**Purpose:**

The purpose of the Pharmacist Due Diligence “Know Your Customer” policy and procedure is to provide reasonable guidance for the Dispensing Pharmacist to notice and resolve red flags related to Customers under the Dispensing Pharmacist’s corresponding responsibility as it relates to controlled substance prescription dispensing.

Culture of our company should lead the pharmacist in the requirements to “know your customer” in all dispensing activities. It is just as important that you know your customer when giving them an antibiotic as when giving them a controlled substance. Please utilize the time we have given you as pharmacist to first fill all prescriptions correctly, and secondly build a relationship with your customers: “Knowing Your Customer”

**Scope:**

This policy and procedure applies to {List all pharmacies under common ownership} and to the pharmacist dispensing controlled substances in those facilities.

**Responsibility:**

It is the responsibility of the Dispensing Pharmacist to remain aware and current of laws and regulations affecting the controlled substance prescription dispensing. The Dispensing Pharmacist cannot delegate the corresponding responsibility to any person or entity.

**DEFINITIONS:**

None

**PROCEDURE**

**Presentations of the Prescription:**

* A handwritten prescription is presented at the pharmacy, it looks altered or flawlessly thorough (contains patient address. Quantity spelled out, patients date of birth, and multiple provider identifiers, etc.)
* Irregularities on the face of the prescription itself
* The pharmacist becomes aware that the prescribers Drug Enforcement Agency (DEA) registration has been previously suspended or revoked.
* Pharmacist becomes aware through “Know your Prescriber” Policy and Procedure.
* The prescriptions for controlled substances contain nonspecific or no diagnoses
* The prescriptions are commonly for the highest strength of the drug and/or for large quantities
* Patients are traveling in groups, groups of patient’s present prescriptions for the same controlled substance from the same prescriber or multiple family members or patients living at the same address present similar controlled substance prescriptions to the pharmacy on the same day.
* Prescriptions that are missing information- DEA, Prescribers Phone Number, Prescribers Address, Prescribers Signature.

**Patient Behavior:**

* The patient is pressuring the pharmacist to dispense the controlled substance by making direct threats.
* Patient is showing signs associated with control substance abuse (confused, intoxicated or exhibiting withdrawals).
* Excessively celebratory patient demeanor
* Age or presentation of patient (e.g., youthful patients seeking chronic pain medications)
* Patient obtains the similar control substance from more than one prescriber without disclosing the information.
* Patient obtains the similar control substance from another pharmacy or pharmacies without disclosing the information.
* The patient presents prescriptions for highly abused control substance medications, which may vary with region. Pharmacist should be aware of abuse trends in their area.
* Patients requests specific dugs by brand name or description (M’s, Blues, Mallinckrodt Blues).
* Patient appears to be nervous or is in a hurry.

**Red Flags**

* Distance- Patient and or prescriber not being located within the stores geographic area.
  + - Patients traveling distance to pharmacy and or the doctor
* Cash- Cash payments for prescriptions, if the patient has insurance but is paying cash.
* Early Fills- Patients attempting to refill early or consistently showing up at the first available moment when a refill can be obtained.
* Patients has scripts for multiple medications but is only wanting the control substance filled.
* Prescriptions from emergency room for a large supply. For example, a ninety-day supply of medication would typically not come from an emergency room.
* The same diagnosis codes for many patients
* Same combinations of drugs prescribed for multiple patients.

No matter whom you work for or work with you do NOT have to fill every prescription that comes across the counter. While it is true nobody wants to turn away business or disappoint a patient, the pharmacist must use professional judgement.

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