

# Pharmacy Drug Thefts

## Pharmacy Theft Prevention Program



*Cathy Gallagher  
Associate Section Chief  
Liaison and Policy Section  
Office of Diversion Control*

# Sources of Diversion

- **Illegal & Improper Prescribing**
- **Prescription Forgery**
- **'Doctor Shopping'**
- **Internet Purchases**
- **In transit losses**
- **Thefts from Pharmacies & Distributors**

# Drug Theft Prevention Program

A cooperative program involving the Drug Enforcement Administration, other Federal, state & local regulatory and law enforcement agencies, the pharmacy community, and the public.



# Drug Theft Prevention Program

## Principal Objectives:

1. Deter criminals from attempting the crime
2. Make the crime of pharmacy theft unproductive
3. Accomplish the program goals without jeopardizing lives

## Immediate Goals:

1. Deterrence
2. Make the thefts which do occur as difficult as possible
3. Minimization of product and financial losses
4. Increase the probability of apprehending the thief.

# Pharmacy Theft Prevention Program

The keys to a successful theft prevention program are cooperation, communication and education at all levels of the problem. These levels are:

- The Pharmacist and the Pharmacy Industry
- Law Enforcement and Regulatory Agencies
- Prosecutors at all levels (Federal and State)
- The Media - (Public Service Announcement)
- The Community (Chamber of Commerce)



# Role of the Pharmacy

- 1. Improve physical security**
- 2. Increase awareness of security requirements**
- 3. Develop written security procedures**
- 4. Train employees**
- 5. Seek assistance from law enforcement**
- 6. Communicate with other pharmacies**

# Burglary Prevention Tips

- **Install an alarm system and test it often**
- **Install video cameras**
- **Communicate w/local law enforcement**
- **Invite the local police in to tour your store**
- **Leave some lights on after closing**
- **Insure there is adequate outside lighting**
- **Train your employees**
- **Change locks, alarm codes and safe combinations when an employee leaves**

# Robbery Prevention Tips

- Have at least 2 employees open/close the store
- Install hold-up/duress alarm buttons
- Keep a minimum amount of controlled substances stock
- Keep the area uncluttered
- Stay alert to your surroundings
- Watch for people hanging around & not buying anything
- Beware of suspicious activity outside your business
- Call the police if you see something suspicious

# If You Are Robbed

- Cooperate & remain calm. Comply with robbers demands
- Don't talk except to answer questions
- Don't stare directly at the robbers
- Don't make sudden moves
- Make mental notes of the robber's description
- If you can safely do so, activate the alarm
- Don't touch anything
- Don't chase the robber
- Once the robber leaves, lock the door
- Keep witnesses on site

# Tips For Preventing Employee Theft

- Screen applicants
- Properly train & supervise employees
- Institute a zero tolerance policy on employee theft
- Develop & Provide written guidelines (SOPs)
- Set the example
- Conduct surprise audits
- Personally look into customer complaints
- Set up an anonymous tip line to report employee theft
- Be alert to disgruntled or stressed employees
- Look for unexplained rises in employee's living standard
- Inspect employee's bags, lunch bags & backpacks
- Limit access
- Open lines of communication

# Tips For Preventing In-Transit Losses

- Screen the carrier
- Check carrier's licensure
- Check carrier's complaint history
- Is the carrier insured?
- Check the carrier's theft/loss history
- Is the carrier incorporated?
- Is the carrier bonded?
- Does the carrier have written SOPs
- Drug storage
- Access control & security
- Hours of operation
- Number of employees

# Tips For Preventing In-Transit Losses

- Employee training
- Employee substance abuse testing
- Employee turn over rate
- Management oversight
- Vehicle type
- Vehicle security
- Routes

# Reporting Thefts or Losses

- **Report all thefts to the local law enforcement agency**
- **Report thefts and significant losses to the DEA Division in your area via telephone/fax**
- **Complete the DEA Form 106**

# Role of Law Enforcement

- 1. Increase uniformed presence in and around pharmacies**
- 2. Improve response times to pharmacy alarm activations**
- 3. Identify organized groups or repeat offenders in pharmacy thefts**
- 4. Analyze and Identify Trends**
- 5. Communicate with & provide training to pharmacies**



# Pharmacy Theft Prevention Program

Warning Posters  
For the Public  
For the  
Pharmacy Staff

## WARNING!

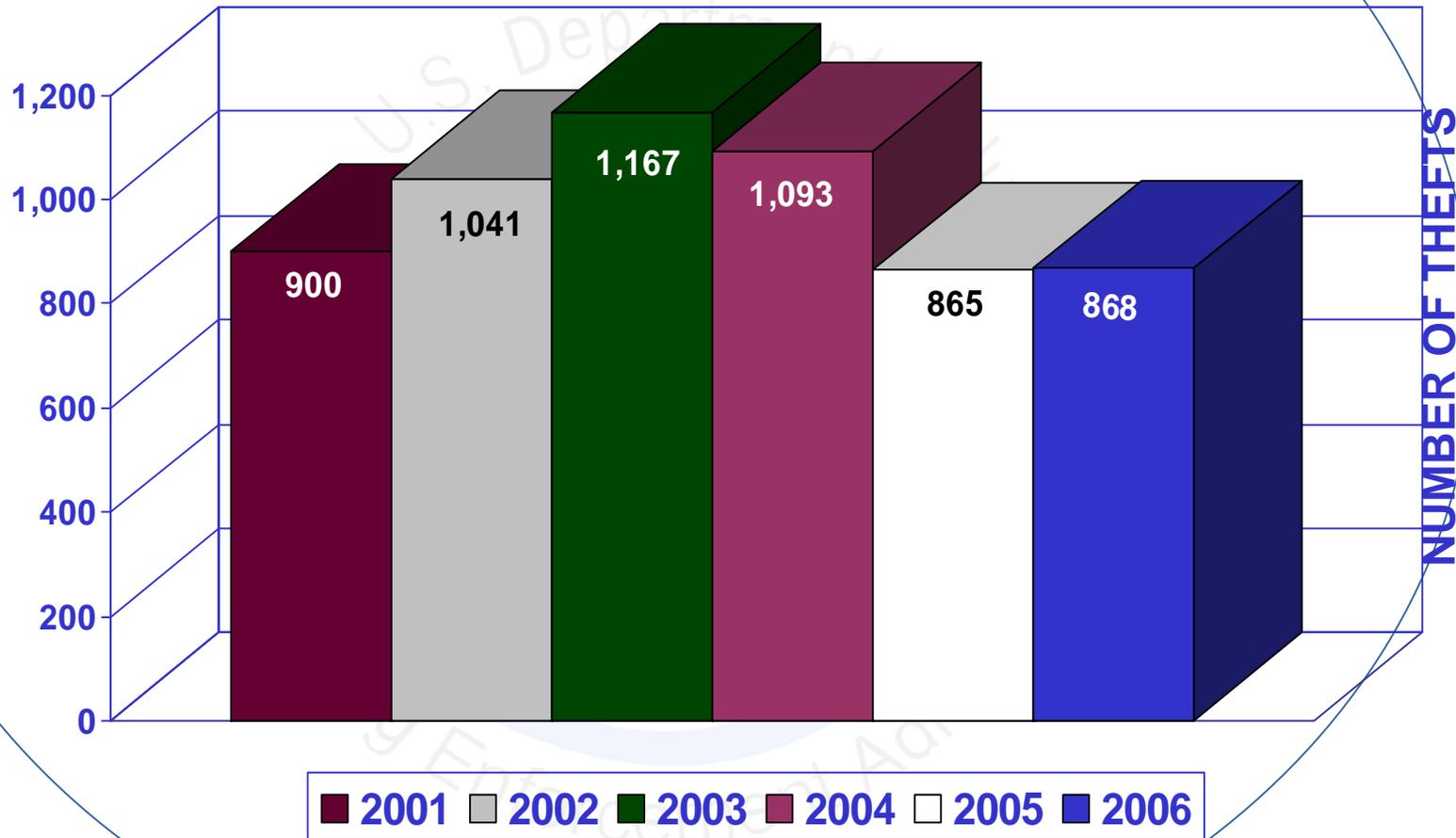


Robbery or Burglary  
involving narcotics or  
other controlled substances  
from this Pharmacy  
is a  
**FEDERAL**  
Crime.

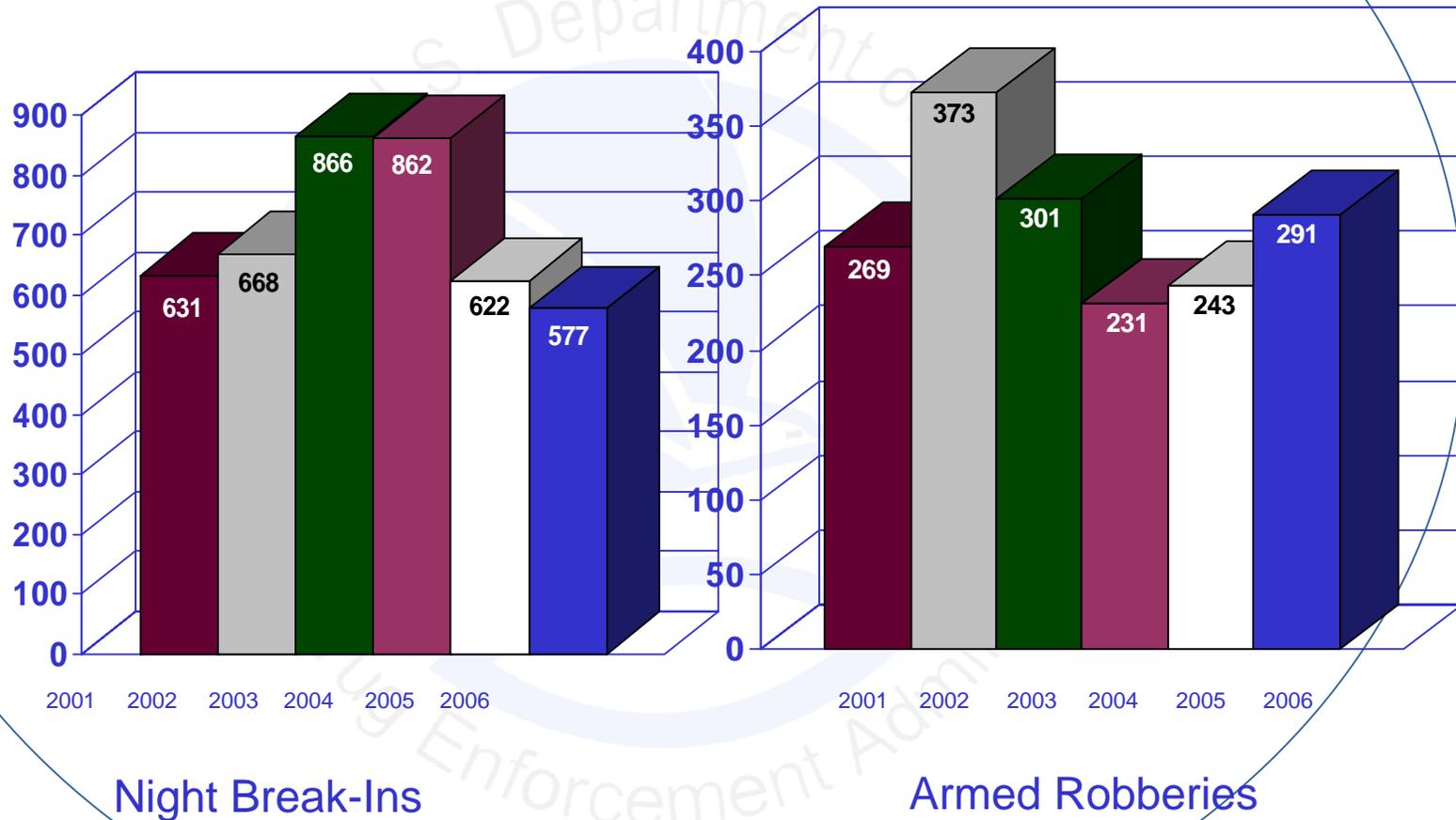
# DEA 106 Data

- Registrants prepare the DEA 106 and submit to DEA Field Office
- Data is manually inputted into a database that is used to create statistical reports.
- Prepare On-Line version – 12% of registrants are using the form. DEA survey:
  - Did not know about the form
  - Prefer to manually prepare form
  - Drug Pull Down List not sufficient
- Once updated, DEA will strongly advertise the On-line version.

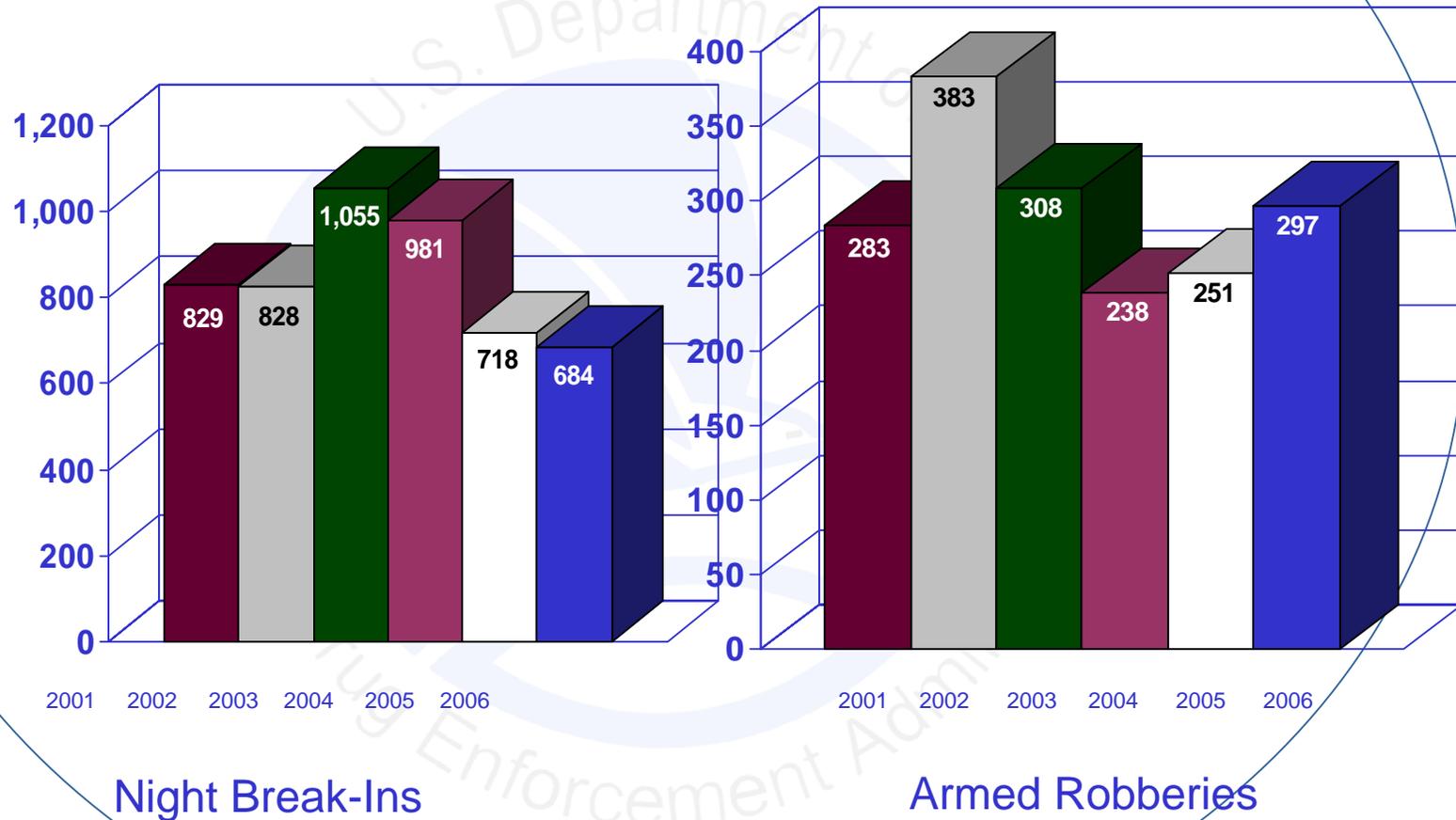
# Reported Pharmacy Thefts Nationwide January 1, 2001 – December 31, 2006 Armed Robberies and Night Break-Ins Only



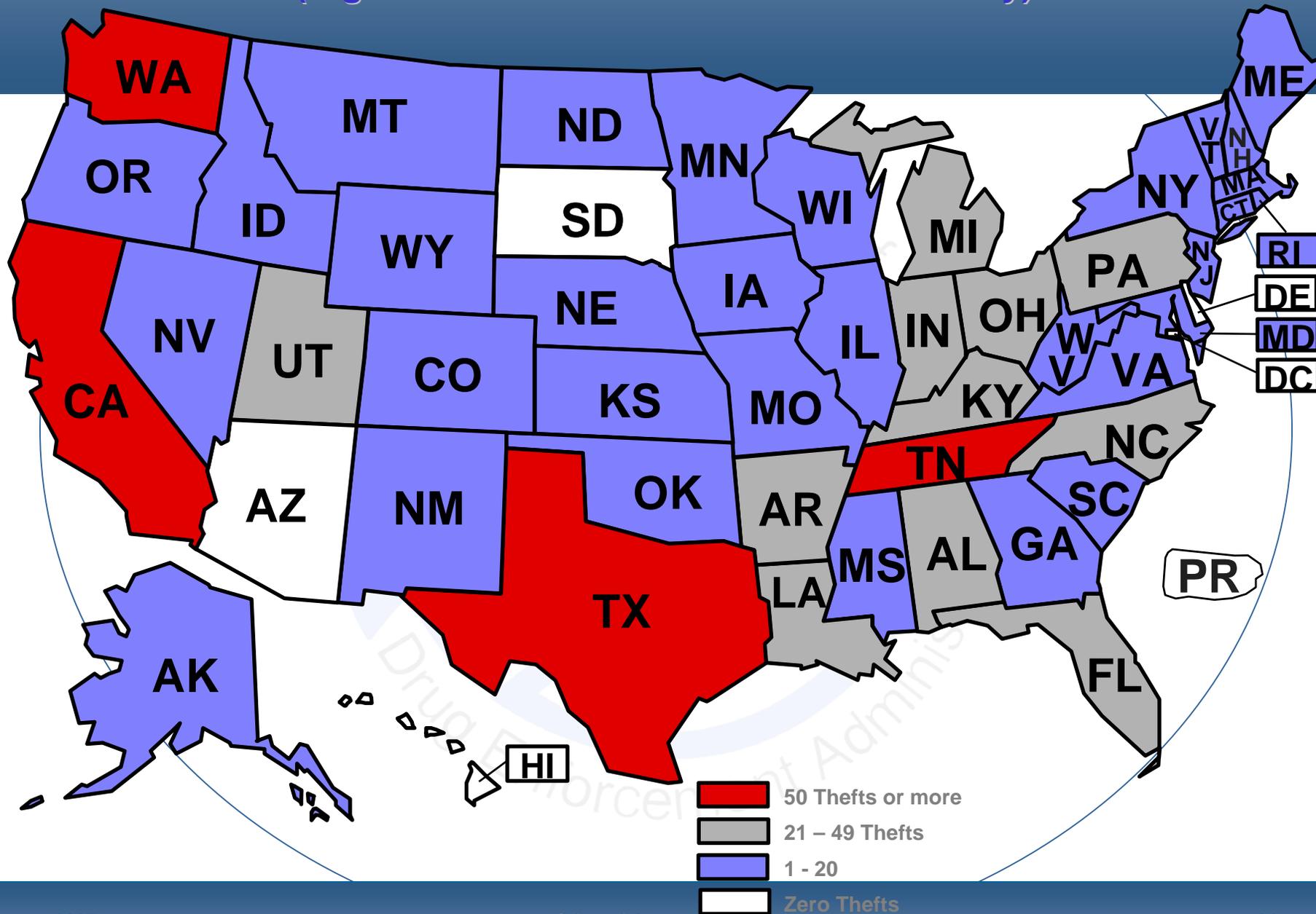
# Reported Pharmacy Thefts Nationwide January 1, 2001 – December 31, 2006



# Reported Thefts Nationwide January 1, 2001 – December 31, 2006 All Business Activities



## 2006 Reported Pharmacy Thefts Nationwide (Night Break-Ins and Armed Robberies Only)



# Proactive Use of DEA 106

- Working Group devised queries for the 106 Database
- Run by zip code, drug, registrant, theft type
- Project is funded and the programming is on-going.
  - Completion is about 2-3 months away

DRAFT

DTL

[Home](#)

[Area Summary](#)



[Queries](#)

[Reports](#)

[\[Login\]](#)



**Good Morning [Username]**

If you would like to see the Drug Theft and Loss activity in a specific area click on “Area Summary” on the menu bar above.

For general queries click on “Queries”.

For statistical reports click on “Reports”.

To update a DTL record, you must have authorization to “Login”.

Tuesday  
November 7  
11:30 a.m.

# DRAFT

DTL

[Home](#)

[Area Summary](#)

[Queries](#)

[Reports](#)

[\[Login\]](#)

**Good M**

- San Jose
- Seattle**
- Anchorage
- Boise
- Portland
- ST Louis**
- Des Moines
- Kansas City
- Washington**
- Baltimore
- Richmond

If you want to view Drug Theft and Loss activity in a specific area, click on "Area Summary" on the menu bar above.

For general information, click on "Queries".

For statistical information, click on "Reports".

To update a DTL record, you must have authorization to "Login".

Tuesday  
November 7  
11:30 a.m.

DRAFT

DTL

[Home](#)

[Area Summary](#) ▼

[Queries](#)

[Reports](#)

[\[Login\]](#)

### Drug Theft and Loss Summary for Baltimore Resident Office

Click on any underlined item to get more details.

	Last 30 Days	Last 365 Days
Number of Thefts	<u>18</u>	<u>370</u>
Reported by Pharmacies	<u>12</u>	<u>288</u>
Reported by Others	<u>6</u>	<u>82</u>
Top Reporter (All Products by Weight)	<u>BV0005555</u> (24 Grams)	<u>BW0012345</u> (280 Grams)
Top Drug (by Weight)	<u>Oxycodone</u> (34 Grams)	<u>Hydrocodone</u> (64 Grams)

Tuesday  
November 7  
11:30 a.m.

### Drug Theft and Loss Summary for Baltimore Office Number of Thefts in Last 30 Days (Ranked by Total Weight)

Click on any underlined item to get more details.

Click on a heading to sort that column.

DEA No.	Name	City	Trade Name	Qty.	Total Weight ▼
1. <a href="#">BV0005555</a>	Value Drugs #9	Baltimore	Oxycontin	2000 tablets	16000mg
2. <a href="#">BV0005555</a>	Value Drugs #9	Baltimore	Oxycontin	1000 tablets	8000mg
3. <a href="#">AB1234567</a>	Bu's Pharmacy	Baltimore	Vicodin	300 tablets	1200mg
4. <a href="#">BB1233333</a>	Brent's Pharmacy	Gaithersburg	Oxycontin	50 tablets	1000mg
5. <a href="#">ML0022112</a>	Lawson, Michael NP	Baltimore	Valium	200 tablets	1000mg
6. <a href="#">BM0034567</a>	Mike's Pharmacy	Baltimore	Hydrocodone	180 ml	450mg
7. <a href="#">BR0333333</a>	Ralph's Drugs	Gaithersburg	Valium	100 tablets	280mg
8. <a href="#">BJ0123456</a>	Johns Place	Waldorf	Fiorinal	20 capsules	200mg
9. <a href="#">BL0001144</a>	Lucky Ed's #3	Baltimore	Diazepam	30 tablets	200mg
10. <a href="#">BV0001114</a>	Value Drugs	Haggerstown	Methamphet	20 capsules	180mg
11. <a href="#">BN0001234</a>	Northern City Drugs	Baltimore	Vicodin	10 capsules	140mg
12. <a href="#">BZ5552221</a>	Zeta Pharmacy	Upper Marlboro	Paragoric	230 ml	115mg
13. <a href="#">AR0004564</a>	Ralph's Drugs	Waldorf	Percocet	20 tablets	100mg
14. <a href="#">AW0012345</a>	Watson, Joseph MD	Gaithersburg	Hydrocodone	10 tablets	70mg
15. <a href="#">BJ0123456</a>	Joe's Pharmacy	Chevy Chase	Percocet	3 tablets	60mg
16. <a href="#">BM9999911</a>	Michaels, John DVM	Frederick	Oxycontin	7 tablets	30mg
17. <a href="#">BM8383834</a>	Murphy's Drugs	Baltimore	Adderol	8 tablets	30mg
18. <a href="#">BL0123456</a>	Lucky Ed's	Baltimore	Demoral	10 ml	5mg

Tuesday  
November 7  
11:30 a.m.

# DRAFT

DTL

[Home](#)

[Area Summary](#) ▼

[Queries](#)

[Reports](#)

[\[Login\]](#)

## Full Record Value Drugs #9

Click on any underlined item to get more details.

### Reporter Information

DEA Number: <b>BV0005555</b>	Business Activity: Pharmacy
Name: Value Drugs #9	Authorized Schedules: 2, 2N, 3, 3N, 4, 5
Address: 1234 Main Street Baltimore, MD 30111	Expiration Date: 12/31/2008
Telephone Number: 301 222-5555	

### Theft Information

Date of Theft: 10-31-2006	Employees Killed: None
Type of Theft: Night Break in	Employees Injured: None
Value of Controlled Substance Stolen: \$200	Number of Thefts in Past 2 Years: <u>9</u>
Police Report Filed: Yes	
Police Department: Baltimore Police	Police Telephone: 301 888-8888

### Products Lost or Stolen

<b>Product</b>	<b>Quantity</b>	<b>Total Weight</b>
Oxycontin 80mg tablets	1000 tablets	8000mg

Tuesday  
November 7  
11:30 a.m.

### Drug Theft and Loss Summary for Baltimore Office Number of Thefts Reported by BV0005555 Last 2 Years

Click on any underlined item to get more details.

Click on a heading to sort that column.

DEA No.	Name	City	Trade Name	Qty.	Total Weight ▼
1. <a href="#">BV0005555</a>	Value Drugs #9	Baltimore	Oxycontin	2000 tablets	16000mg
2. <a href="#">BV0005555</a>	Value Drugs #9	Baltimore	Oxycontin	1000 tablets	8000mg
3. <a href="#">BV0005555</a>	Value Drugs #9	Baltimore	Vicodin	300 tablets	1200mg
4. <a href="#">BV0005555</a>	Value Drugs #9	Baltimore	Oxycontin	50 tablets	1000mg
5. <a href="#">BV0005555</a>	Value Drugs #9	Baltimore	Oxycontin	200 tablets	1000mg
6. <a href="#">BV0005555</a>	Value Drugs #9	Baltimore	Hydrocodone	180 ml	450mg
7. <a href="#">BV0005555</a>	Value Drugs #9	Baltimore	Oxycontin	100 tablets	280mg
8. <a href="#">BV0005555</a>	Value Drugs #9	Baltimore	Vicodin	20 capsules	200mg
9. <a href="#">BV0005555</a>	Value Drugs #9	Baltimore	Hydrocodone	30 tablets	200mg

Tuesday  
November 7  
11:30 a.m.





*Questions?*