

"Prevention of Audit Shortages in the Pharmacy - Opening Procedures Scenario" - Transcript

00;00;00;04 - 00;00;21;04

Narrator:

Poor practices in the pharmacy come in many forms. We've looked at several, but here's a big practice blunder that you may be making. Watch as the pharmacist comes in for his shift today. The retail store opens in a few minutes, as does the pharmacy. Let's go over the issues here. One. The pharmacy was only opened by one person.

00;00;21;06 - 00;00;46;04

Narrator:

This staff person has potentially unlimited access to drug stock- from the time she arrives, to the time the other staff shows up for their shifts. Best practices for opening a pharmacy include opening with two people, both for personal accountability and the safety of the opening staff. Two. If too many people have a key to the pharmacy, the potential pool of people responsible for thefts and losses increases manifold.

00;00;46;06 - 00;01;06;23

Narrator:

Ideally, only 1 or 2 people have a key and those with keys open the pharmacy with another party present. Three. You can see that our technician has food in the pharmacy, which should never be permissible. But another huge issue. Here are the lunch box and backpack in the pharmacy area. These personal items can very easily be used to store drugs.

00;01;06;26 - 00;01;33;02

Narrator:

Let's take the lunch box as an example. Here's what a day's worth of pilferage might look like. You can see just how much stock has been pilfered. Now imagine if this person or several people were pilfering from your pharmacy several times a month, a week, or even several times a day. This is obviously a very serious concern, and illustrates perfectly why it's imperative to have strong opening procedures that take all of these issues into consideration.

00;01;33;10 - 00;01;38;15

Narrator:

Open with two people. Limit key access and don't allow personal items in the pharmacy.