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Idaho State Board of Pharmacy
1880 Americana Terrace
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February 13, 2011

Re: Administrative Complaint Case No. BOP 10-225

Dear Board:

This letter is an answer to the allegations in the aforementioned administrative complaint (dated 27 January 2011) regarding an incident that occurred at the Moscow Idaho Wal Mart Pharmacy on 08 February 2010. In summary, I strongly refute those allegations.

On this date, Patient W.C. ("patient") came to have a new prescription filled. I have no recollection of this transaction, other than he was upset and/or impatient about insurance issues. I do know that he did complain to Wal Mart a few weeks later. As part of this process, on 3 March 2010 an incident report was completed which the Board is presumably in possession of. This narrative consists of my team's recollection of this transaction from when we discussed it in March. It was most unfortunate that it was almost a full year that I received this notification (10-225) from the Board; my recollection has not improved with the passage of time.

I have been a pharmacist for over 25 years, and have worked in four states (Washington, Idaho, Arizona, and New Hampshire). It has long been my standard protocol to always give counsel for a new prescription for any patient, whether at the time it is picked up, or at any other time that is possible (such as over-the-phone or during the filling process). I note that this has long been my professional policy even when working at retail pharmacy in states that did not require such counseling.

Given the above, and the passage of time, I regret that I cannot provide the Board with any further information germane to this case.

This is the first time in all my practice in any state that any official complaint has been filed against me or any kind of board interaction has happened. With all due respect to the board, it seems to me to be disproportionate that after only once such filing in over a quarter century of practice, formal board proceedings are initiated against me, and I may well have to pay to come to Boise and even hire a lawyer.

Please keep me informed about what next steps are.

Sincerely,

Elizabeth A. Bakken, R.Ph.
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