTON BLVD	NULL	OGDEN	UT	84404

Region Number	Area Number	District Number	Store Number	Address Line 1	Address Line 2	City	State	Zip
27	19	187	11634	7971 RHEA COUNTY HWY	NULL	DAYTON	TN	37321
23	108	684	9898	803 N JK POWELL BLVD	NULL	WHITEVILLE	NC	28472
15	14	880	15978	324 E ANTIETAM ST	STE 202	HAGERSTOWN	MD	21740
23	109	689	6547	3300 RAMSEY ST	NULL	FAYETTEVILLE	NC	28301
12	8	214	10603	3475 E 17TH ST	NULL	AMMON	ID	83406
15	14	583	6396	8606 PHILADELPHIA RD	NULL	ROSEDALE	MD	21237
35	73	775	5439	1770 DEER PARK AVE	NULL	DEER PARK	NY	11729
28	84	605	7589	3500 SE MARICAMP RD	NULL	OCALA	FL	34471
29	58	161	15829	2626 FEDERAL ST	NULL	CAMDEN	NJ	8105
24	65	318	6477	615 W MAIN ST	NULL	NORMAN	OK	73069
6	26	667	3565	18590 S DIXIE HWY	NULL	CUTLER BAY	FL	33157
7	60	552	6378	2770 W BROAD ST	NULL	COLUMBUS	OH	43204
12	6	206	6357	6300 E LAKE SAMMAMISH PKWY SE	NULL	ISSAQUAH	WA	98029
28	80	595	9501	1056 EAGLES LANDING PKWY	NULL	STOCKBRIDGE	GA	30281
7	59	542	7435	4605 MONTGOMERY RD	NULL	NORWOOD	OH	45212
28	83	604	4734	719 S STATE ROAD 19	NULL	PALATKA	FL	32177
28	83	606	4736	7546 103RD ST	NULL	JACKSONVILLE	FL	32210
5	22	283	9264	21274 N JOHN WAYNE PKWY	NULL	MARICOPA	AZ	85139
15	69	707	9632	2970 SHASHO PL	NULL	WALDORF	MD	20603
28	82	589	7199	701 MARTHA BERRY BLVD NW	NULL	ROME	GA	30165
15	11	701	12017	3590 VIRGINIA AVE	NULL	COLLINSVILLE	VA	24078
10	55	429	7732	2700 NEW PINERY RD	NULL	PORTAGE	WI	53901
24	65	314	9693	1000 E CARL ALBERT PKWY	NULL	MCALESTER	OK	74501
28	84	608	9556	13905 OLD SAINT AUGUSTINE RD	NULL	JACKSONVILLE	FL	32258
6	28	656	3932	1101 E ATLANTIC BLVD	NULL	POMPANO BEACH	FL	33060
20	90	384	5624	600 W KARSCH BLVD	NULL	FARMINGTON	MO	63640
6	27	661	3525	6817 TAFT ST	NULL	HOLLYWOOD	FL	33024
7	60	551	7113	3093 CLEVELAND AVE	NULL	COLUMBUS	OH	43224
1	88	498	7962	12 SHELTON BEACH RD	NULL	SARALAND	AL	36571
5	23	275	3427	7448 W THUNDERBIRD RD	NULL	PEORIA	AZ	85381
28	83	607	11137	1801 N DAVIS ST	NULL	JACKSONVILLE	FL	32209
23	108	683	16149	1050 S HORNER BLVD	NULL	SANFORD	NC	27330
23	109	685	7748	359 WESTERN BLVD	NULL	JACKSONVILLE	NC	28546
24	21	292	6610	2500 MAIN ST NE	NULL	LOS LUNAS	NM	87031
23	41	696	7317	6405 FAYETTEVILLE RD	NULL	DURHAM	NC	27713
28	83	495	4847	1402 OHIO AVE	NULL	LYNN HAVEN	FL	32444
23	106	693	11201	1209 N BRIDGE ST	NULL	ELKIN	NC	28621
6	10	640	4811	12807 US HIGHWAY 301	NULL	DADE CITY	FL	33525
1	89	503	12099	503 BATTLE ST E	NULL	TALLADEGA	AL	35160
15	70	719	9967	8174 OCEAN GTWY	NULL	EASTON	MD	21601
15	69	707	10402	11745 ROUSBY HALL RD	NULL	LUSBY	MD	20657
6	24	647	7496	2940 S MCCALL RD	NULL	ENGLEWOOD	FL	34224
27	17	533	5828	1420 W STONE DR	NULL	KINGSPORT	TN	37660
7	59	544	4522	9775 COLERAIN AVE	NULL	CINCINNATI	OH	45251
8	35	796	6739	54 PLAIN ST	NULL	LOWELL	MA	1851
15	70	711	9342	1930 PULASKI HWY	NULL	EDGEWOOD	MD	21040
6	28	656	4120	3573 N FEDERAL HWY	NULL	POMPANO BEACH	FL	33064
6	10	637	3459	2115 E HILLSBOROUGH AVE	NULL	TAMPA	FL	33610
12	9	824	7971	1450 S HIGHWAY 97	NULL	REDMOND	OR	97756
29	79	728	9591	2350 E MARKET ST	NULL	YORK	PA	17402
5	23	277	6736	4410 W CACTUS RD	NULL	GLENDALE	AZ	85304
29	58	735	5836	1408 DELSEA DR	NULL	WOODBURY	NJ	08096
11	103	263	5844	215 N 2ND ST	NULL	EL CAJON	CA	92021
1	89	504	6033	1815 9TH AVE N	NULL	BESSEMER	AL	35020
28	83	604	5994	7520 W NEWBERRY RD	NULL	GAINESVILLE	FL	32606
1	86	838	15198	1111 MEDICAL CENTER BLVD	STE N116	MARRERO	LA	70072
8	72	786	5948	425 W MAIN ST	NULL	MERIDEN	CT	6451

Region Number	Area Number	District Number	Store Number	Address Line 1	Address Line 2	City	State	Zip
7	61	724	4397	7295 MARKET ST	NULL	BOARDMAN	OH	44512
5	100	272	5311	1180 E FLAMINGO RD	NULL	LAS VEGAS	NV	89119
23	109	689	12895	1501 W CUMBERLAND ST	NULL	DUNN	NC	28334
23	109	689	11691	110 GROVE ST	NULL	FAYETTEVILLE	NC	28301
6	24	647	5016	1930 KINGS HWY	NULL	PORT CHARLOTTE	FL	33980
23	107	192	10891	231 E DIXON BLVD	NULL	SHELBY	NC	28152
12	9	217	6103	1905 SE 164TH AVE	NULL	VANCOUVER	WA	98683
29	75	731	4429	150 N MACDADE BLVD	NULL	GLENOLDEN	PA	19036
6	24	647	9317	1009 N SUMTER BLVD	NULL	NORTH PORT	FL	34286
20	93	407	5993	111 N BOWMAN RD	NULL	LITTLE ROCK	AR	72211
6	24	646	5575	5800 BEE RIDGE RD	NULL	SARASOTA	FL	34233
8	36	795	4967	1588 NORTHAMPTON ST	NULL	HOLYOKE	MA	01040
23	41	696	11803	801 MEBANE OAKS RD	NULL	MEBANE	NC	27302
5	100	271	7864	7755 N DURANGO DR	NULL	LAS VEGAS	NV	89131
23	105	612	9284	1326 N JEFFERIES BLVD	NULL	WALTERBORO	SC	29488
5	20	276	9179	5115 W BASELINE RD	NULL	LAVEEN	AZ	85339
28	13	633	4642	5755 20TH ST	NULL	VERO BEACH	FL	32966
5	23	277	4020	5895 W PEORIA AVE	NULL	GLENDALE	AZ	85302
24	65	320	10957	3232 TRI CITY DR	NULL	NEWCASTLE	OK	73065
5	22	288	5027	1950 E FRY BLVD	NULL	SIERRA VISTA	AZ	85635
23	41	694	6315	2019 N MAIN ST	NULL	HIGH POINT	NC	27262
28	13	632	6463	5245 BABCOCK ST NE	NULL	PALM BAY	FL	32905
7	60	551	7525	2150 E DUBLIN GRANVILLE RD	NULL	COLUMBUS	OH	43229
6	24	648	4645	1534 CAPE CORAL PKWY W	NULL	CAPE CORAL	FL	33914
12	6	205	3765	20725 HIGHWAY 99	NULL	LYNNWOOD	WA	98036
11	46	248	9030	101 DRUMMOND AVE	NULL	RIDGECREST	CA	93555
23	41	688	16142	321 EAST ST	NULL	PITTSBORO	NC	27312
5	23	278	3049	4965 W BELL RD	NULL	GLENDALE	AZ	85308
10	54	443	4720	2222 W CAPITOL DR	NULL	MILWAUKEE	WI	53206
20	95	311	6707	458 N BALTIMORE AVE	NULL	DERBY	KS	67037
15	14	709	11949	5585 TWIN KNOLLS RD	NULL	COLUMBIA	MD	21045
23	106	693	10086	2069 ROCKFORD ST	NULL	MOUNT AIRY	NC	27030
23	109	687	9434	424 N BRIGHTLEAF BLVD	NULL	SMITHFIELD	NC	27577
15	68	706	15189	40 FLOWING SPRINGS WAY	NULL	CHARLES TOWN	WV	25414
15	70	719	11763	701 WASHINGTON AVE	NULL	CHESTERTOWN	MD	21620
8	72	781	9612	700 BRIDGEPORT AVE	STE 101	SHELTON	CT	06484
12	6	201	15654	2550 E 88TH AVE	NULL	ANCHORAGE	AK	99507
27	19	526	7567	1228 BATTLEFIELD PKWY	NULL	FT OGLETHORPE	GA	30742
5	100	203	3873	6865 W TROPICANA AVE	NULL	LAS VEGAS	NV	89103
5	100	203	6425	900 N RANCHO DR	NULL	LAS VEGAS	NV	89106
6	24	647	5017	3795 TAMIAMI TRL	NULL	PUNTA GORDA	FL	33950
7	61	556	10222	2730 BROADWAY	NULL	LORAIN	OH	44052
5	22	286	4188	55 W APACHE TRL	NULL	APACHE JUNCTION	AZ	85120
23	106	680	4869	3251 FREEDOM DR	NULL	CHARLOTTE	NC	28208
20	92	411	5717	890 WASHINGTON CORS	NULL	WASHINGTON	MO	63090
29	78	745	12064	361 BERGEN ST	NULL	NEWARK	NJ	7103
27	17	186	6738	2109 JACKSBORO PIKE	NULL	LA FOLLETTE	TN	37766
23	108	686	6951	4521 OLEANDER DR	NULL	WILMINGTON	NC	28403
1	89	504	11450	879 HIGHWAY 78	NULL	SUMITON	AL	35148
27	18	523	9587	450 HIGHWAY 52 BYP W	NULL	LAFAYETTE	TN	37083
6	10	638	7010	2110 E STATE ROAD 60	NULL	VALRICO	FL	33594
15	67	717	9195	856 S MILITARY HWY	NULL	VIRGINIA BEACH	VA	23464
5	20	280	6063	1825 W BETHANY HOME RD	NULL	PHOENIX	AZ	85015
5	100	272	3843	2995 E FLAMINGO RD	NULL	LAS VEGAS	NV	89121
27	19	528	10066	929 NEW HIGHWAY 68	NULL	SWEETWATER	TN	37874
28	83	607	4449	2101 SADLER RD	NULL	FERNANDINA BEACH	FL	32034
12	7	209	10395	1610 NW LOUISIANA AVE	NULL	CHEHALIS	WA	98532

Region Number	Area Number	District Number	Store Number	Address Line 1	Address Line 2	City	State	Zip
6	28	655	4954	4943 LE CHALET BLVD	NULL	BOYNTON BEACH	FL	33436
6	10	638	9297	10427 BIG BEND RD	NULL	RIVERVIEW	FL	33578
5	22	288	6766	1880 E IRVINGTON RD	NULL	TUCSON	AZ	85714
6	26	670	11880	6701 MILLER DR	NULL	MIAMI	FL	33155
29	77	742	13720	521 RARITAN ST	NULL	SAYREVILLE	NJ	08872
15	14	710	7678	1260 LIBERTY RD	NULL	ELDERSBURG	MD	21784
23	105	676	6077	2872 S HIGHWAY 17	NULL	MURRELLS INLET	SC	29576
29	58	737	16034	1801 NORTH OLDEN AVENUE	1801 N OLDEN AVE	EWING	NJ	08628
15	68	256	10331	13926 LEE HWY	NULL	CENTREVILLE	VA	20120
6	27	659	16354	1780 N UNIVERSITY DRIVE PLANTATION	NULL	PLANTATION	FL	33322
11	49	242	7210	8005 EL CAMINO REAL	NULL	ATASCADERO	CA	93422
20	91	416	4824	12098 LUSHER RD	NULL	SAINT LOUIS	MO	63138
24	21	892	15929	201 CEDAR ST SE	STE 102	ALBUQUERQUE	NM	87106
10	55	446	12693	729 W NORTHLAND AVE	NULL	APPLETON	WI	54914
23	106	692	12781	440 BLOWING ROCK BLVD	NULL	LENOIR	NC	28645
23	108	684	16119	503 E 3RD ST	NULL	PEMBROKE	NC	28372
5	100	269	7841	10510 SOUTHERN HIGHLANDS PKWY	NULL	LAS VEGAS	NV	89141
23	106	188	7397	2125 CLOVERDALE AVE	NULL	WINSTON SALEM	NC	27103
23	105	677	10329	901 S 5TH ST	NULL	HARTSVILLE	SC	29550
5	20	281	6535	2420 E BASELINE RD	NULL	PHOENIX	AZ	85042
5	23	275	6806	17088 W BELL RD	NULL	SURPRISE	AZ	85374
7	59	544	4245	5403 N BEND RD	NULL	CINCINNATI	OH	45247
1	89	503	6488	100 FIELDSTOWN RD	NULL	GARDENDALE	AL	35071
6	24	647	6164	15180 TAMIAMI TRL	NULL	NORTH PORT	FL	34287
8	37	136	12338	311 E MAIN ST	NULL	MIDDLETOWN	CT	6457
7	60	554	7942	4617 E MAIN ST	NULL	WHITEHALL	OH	43213
5	100	273	6227	451 S DECATUR BLVD	NULL	LAS VEGAS	NV	89107
28	84	610	10286	12002 MCCORMICK RD	NULL	JACKSONVILLE	FL	32225
6	28	654	6016	101 N MAIN ST	NULL	BELLE GLADE	FL	33430
20	90	380	4212	2501 E LINWOOD BLVD	NULL	KANSAS CITY	MO	64128
5	100	270	11674	1849 W SUNSET BLVD	NULL	ST GEORGE	UT	84770
5	22	286	6692	4766 E QUEEN CREEK RD	NULL	GILBERT	AZ	85297
23	41	696	9090	317 S MAIN ST	NULL	GRAHAM	NC	27253
27	19	515	9266	620 W COLLEGE ST	NULL	PULASKI	TN	38478
5	23	277	5668	8301 W CAMELBACK RD	NULL	PHOENIX	AZ	85037
24	65	316	10785	1905 S MUSKOGEE AVE	NULL	TAHLEQUAH	OK	74464
28	81	331	13760	3188 HIGHWAY 278 NE	NULL	COVINGTON	GA	30014
27	19	524	9064	806 NISSAN DR	NULL	SMYRNA	TN	37167
24	65	316	7821	950 E KENOSHA ST	NULL	BROKEN ARROW	OK	74012
28	80	586	11491	684 W BANKHEAD HWY	NULL	VILLA RICA	GA	30180
5	22	286	9460	40663 N GANTZEL RD	NULL	SAN TAN VALLEY	AZ	85140
6	28	653	3455	2501 BROADWAY	NULL	RIVIERA BEACH	FL	33404
1	88	492	5307	6130 U S HIGHWAY 49	NULL	HATTIESBURG	MS	39401
28	81	593	11791	2100 N BROAD ST	NULL	COMMERCE	GA	30529
28	13	672	4303	1106 CLEARLAKE RD	NULL	COCOA	FL	32922
27	19	524	6676	400 SAM RIDLEY PKWY W	NULL	SMYRNA	TN	37167
35	73	775	9190	1860 VETERANS HWY	NULL	ISLANDIA	NY	11749
28	13	634	6383	2901 SW PORT ST LUCIE BLVD	NULL	PORT SAINT LUCIE	FL	34953
27	15	184	9321	710 N SAINT JOSEPH AVE	NULL	EVANSVILLE	IN	47712
10	43	456	5713	4740 W 95TH ST	NULL	OAK LAWN	IL	60453
7	32	570	4795	25016 GRATIOT AVE	NULL	EASTPOINTE	MI	48021
7	33	572	7206	5709 S TELEGRAPH RD	NULL	DEARBORN HEIGHTS	MI	48125
10	55	446	5280	950 S KOELLER ST	NULL	OSHKOSH	WI	54902
12	7	210	7480	1701 AUBURN WAY S	NULL	AUBURN	WA	98002
24	21	294	3367	8011 HARPER DR NE	NULL	ALBUQUERQUE	NM	87111
10	54	444	3448	11270 N PORT WASHINGTON RD	NULL	MEQUON	WI	53092
27	16	507	3465	3489 RAMILL RD	NULL	MEMPHIS	TN	38128

Region Number	Area Number	District Number	Store Number	Address Line 1	Address Line 2	City	State	Zip
10	52	433	4097	7501 GRAND AVE	NULL	GURNEE	IL	60031
10	55	447	3115	1165 W MASON ST	NULL	GREEN BAY	WI	54303
10	55	447	3133	2301 S ONEIDA ST	NULL	ASHWAUBENON	WI	54304
10	55	447	3253	2204 UNIVERSITY AVE	NULL	GREEN BAY	WI	54302
7	57	538	3442	7506 N SHADELAND AVE	NULL	INDIANAPOLIS	IN	46250
7	29	562	3349	510 N BEACON BLVD	NULL	GRAND HAVEN	MI	49417
10	45	470	4572	501 PLAINFIELD RD	NULL	WILLOWBROOK	IL	60527
10	54	860	21143	1000 N WESTMORELAND RD	RETAIL A	LAKE FOREST	IL	60045
10	43	452	3710	15575 E 127TH ST	NULL	LEMONT	IL	60439
10	53	450	11195	347 N INDEPENDENCE BLVD	NULL	ROMEDEVILLE	IL	60446
10	53	471	10374	680 E BOUGHTON RD	NULL	BOLINGBROOK	IL	60440
10	53	471	3405	400 S MAIN ST	STE 1	NAPERVILLE	IL	60540
10	42	472	4778	701 S MIDLOTHIAN RD	NULL	MUNDELEIN	IL	60060
10	52	435	9059	4001 W ALGONQUIN RD	NULL	ALGONQUIN	IL	60102
10	44	460	16355	2 N STATE ST #1	NULL	CHICAGO	IL	60602

Electronic Good Faith Dispensing (GFD) FAQs

GFD Overview FAQs

1. What is *Good Faith Dispensing (GFD)* and how does it relate to corresponding responsibility?

Corresponding responsibility is the legal obligation that pharmacists must ensure the proper prescribing and dispensing of controlled substance medications. *Good Faith Dispensing* is the name of the *Walgreens* process for evaluating prescriptions and documenting information to meet the corresponding responsibility requirements.

2. Why is Walgreens changing the *GFD Review* process?

The *GFD Review* process has changed from paper-based to an electronic process within *IC+*. This new process will allow team members to see a patient's full *GFD* history, displaying worksheets for previously dispensed prescriptions and refusals within the *GFD Info* tab. This includes pharmacist notes, red flags identified and corresponding responsibility documentation.

3. What is corresponding responsibility documentation (CRD)?

This enhancement allows pharmacist to document additional relevant information pertaining to why the dispensed therapy is appropriate in addition to documenting red flags.

4. Why is documenting Red Flags and CRD Important?

Thorough and appropriate documentation of this information on the *Good Faith Dispensing Review Worksheet* ensures that the legal corresponding responsibility requirements are met.

5. Who in the pharmacy is responsible for *Good Faith Dispensing*? Who is responsible for the *GFD Review Worksheet*?

Everyone in the pharmacy has a role in ensuring that the elements of *Good Faith Dispensing* are met. While all pharmacists and technicians have an obligation to assist with validation of *Good Faith Dispensing* requirements during the dispensing process, the pharmacist that accepts or refuses the *GFD Review Worksheet* is ultimately responsible for ensuring that the elements of *Good Faith* have been met.

6. Do I still need to use the paper *TD-GFD Checklist*?

No. All *GFD* documentation must now be completed and documented within *IC+*. You must use the paper *TD-GFD Checklist* only if the system is down and you cannot access the electronic *GFD Worksheet*.

7. At what step(s) in the prescription fulfillment process will *GFD* review occur?

During *Product Review*, the pharmacist is validating that the medication is correct and that all red flags have been identified, the resolution of those red flags has been documented and that all clinically relevant CRD information is entered on the worksheet appropriately.

8. When will a *GFD Review Worksheet* be required to be completed?

A *GFD Review Worksheet* is required for tablets and capsules of single entity methadone, oxycodone, and hydromorphone, which are currently the *Target Drugs*.

9. Can I complete a GFD Review on a drug that does not require a GFD Review Worksheet in IC+?

While a GFD Review Worksheet may not be required for other drugs, it can be accessed and completed on any prescription. To do so, locate the prescription in the *Work Queue* and open the *Options* menu to select *GFD Review Worksheet* once the prescription is in Entered status.

10. What is our policy on dispensing emergency prescriptions for opioids?

Follow the emergency CII policy and laws and regulations in your state. All controlled substance prescriptions need to go through the *GFD* process.

11. Do I need to notify the DEA of a refused prescription?

No, this is optional. If in your professional judgement, you determine to notify the DEA of a refused prescription do so via the DEA website below.

<https://apps2.deadiversion.usdoj.gov/rxaor/spring/main?execution=e1s1>

12. Is a pharmacist required to speak directly to the prescriber to verify the prescription and ask questions or can they speak to any staff member?

The pharmacist can speak to the prescriber or any clinical staff member. The pharmacist must feel that their questions have been sufficiently answered and must use their professional judgment in filling GFD prescription. If the pharmacist does not feel that questions were answered by a clinical staff member, pharmacist should speak to the prescriber. The pharmacist must document the name of the person that they spoke to and the items clarified on hard copy prescription prior to scanning, annotate the prescription, or document on the *GFD Review Worksheet*.

13. What do I do if a prescription appears to be altered or forged?

You must contact the prescriber to validate the prescription. Do not return the prescription to the patient if you suspect or confirm that the prescription is fraudulent. Do not fill a fraudulent prescription under any circumstances. Dispensing a prescription that the pharmacist knows is fraudulent is a violation of state and federal law.

14. What if the DEA or local law enforcement wants the pharmacy to fill a fraudulent prescription as part of a DEA investigation or sting on a prescriber?

Do not fill a fraudulent prescription. Inform your District Manager and Asset Protection Manager before assisting the DEA or local law enforcement with any investigations.

15. What do I do if a DEA investigator or board of pharmacy inspector requests GFD information for a prescription?

Follow all notification procedures should your store receive a visit from any of these entities. If prescription GFD information is requested, submit the request (with the subpoena or written request from agency) to the Rx Integrity team via DEARecordsRequest@walgreens.com

StoreNet> Policy & Procedure> Compliance Reports> Regulatory Contact and Inspections Process

StoreNet> Rx Ops> Rx Integrity> DEA Inspection Resources

16. What should I do when a patient calls to check the stock status of a controlled substance?

When answering a call for controlled substances, verify that the patient is in IC+ and ask the patient for the exact quantity needed. Do not disclose the quantity you have on hand to the patient, but only whether you do or do not have enough to fill their prescription.

17. What should I do when a patient calls to check the status of a controlled substance and they are not found in IC+?

Do not provide inaccurate information. Instead, inform the patient that since there is not an established relationship, you are unable to provide stock information over the phone.

18. Why have select controlled substances been removed from the inventory on hand tool?

These drugs have been removed to help protect the safety of the pharmacy and store staff from burglaries and robberies.

19. How do I calculate MME (Morphine Milligram Equivalents)?

Refer to the *Opioid Dosage Calculator* and the CDC handout *Calculating Total Daily Dose and Safer Dosage* found on StoreNet/Rx Ops/Rx Integrity/Target Good Faith Dispensing

20. How can I fill naloxone without a prescription?

Review your state-specific Naloxone Policy for dispensing procedures found on StoreNet/Patient Care/Clinical Services/Naloxone Program/State Specific Requirements.

21. How can I offer naloxone to a patient with bedside delivery when the pharmacist does not have any contact with the patient or caregiver?

You can notate "No," indicating that naloxone was not offered and document that the patient had bedside delivery on the *GFD Review Worksheet*.

22. Do I need to offer naloxone for every Target Drug fill?

No. Pharmacists must offer naloxone to patients when the MME for a prescription is greater than 50. For subsequent fills, if a patient has naloxone on-hand or has recently declined a naloxone offer, use your professional judgement, and document the date offered in the *Notes* section of the *GFD Worksheet*.

23. If I am not the pharmacist on duty when the patient picks up their prescription, how can I ensure the pharmacist on duty offers naloxone to the patient?

The pharmacist has a few options to ensure naloxone is offered to the patient on *GFD* prescriptions exceeding 50 MME. The pharmacist may offer naloxone to the patient at prescription drop off, the prescription can be blocked from being sold by adding a consultation requirement (CAP) block, or the pharmacist may call the patient. All pharmacy team members at your location must follow the same process to reduce any chance of confusion.

24. Are hospice prescriptions considered exempt from the GFD procedures?

No. The *GFD Review Worksheet* is required for each Target Drug prescription. The hospice status must be documented in the *CRD* section of the *Worksheet*.

25. Is it ok to fill a prescription if I know there is a pain contract on file for the patient/clinic?

A pain contract does not necessarily make it ok to fill the prescription. The pharmacist must identify all red flags and resolve them prior to dispensing a controlled substance.

26. What should I do if a patient presents with a discount card for a Target Drug prescription?

The pharmacist must determine if this is a red flag that they cannot resolve. If they cannot resolve the red flag, then they must refuse the prescription. If the red flag can be resolved, they can dispense the prescription.

GFD IC+ Process FAQs**1. How do I initiate a GFD Review Worksheet?**

The *GFD Review Worksheet* will automatically open when technicians perform *Data Entry* on a Target Drug. The *GFD Review Worksheet* will automatically open during *Product Review* for all Target Drugs and for all prescriptions where a *GFD Review Worksheet* has been started. Note: If the pharmacist completes *Data Entry*, the *GFD Review Worksheet* will not automatically open until *Product Review*.

2. What if I initiate a GFD Review Worksheet for a drug that does not require a GFD Review Worksheet?

A *GFD Review Worksheet* can be completed on a non-controlled substance or non-target drug as determined by the pharmacist's professional judgement. Access the *Worksheet* from the *Work Queue* after *Data Entry* is complete. Note: All *GFD Review Worksheets* with saved information must be dispositioned (accepted or refused) by the pharmacist before dispensing.

3. If one pharmacist refuses to fill a prescription based on GFD, can another pharmacist fill the same prescription if they determine it meets GFD requirements?

Yes, another pharmacist may fill the prescription as long as they identify and resolve red flags, and document resolution of those red flags. Pharmacist must review *GFD history* prior to dispensing.

4. Does a "refused GFD" mean that we can never fill for that patient again?

No, a refusal is only by a specific pharmacist for a specific prescription. You must use your professional clinical judgement when dispensing all controlled substances including those prescriptions previously refused.

5. What should I do if the prescription is too soon to fill but would pass GFD on all other points?

A prescription that is too soon to fill may not be considered a true refusal. If it is too early to fill the prescription, pharmacists may refuse the prescription on the *GFD Review Worksheet* and store the prescription on the *Patient Profile* or keep it in the *Work Queue* until the appropriate time to dispense the prescription.

If it is a hard copy prescription and the patient has requested it back, you must refuse the prescription on the *GFD Worksheet*, documenting the reason for the refusal, delete the prescription from the Work Queue and return the prescription to the patient.

Prescriptions kept in the *Work Queue* must be updated to modify the *Effective Date* to match the appropriate dispensing date. The prescription must be annotated to document the reason for the future *Effective Date*.

6. Why isn't the prescription automatically deleted after the GFD Review Worksheet is refused?

A *GFD* refusal does not invalidate a prescription. The pharmacist must determine the appropriate next steps once a prescription is refused. This may mean storing the prescription on the *Patient Profile* or deleting the prescription and returning the hardcopy prescription back to the patient.

7. How long will I be able to view refusal documentation?

IC+ will display all *GFD* history for 18 months on the *GFD Info* tab of the *Patient Profile*. This includes all accepted and refused worksheets.

8. Can I refuse for a patient without entering the prescription into the system?

Unless there is a security concern, you must always process the prescription and complete the refusal in IC+.

9. What do we do if we call the prescriber and receive no response in 24 hours (72 hours if on a weekend) to our inquiry? If the patient does not want to wait and asks for the hard copy back, would we treat it like a refusal and complete the GFD Review Worksheet?

If the prescriber has not called back and the patient wants their prescription back, it is okay to give the prescription back to the patient to take to another pharmacy. You must process the prescription with a *GFD Review Worksheet* refusal and comment on the *GFD Review Worksheet* that you were waiting for prescriber clarification. This will allow Walgreens pharmacy team members to know that you are refusing because you have not received clarification from the prescriber.

10. What if the patient has a GFD Refusal for a different prescription than the one they are currently trying to fill?

If the patient has a refusal for a different prescription, the current prescription should not be treated as an automatic refusal. Use your professional judgment regarding a *GFD Refusal* for a different prescription if it is a point of concern.

11. What if the prescription is refused and the pharmacist is busy at the time the patient returns?

The technician should inform the patient that the pharmacist will be with them shortly. Only the pharmacist should inform the patient of a refusal using the following refusal language:

"Walgreens is working hard to ensure the safe dispensing of controlled pain medications. Based on my clinical review and professional judgment, this prescription does not meet the requirements"

Walgreens has put in place for dispensing these medications. Therefore, I cannot fill this prescription in good faith. I apologize for any inconvenience.”

12. What if I refuse a prescription in the system in error? Is there a way to complete a new GFD Review Worksheet and accept the prescription?

Yes, locate the prescription in the exception queue and reprocess. Document the refusal you made in error on the *GFD Worksheet* for the dispensed medication. Note: The refusal will be visible in the Patient Profile under the *GFD Info* tab.

13. How should I handle refusing an e-Rx?

You should handle an e-Rx as you would a hard copy prescription. You can refuse the GFD Review Worksheet and delete or store the prescription with a MSC exception from the work queue. The refusal will be displayed in the “GFD Info” tab of the patient profile.

Note: once the e-Rx has been deleted, you must contact the prescriber for a new e-rx prescription.

14. How do I document the MME value for a non opioid drug?

Enter zero as the MME value.

15. What if the *Data Entry, Data Review, or DUR* was completed at a different location?

The GFD Review Worksheet must still be completed during *Product Review*.

16. What if I do not have enough information to complete the GFD Review Worksheet?

You can use the *Save* button to save information at any time and return to *the GFD Review Worksheet* up until *Product Review*.

17. What happens when I store a prescription for a Target Drug?

A *GFD Review Worksheet* is required every time a Target Drug prescription is dispensed. When a stored Target Drug prescription is re-opened, IC+ will automatically display a new, blank *GFD Review Worksheet* at *Product Review* that must be completed.

18. What happens if the refused prescription is deleted or closed?

All dispositioned (accepted or refused) *GFD Review Worksheets* will be saved in the *GFD Info* tab of the patient profile even if the prescription is closed or deleted.

19. If I need to update the prescription, do I need to complete a new GFD Review Worksheet?

No, but you must *Accept* or *Refuse* the existing GFD Review Worksheet again, if the update to the prescription prompts *Data Review*.

20. What should I be documenting in the red flags and corresponding responsibility sections?

You must identify all red flags, document resolution of all red flags if resolution is possible, and provide supporting information in the corresponding responsibility section, including conversations you may have had with the patient or prescriber.

21. What should I be documenting in the notes section?

The notes section must contain any additional comments that you feel are clinically appropriate.

22. Why is the accept button disabled?

The accept button is only available to the pharmacist. The accept button only becomes enabled when all red flags have been resolved, meaning there are comments in the text field associated with each selected red flag. There must also be an *MME* value present on the *GFD Review Worksheet*.



Electronic Good Faith Dispensing Review Worksheet Job Aid

ATRH: Pharmacy > Compliance > RxIntegrity > Good Faith Dispensing
StoreNet: StoreNet> Rx Ops> Rx Integrity> Good Faith Dispensing

What Is Good Faith Dispensing?

The responsibility for appropriate prescribing of controlled substances lies upon the prescriber but a **corresponding responsibility** rests with the pharmacist who dispenses the prescription

- To be valid, prescriptions must be issued for a legitimate medical purpose by a practitioner acting in the usual course of professional practice
- This means that pharmacists and doctors share an **equal responsibility** to ensure that prescriptions are properly prescribed and dispensed

Walgreens process for evaluating and documenting prescriptions to ensure corresponding responsibility requirements are met is known as *Good Faith Dispensing (GFD)*

- Since all clinical situations are unique, the *GFD* policy allows pharmacists use their clinical judgment to balance patient safety and health outcomes while always adhering to regulatory requirements
- Pharmacists **must** use the elements of *Good Faith Dispensing* in conjunction with state and federal controlled substance laws when filling **all** prescriptions
 - *Target Drugs* require documentation of the *Good Faith Dispensing Review* using the new, electronic worksheet
 - Pharmacists may choose to document their *GFD Review* using the worksheet for any prescription, including non-controls such as gabapentin
- The act of documentation helps protect the license of the dispensing pharmacist by recording actions taken to meet corresponding responsibility requirements

While all team members have a role in ensuring the elements of *GFD* are met, **the pharmacist who accepts or refuses the GFD Review Worksheet will be held accountable.**

This job aid is supplemental to the referenced [Walgreens Good Faith Dispensing Policy](#) and contains operational guidance for using the new electronic *Good Faith Dispensing Review Worksheet* to document compliance information in *Intercom Plus*.

What Is Changing?

A new, electronic *Good Faith Dispensing Review Worksheet* in *Intercom Plus* will replace the paper *TD-GFD Checklist*

- Used to identify and document resolution for *Red Flags, Corresponding Responsibility Documentation (CRD)* and pharmacists' clinical notes

Completed *Good Faith Dispensing Review Worksheets* are automatically saved to the *Patient Profile (F7)* and displayed on a new *GFD info* tab

- Includes all information entered by the pharmacist who accepts or refuses the *Good Faith Dispensing Review Worksheet*
- May be used to identify previous refusals on prescriptions at alternate locations

Why Did We Do It?

Provides enhanced ability for pharmacists to document their Good Faith Dispensing Review and provides visibility of refused prescriptions to pharmacists at other locations.

- Improved ability for subsequent pharmacists to review documentation

Thorough *GFD* evaluation and detailed documentation ensures patient safety and protects Walgreens and our pharmacists.

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Key elements of the GFD Review Worksheet

1. **Prescription Morphine Milligram Equivalents (MME)**
 - a. Pharmacists must enter calculated value using an [MME Calculator](#)
2. **IC+ Data Entry** information
3. **Red Flags**
 - a. Factors that may negatively impact prescription validity
 - b. Pharmacists must identify and document resolution of all **Red Flags**
 - c. Once a **Red Flag** is selected, a resolution comment is required
4. **Corresponding Responsibility Documentation (CRD)**
 - a. Factors that positively impact prescription validity
 - b. Once a CRD is selected, a resolution comment may be entered, but not required.
5. **Notes**
 - a. Area designated for additional documentation, e.g. clarification with the prescriber or patient
 - b. Since the **CRD** and **Red Flag** prompts are not all inclusive, **Notes** must be used for additional documentation
 - c. Only pharmacists may enter **Notes**
6. Pharmacist attestation, confirming adherence to **GFD** policy
7. **View PDMP**
 - a. Allows pharmacists to view the prescription drug monitoring program information in eligible states
8. **Accept**
 - a. Documents pharmacist approval to dispense the prescription and completes the **Worksheet**
 - b. Only enabled once all required elements are populated
9. **Refuse**
 - a. Always enabled for pharmacists to document refusal to dispense the prescription and completes the **Worksheet**

The screenshot shows the GFD Review Worksheet interface for a prescription for Patricia Thomas. The patient's information, including name, date of birth, gender, and address, is displayed. The Rx Info section shows the drug as Hydromorphone 8mg ER Tablets, with a quantity of 30 and a 30-day supply. The Red Flags section contains two items: 'T2. Patient address, pharmacy or prescriber office not within geographical proximity' and 'T4. Patient is using discount card or paying cash'. The Corresponding Responsibility Documentation section contains two items: 'T3. Patient resides in hospice care, is using bedside delivery, or institutional care' and 'P6. Patient has a documented diagnosis or health condition consistent with the prescribed therapy'. The Notes section is empty. The bottom section contains the attestation text and buttons for View PDMP, Accept, Refuse, Save, and Cancel.

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Electronic Good Faith Dispensing Review Worksheet Job Aid

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StoreNet: StoreNet> Rx Ops> Rx Integrity> Good Faith Dispensing

Accessing the GFD Review Worksheet from Data Entry and the Work Queue

Good Faith Dispensing Review | Data Entry

Upon completion of *Data Entry*, after selecting the *Fill* button, the *GFD Review Worksheet* will automatically open only for *Target Drugs* that require completion of a worksheet

- Technicians must read *CRD* and *Red Flags* items designated with the technician identifier, *T* (e.g., T1, T2, T3)
 - Select the checkbox for all items that pertain to the prescription
 - Select the *Save* button when complete.
 - All information saved will be displayed to the pharmacist during *Product Review*

Good Faith Dispensing Review | Work Queue

Once *Data Entry* is complete, the *GFD Review Worksheet* may be viewed, started, or updated from the *Work Queue*

- Highlight the prescription in the *Work Queue* and select *Options* then *GFD Review Worksheet*
- This allows a *GFD Review Worksheet* to be completed for any prescription, not only *Target Drugs*



Good Faith Dispensing Review | Product Review

A *GFD Review Worksheet* will be automatically opened at *Product Review* for:

- All *Target Drugs*
- Any prescription with an in-progress *GFD Review Worksheet*

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Electronic Good Faith Dispensing Review Worksheet Job Aid

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Any information entered prior to *Product Review* will be displayed. Prescriptions that did not require *Data Entry* may display a blank *GFD Review Worksheet* (e.g., eRx automated *Data Entry* or stored prescriptions)

The pharmacist must then use their clinical judgment when deciding whether to refuse or dispense the prescription:

- Review all *Red Flags* items, toggling those that pertain to the prescription
 - Note: Always read the text carefully. The wording may change or additional prompts may be added at any time.
 - Note: A Pharmacist has the final review and can turn a Red Flag on or off after a technician may have already done so.

The screenshot shows the 'GFD Review Worksheet' interface. At the top, there are status indicators for 'F1 0', 'F4 5', 'CMD 2', 'TPR 22', 'PFL 8', 'MSC 22', 'wCB 17', 'DUR 8', 'OOS 1', and 'STATS'. The patient information section includes the name 'Patricia Thomas', birth date '12/19/1978', age '40', gender 'F', phone '(847) 964-7878', and address '300 Wilnot Rd, Deerfield, IL 60015'. The prescription details show 'HYDROMORPHONE 8MG ER TABLETS' with directions 'TAKE 1 TABLET BY MOUTH EVERYDAY'. The 'Red Flags' section has two items checked: '12. Patient address, pharmacy, or prescriber office not within geographical proximity' and '14. Patient is using discount card or paying cash'. The 'Resolution Comments' section has two items checked: 'Prescriber office 2 hrs away' and 'Patient in hospice care'. A digital signature is visible with the text '11/12/2019 12:11:54 PM Digital Signature Received'. At the bottom, there are buttons for 'View PDMP', 'Accept', 'Refuse', 'Save', and 'Cancel'.

- Document *Resolution Comments* for each selected *Red Flag*
 - Comments must provide a valid rationale for why dispensing is appropriate, if dispensing the prescription
 - Refer to previously completed worksheets displayed on the new *GFD Info* tab in *Patient Profile (F7)*
- Review all *Corresponding Responsibility Documentation (CRD)* prompts, toggling those that pertain to the prescription
 - Documentation of clarifying information is recommended, but optional
- Review *PDMP* information where appropriate or required, looking for additional red flags such as:
 - Evidence of poly-pharmacy or poly-prescriber
 - Completion of cocktails or other inappropriate combinations such as benzodiazepines with opioids
- Use the *Notes* field to document resolution of other *Red Flags* and *CRD*, such as clarifying conversations with the patient or prescriber or comments why dispensing is not appropriate prior to a refusal.

After gathering and documenting all relevant information, the pharmacist must complete their *Good Faith Dispensing Review* and decide whether to accept or refuse the prescription

- When the *Accept* button is selected, the pharmacist is attesting that *Good Faith Dispensing* guidelines have been followed, validated and documented appropriately
 - The screen will close and *Product Review* can be completed
 - The pharmacist who accepts or refuses the GFD Review Worksheet is recorded as the *GFD* pharmacist
 - The worksheet will be saved to the *GFD Info* tab for later viewing

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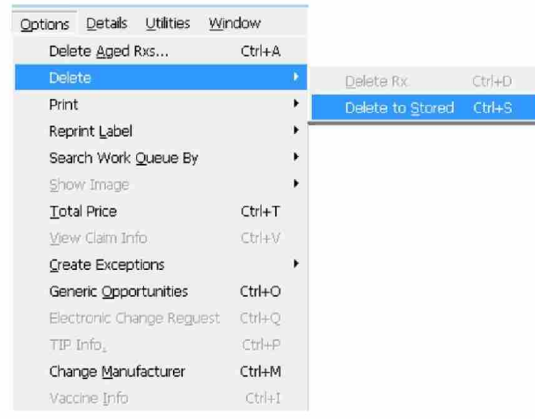
Electronic Good Faith Dispensing Review Worksheet Job Aid

ATRH: Pharmacy > Compliance > RxIntegrity > Good Faith Dispensing
StoreNet: StoreNet> Rx Ops> Rx Integrity> Good Faith Dispensing

- *Note: Accept* is only enabled for pharmacists once the MME and all selected *Red Flags* fields have populated comments
- When the *Refuse* button is selected, the prescription will return to *Reviewed* status
 - An MSC exception is automatically created with comments: *GFD refused on MM/DD/YYYY by RPh Initials*
 - The pharmacist who selected the *Refuse* button is recorded as the *GFD* pharmacist
 - The worksheet will be saved to the *GFD Info* tab for later viewing
 - *Note: Refuse* is only enabled once a *Red Flag* has been selected, or the *Notes* section is populated

Refused prescriptions may be:

- Deleted from the *Work Queue* and returned to the patient
 - *Note: eRx* should always be *Stored* then *Closed* rather than deleting to maintain traceability. See below for storing an eRx without placing it in *Ready* status
- Left in the *Exception Queue* until the *Red Flag(s)* have been resolved. For example:
 - It is no longer too early to fill or
 - The prescriber has been contacted and clarified information on the prescription
- *Stored on the Patient Profile*
 - If the prescription may become valid in the future
 - While the prescription is in *Reviewed MSC* status,
 - Update Rx to change the *Do Not Dispense Before Date* to a future date (such as tomorrow)
 - The prescription will undergo another *Data Review*
 - After *Data Review*, the prescription is automatically converted to *MSC* status
 - Highlight the prescription in the *Work Queue*
 - Open the *Options* menu, then select *Delete > Delete to Stored*



Multiple team members may contribute information to an in-progress *GFD Review Worksheet*

- The pharmacist who selects the *Accept* or *Refuse* buttons is accountable for:
 - The accuracy and validity of the final information contained on the worksheet
 - Ensuring *GFD, Corresponding Responsibility* and all other federal, state, and local requirements with regard to *GFD* (e.g., PDMP check) are met

Note: Prescriptions that have been updated and require another Data Review will also require completion of a GFD Review Worksheet again

- Ensure the pharmacist performing the *GFD Review* considers the most recent information when making a determination
- For example, updating the *Directions* will require a pharmacist to complete the *GFD Review* again

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Historical GFD Review Worksheet Information

All completed *GFD Review Worksheets* will be saved on the *Patient Profile (F7)*

- Includes *Accepted* and *Refused* prescriptions
- *GFD Review Worksheets* from the previous 18 months will be visible on the new *GFD Info* tab
- Highlight a *Worksheet* to view the full details of the previous GFD Review

TeamRx - [Patient Information - C Jack]						
Application	Patient	Utilities	Window	WAIT 0 Min 10:25 PM	F1 0	F4 4
				PAT 0 Calls	CMD 2	TPR 22
				FBR 0 Calls	WCB 17	DJR 8
					00S 1	STATS
Paul Jones				M	02/02/1995	24
				45 South Elm Street	(847) 161-6516	
Gen Info Phone/Contact Info 3rd Pty Plans Sr Dty Allergies Health Cond Addl Info Cmts GFDInfo						
Original Date	Drug	Rx Number	Store Number	Fill Number	Prescriber	GF
08/01/2019	OXYCODONE 10MG IMMEDIATE	181000	59282	1	BASHRI,HASAN	09/
09/01/2019	OXYCODONE 10MG IMMEDIATE	181023	59282	1	BASHRI,HASAN	09/
09/15/2019	OXYCODONE 10MG IMMEDIATE	181025	59282	1	BASHRI,HASAN	09/
09/15/2019	OXYCODONE 10MG IMMEDIATE	180996	59282	1	BASHRI,HASAN	09/

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