



VOLUME 9: PHARMACY SERVICES	Effective Date: 05/2008
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9.21 BREAK-IN, THEFT/LOSS FROM PHARMACY OR MEDICATION STORAGE AREAS PROCEDURE	Attachments: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

I. PROCEDURE OVERVIEW

Any suspected breach of security or known medication theft or loss from the pharmacy or other medication storage areas due to break-in, robbery, or unexplained inventory shortages, shall be promptly reported and investigated.

II. PURPOSE

To ensure breaches of security or losses due to theft or another cause are addressed promptly and medications are not diverted for misuse or abuse and to reduce the impact of inventory shrinkage on patient access to medications.

III. PROCEDURE

- A. Upon discovery of a break into the pharmacy or to any non-pharmacy medication storage area the Pharmacist-in-Charge (PIC) or designee shall be notified immediately by the person discovering the break-in. Any breach to the security of the pharmacy or any non-pharmacy medication storage area shall be reported immediately whether or not a loss of medication is detected.
- B. The PIC or designee shall perform an immediate assessment and report the breach in security or medication loss in the pharmacy or non-pharmacy medication storage area.
- C. When medication losses are discovered either as one large loss or losses which have taken place over time, the loss shall be managed as if it were a theft.
- D. Notifications
 - 1. During pharmacy business hours, the PIC or designee shall notify in writing the following institution and health care personnel as soon as possible after discovery and prior to the end of the shift:
 - a. Institution’s Investigative Services Unit
 - b. Warden
 - c. Chief Executive Officer
 - d. Chief Medical Executive
 - e. Chief Nurse Executive
 - f. Chief of Pharmacy Services
 - 2. After pharmacy business hours, the Supervising Registered Nurse II on duty shall notify the institution and health care personnel listed in Section III(D)(1) above. The SRN II shall also notify the PIC or designee.
- E. After notifying the Chief of Pharmacy Services, the PIC shall notify the following agencies as required:
 - 1. The California State Board of Pharmacy (within 30 days of discovery of the loss).
 - 2. The Drug Enforcement Administration (DEA) in the case of missing controlled substances immediately upon discovery by completing an on-line Form DEA-106 available at the following link: <http://www.deadiversion.usdoj.gov> (Refer to Inmate

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- Medical Services Policies and Procedures, Volume 9, Chapter 18, Ordering, Securing, and Disposing of DEA Schedule II, III, IV and V Controlled Medications).
- F. The PIC or designee shall document the date and times of notification of each of the institution and health care personnel listed in Section III(D)(1) above and state and federal agencies. The PIC or designee shall make a final written report within 72 hours of the conclusion of the investigation.
1. The report shall contain circumstances surrounding the breach of medication security and/or loss of medication, including the amount and type of medication losses when they exist, and the resolution of any investigation whenever possible.
 2. The Chief of Pharmacy Services shall request and determine the frequency of supplemental reports if the investigation becomes lengthy.
 3. All reports shall be sent to the institution and health care services personnel listed in Section III(D)(1) above, the local Pharmaceutical Care Committee, and state and federal agencies when required.

IV. REFERENCES

- Drug Enforcement Administration Pharmacists Manual, Section V, Security Requirements
- California Correctional Health Care Services, Inmate Medical Services Policies and Procedures, Volume 9, Chapter 18, Ordering, Securing, and Disposing of DEA Schedule II, III, IV, and V Controlled Medications