



Enclosure #2
BOL sent to Beth
2/2/2011

Idaho State Board of Pharmacy

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Complaint Report

Date: 1/22/11

Compliance Officer: Jan Atkinson

Case File #: 10-225

Complaint:

William Campbell alleges that the pharmacists on duty 2/08/10 at Wal-Mart Pharmacy, Moscow, ID made no effort to offer consultation or provide for an opportunity to request consultation on a new prescription. According to Campbell the opportunity for private communication with a pharmacist was nonexistent. A sign marked "consultation" was located above the cash register but people were lined up at the register waiting to pick up prescriptions and pay for them. Mr. Campbell had a specific question about the medication and side effects related to muscular-skeletal injury which was a prominent warning for people who were prescribed ciprofloxacin. Failure to complete a prospective drug review and then offer to counsel the patient or caregiver "face to face" is a violation of Idaho Code Section §54-1726(b) and IDAPA 27.01.01.184.13.

Pharmacists:

Name: Elizabeth Bakken R.Ph.

Pharmacist License: P5716

Controlled Substance Registration: CS9875

DOB: 1/02/62

SS#: 564-08-5100

Address: PO Box 1385
Pullman, WA, 99163

Phone: (509) 592-7118

Name: Susan Paulson R.Ph.

Pharmacist License: P3651

Controlled Substance Registration: CS1448

DOB:

SS#:

Address:

Phone:

HIPPA RED
ALERT: this page
and next cause
Campbell medical
info!!!!!!

Is Campbell looking
for a lawsuit
against Wal Mart?
Dave

Pharmacy:

Wal-Mart Pharmacy 10-1870

License #: 878CP

DEA #:

Address: 2470 W Pullman RD

Moscow, ID 83843

PHONE: (208)882-5886

HIPPA RED
ALERT

Details:

On 3/03/10 I was contacted by compliance officer Gina Knittel following completion her on-site review at the Wal-Mart Pharmacy in Moscow, ID regarding this complaint. Ms. Knittel provided the following synopsis regarding the complaint:

On 2/08/10 Mr. Campbell presented a prescription for Ciprofloxacin 500mg to pharmacy technician Sarah Sanderson. Pharmacist Elizabeth Bakken checked the prescription accuracy prior to order entry by the technician. Pharmacist Susie Paulson completed the final check after the prescription was processed. Technician Edna Bastian sold the medication to Mr. Campbell. Technician Bastian could not recall whether she spoke to Mr. Campbell regarding counseling. Wal-Mart's computer prompts the technician to ask a patient if he/she would like to be counseled by a pharmacist before a sale is completed but Wal-Mart does not require documentation of whether counseling is offered or performed.

Summary:

With no apparent offer to counsel by either the technician or the two pharmacists that were on duty there appears to be a procedural failure in extending counseling or at a minimum, extending an offer for counseling to the patient. This failure to act compromises Mr. William's ability to acquire necessary information regarding the side effects associated with the medication he was prescribed. The profession of pharmacy is based on counseling. Putting professional judgment aside, I believe this board has a reasonable expectation of accountability by the pharmacist(s) in and to ensure that each patient is counseled on all new prescriptions.

Complainant Information:

William Campbell

Phone:

Attachments:

Ciprofloxacin Rx

William Campbell's Letter

Inspector Narrative

Patient Drug Information

Sounds like BOP is
going after Wal Mart
big time...

Dave B

To Dave, this sounds like what the NCAA calls "Institutional Lack of Control" (or whatever they call it). That is what got USC hammered last year and what got SMU's football team the "death penalty" a few decades ago. Which is why Wal Mart is very concerned here, and seemingly trying to dump it on Beth and Susan (but only Beth cares: I think Susan just wants to be over it, she is semi-retired anyway).