

Transcript for "Pill Mill Part 4: Pickup"

00:00:05:17 - 00:00:28:23

Narrator: Pill Mill warning signs may not present themselves until the consumer returns to pick up their prescription. There are also more pervasive signs that aren't directly related to the consumer interaction process. Here are some more red flags to look for. You feel compelled to hire security to prevent problems. People pay with cash or credit card more often than through insurance.

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Narrator: Your pharmacy charges more, and people are willing to pay more for controlled substances than nearby pharmacies. People comment about the price of drugs on the street, refer to drugs by their street names, or ask for a specifically colored pill or liquid. The prescriber has been subject to disciplinary action by his or her licensing board. The prescriber has had their DEA registration removed.

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Narrator: The prescriber has been subject to criminal action. One or more wholesalers have expressed concern about the number of controlled substances ordered by your pharmacy. Wholesalers have discontinued supplying drugs to your pharmacy. Your pharmacy has previously been warned or disciplined by the Texas State Board of Pharmacy for non therapeutic dispensing of controlled Substances.

Graphic reads: "Ask a pharmacist: what is the biggest red flag you've seen?"

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Billy Steele, RPH: The most red flag issue of all of those is when somebody comes in and they say, I want to pay cash. Nobody wants to pay cash. With as expensive as prescriptions have gotten, and they want to pay cash? That's clearly a red flag. And and it causes you to do some diligent work to make sure everything's real up to and including calling the physician.

Graphic reads: "Ask a pharmacist: what should you ask the patient when verifying a prescription?"

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Billy Steele, RPH: I can ask the patient questions about what, you know, what is really occurring for this type of prescription that seems out of the norm. Sometimes they tell you, sometimes they say they've been on forever and they're just in the neighborhood stopping in. Some of them appear annoyed that you even ask a question, and you have to proceed from there.

00:02:13:25 - 00:02:25:00

Billy Steele, RPH: But usually if they act in a way, something's not really right or correct about the process.

Graphic reads: "Ask a pharmacist: what should you ask a doctor when verifying a prescription?"

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Billy Steele, RPH: One thing, a lot of times you don't get the doctor when you call, you get the nurses, and I will ask questions.

Exactly why is somebody getting a large quantity of a medication that usually is not written in that large of a quantity? Sometimes they'll give me an answer. Sometimes they'll say, this is patients out of town or this patient just needs it for a period of time.

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Billy Steele, RPH: But I'll write down the name of the nurse I talk with, so I can say I contacted this person and this is what they're telling me. But, if I can't get an answer like that, then, of course, we have to reassess the prescription.

Graphic reads: "Ask a pharmacist: what other advice do you have for pharmacists?"

00:03:04:19 - 00:03:25:16

Billy Steele, RPH: You really need to develop a relationship with the other pharmacies in the area, because it's a great resource and everybody knows the problem people. We just got one, and it's like- I had to talk to the other pharmacist. Okay, so what happened when this occurred? What happen when that occurred? So again the pharmacist interaction is really good. On the doctor side being, in a localized area,

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Billy Steele, RPH: I know the nurses and there's no problem calling them and saying okay Kim, what's up with this one? This doesn't look exactly right. It doesn't look like what yâ€™all normally prescribe. And then I'll get an answer like it's a temporary situation or something like that. Or sometimes I go, let me talk to the doctor. And then the doctor has on occasion changed it.

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Narrator: Thank you again for watching this series. Click on any one of the links displayed now to view a part of this series. Again. A full list of all the pill mill red flags featured in this series can be found on the Texas State Board of Pharmacy's website via the link below. In the description bar, you can also find links to various pertinent parts of the TSBP website below, as well.

00:04:08:24 - 00:04:13:05

Narrator: For a text summary of this video, please see the link below in the description box.