Background

- 17 years experience with CMPD
- 12 years assigned to Vice and Narcotics
- 4 years solely working Pharmaceutical Diversion
- Currently assigned to DEA Tactical Diversion Unit
- Hundreds of interviews and arrests related to Diversion
Robbery

- Occurred in the northern US for years
- Noticeable increase in Charlotte during the past two years
- Pharmacies frequently receive call asking if drugs are in stock prior to robbery
- Vast majority have involved users
- Seems to occur in clusters
# Robbery Prevention

<table>
<thead>
<tr>
<th>Tell customers that only a limited amount in stock</th>
<th>Get to know your “beat cop”</th>
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<tbody>
<tr>
<td>Place a visible sign indicating drugs are not readily accessible</td>
<td>Install height indicators</td>
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<tr>
<td>Keep CII-IV out of sight of customer</td>
<td>Install multiple panic buttons</td>
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<tr>
<td>Notice and greet every customer</td>
<td>Frequently clean working areas and front door</td>
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<tr>
<td>Watch for suspicious behavior and notify manager (could return later)</td>
<td>Mark all controlled bottles for later identification</td>
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<tr>
<td>Install Surveillance Cameras</td>
<td>Follow RX Patrol updates on Twitter</td>
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During/Post Robbery

- Cooperate
- Remain calm
- Activate alarm
- Lock doors
- Secure crime scene
- Remember finite details of encounter and write them down
- Be a good witness
Case Studies
My Tuan Pham
Details

- February 19 2013, around 6:00PM, robbed the Walgreens on South Blvd obtained 1700 Alprazolam, 500 Oxycodone.
- February 20, 2013, around 4:00AM, robbed same Walgreens. Obtained 300 Oxy 15, 100 Oxy 30, 20 Hydro 10/325
- February 21, 2013 arrested attempting to rob the Harris Teeter at Cotswold
$1500 on his person

Appeared someone what impaired during the interview

Admitted to involvement

Arrested for Robbery
Details

- Multiple robberies in a short time period
- Huntersville, Newton, Gastonia, South Carolina
- Partnership with RX Patrol
- RX Patrol made the connection
- Outside surveillance photo helped in finding suspect
- Witness ID partial tag/CMPD tag reader
Surveillance Images

Front Door Camera

Pharmacy Register Camera
Surveillance Images

Front Door Camera

Drop Off Camera?
Partial Tag obtained by witness

Parking Lot Camera
Video Surveillance System

- Good quality equipment/facial quality
- Front door, drop off and Pharmacy registers are a must
- Cameras are not just for internal theft
- Parking lot cameras are important
- Proper maintenance and knowledge of system
- Camera could be your families hope of prosecution
<table>
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<th>Keep objects away from front of building</th>
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<tr>
<td>Shatter proof glass</td>
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<tr>
<td>Keep dumpster/ladder away from building to limit access to roof</td>
</tr>
<tr>
<td>Secure vents and all access to roof</td>
</tr>
<tr>
<td>Fortify drive through window</td>
</tr>
<tr>
<td>Steel mesh in walls or ceiling for adjoining units</td>
</tr>
<tr>
<td>Keep CII–IV in safe</td>
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Common Diversion

- Internal and External
Internal Diversion

- Theft at delivery
- Early refills
- Creating false accounts/deceased patients
- Skim pills at time of fill
- Steal bottles from stock
External Diversion

- Doctor shopping
- Pharmacy theft (counter jumper)
- Photo copy legitimate prescription
- Alter legitimate prescription/add refills
- Wash legit prescriptions and add drug
- Pad theft
- Order pads from internet
Forged Prescriptions

- Prior to 2012, majority of RX forgeries in Charlotte area were conducted by individuals supporting a habit
- Currently vast majority of cases involve “runners” getting prescriptions filled for organized crime groups
- Four different rings identified in Charlotte alone
- Attempted and ordered 10,000+ prescriptions
Case Studies
Stolen Pad
Stolen pad with number changed

NAME: Sierra Jackson
ADDRESS: 123 Main St, Charlotte, NC 28214
DATE: 07/26/2017

Rx
Oxycodeone
30mg
180

1 tablet q4h po
For 30 days or
PRN for Pain

REFILL: 1-2-3-4-PRN

PRODUCT SELECTION PERMITTED
Dispense as Written

"MOD" FAXOGRAPH, MICRO-SIGNATURE LINES, EXTENDED INDICATOR STAMS, THERMOCROMATIC HEAT SENSITIVE BARS.
TRUE FOULOD "WATERMARK", PRINTED ON BACK SECURITY PRESCRIPTION BLANK", VISIBLE FIBERS AND INVISIBLE FIBERS
Ordered from Internet
## Red Flags

<table>
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<tbody>
<tr>
<td>Ink and handwriting differences</td>
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<tr>
<td>Misspelling</td>
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<tr>
<td>Instructions differ from quantity written</td>
</tr>
<tr>
<td>New Patient/Cash payment</td>
</tr>
<tr>
<td>No CSRS History (or extensive history for DS)</td>
</tr>
<tr>
<td>Arriving after 5pm</td>
</tr>
<tr>
<td>Standing at counter watching staff</td>
</tr>
<tr>
<td>Influx of new people within short time period filling similar drugs from same doctor</td>
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What you need to know
Most Commonly Abused

- Oxycodone HCL 30mg $30–$45
- Opana $1 to $1.5mg
- Hydrocodone 10/325 or 10/500 $5–$7
- Promethazine with Codeine $25 per cap
- Benzo (Valium, Clonazepam, Xanax) $3–$7
- Adderall IR
- Suboxone
- SOMA enhance opioids
What can I do?

- Check patients in CSRS
- Verify prescriptions with number from database or search engine
- Cross reference phone number
- Network with surrounding Pharmacies
- Photocopy prescription/patient ID
- Get customer in front of camera
- Document time at counter
- Observe what vehicle they leave in
- Contact your Law Enforcement resource
Resources

- CSRS – Controlled Substance Reporting System
- NC Board of Pharmacy
- NC Medical Board
- www.RXPatrol.org
- National Association of Drug Diversion Investigators
Questions

- CMPD Diversion Unit
- Detective Jamie Almond
  - 704–408–1159
  - jalmond@cmpd.org
- Detective Matthew Grimsley
  - 704–617–2750
  - mgrimsley@cmpd.org
Questions Continued

- Charlotte DEA Office
- 704–770–2050
- DEA Task Force will be here to answer questions after presentation.