

## "Prevention of Audit Shortages in the Pharmacy - Outside Scenarios" - Transcript

00;00;00;07 - 00;00;21;07

Narrator:

We've looked at several scenarios involving poor practices inside the pharmacy, but sometimes what happens outside the pharmacy is just as important. In our first example, this pharmacist has left the pharmacy under the pretense of taking out the trash. But watch what she does next. She goes directly to her car first, opens the trunk and slips in several bottles

00;00;21;07 - 00;00;47;12

Narrator:

she's hidden in the trash bag. There are several issues here. One, the trash bag isn't particularly full. If you notice staff offering to take out the trash when there's no need, that may be a flag for concern. Two: the trash bag is relatively opaque, meaning you can't easily see the contents. It's best practice to use clear trash bags in the pharmacy, which allow a person to easily see the contents of the trash bag.

00;00;47;15 - 00;01;10;09

Narrator:

Three: the trash bag isn't tied off. This makes it very easy for the person to reach in and take whatever has been stowed in the bag. Here we have another issue where the staff member is taking the trash out. Watch how she removes the bottles before she throws the trash bag away. She talks the bottles into her coat and proceeds back into the pharmacy.

00;01;10;12 - 00;01;31;25

Narrator:

This is why it's exceptionally important to have a process for trash disposal that takes into account both the possibilities for diversion and best practices to prevent these things from happening. Now we'll take a look at a similar situation. The pharmacist is leaving for the day. Notice that she has her coat on still. When she gets into the car,

00;01;31;26 - 00;01;57;28

Narrator:

She removes two bottles from where they were hidden under her coat. You can see here how she was able to conceal each of these bottles, one in her shirt pocket and the other in her jeans. This is another prime example of why it's important to limit the flow of personal items in and out of the pharmacy. Her coat for example, should be kept in the pharmacy itself.

00;01;58;00 - 00;02;19;16

Narrator:

Here is another example of how easy it is to divert drugs beyond the pharmacy. Take the drive thru setting: a pharmacist or pharmacy technician arranges for a friend to pick up a prescription, or perhaps to just drive through under the pretense of picking up a prescription. The friend arrives and drugs are diverted through the window. Just as you see here.

00;02;19;19 - 00;02;44;10

Narrator:

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This is another somewhat unusual scenario involving a wholesale delivery. Here we see the pharmacist on her break outside of the pharmacy. When the delivery driver arrives, she meets him. Before he reaches the door. She tells him not to worry, that she'll take care of the delivery. She signs for the delivery and pretends to walk back to the pharmacy.

00;02;44;12 - 00;03;05;28

Narrator:

But we soon see that this is just for show, and she makes her way back to her car to stash drugs before returning to the pharmacy. As you can see from these different scenarios, it's all too easy for drugs to be diverted from the pharmacy. However, these scenarios can easily be prevented by making sure your pharmacy employs best practices in its everyday functions.

00;03;06;00 - 00;03;30;19

Narrator:

This includes having a clear trash procedure: ensure bags are clear, full and tied off before disposing. It also includes clear wholesaler delivery procedures wherein the pharmacist or pharmacy technician, signing for the delivery is doing so inside the pharmacy and with another staff member present. For more suggestions on best practices for your pharmacy, visit us on our website at the link below or in the description box.