

Pharmacy Robberies, Thefts



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Objectives

Why is there an increase in pharmacy robberies and thefts?

What should I do if my pharmacy is robbed or a theft occurs ?

Steps to help prevent pharmacy robberies, and thefts



Statistics

FY 2014-2016 (VA)

Armed Robbery	Customer Theft	Employee Pilferage	Night Break-In	Grand Total
40	11	51	20	122

Pharmacy Robberies



Characteristics of a pharmacy Robber

White male

20 to 35

Majority are note passers

Happens within 45 - 60 seconds

Wearing: Hats, Hoods, sunglasses, concealing face

Current RX drug Abusers



Be Aware of Callers Asking for Specific Painkillers

Opana

Roxicodone

OxyContin

Brand Names

Document time and number of attempts

Record caller information, when possible

Always notify staff of suspicious call



What Are They After?

Opana

Oxycodone

Methadone

Morphine

Percocet

Hydrocodone

Xanax

Prometh w/ Codeine



KWA

No. Ins.

[REDACTED]
[REDACTED]
DEA # [REDACTED]
NAME [REDACTED] AGE [REDACTED]
ADDRESS 1873 [REDACTED] DATE 8/07/13
29095

TAMPER-RESISTANT FEATURES INCLUDE: SAFETY-BLUE
ERASE-RESISTANT BACKGROUND, "ILLEGAL" PANTOGRAPH,
QUANTITY CHECK-OFF BOXES AND REFILL INDICATOR

R
Cortab 10/325 tablet
take 1 tablet by mouth
four times a day
#120

- 1-24
 - 25-49
 - 50-74
 - 75-100
 - 101-150
 - 151 and over
- _____ Units

Refill NR 1 2 3 4 5
(INF)
[REDACTED]

PRODUCT SELECTION PERMITTED DISPENSE AS WRITTEN
9JIM50297



Nurse Video

What should I Do During Robbery?

COMPLY - Safety is #1 goal

*Look to recall details specific to the robber –
all employees*

Remember verbiage on note

Keep note if possible



Become A good Witness

Race

Coat

Facial Hair

Sex

Jacket

Marks

Height

Hoody

Tattoos

Weight

Hat

Scars

Hairs

Emblems

Tricks

Skin

Deformities

Shoes

Piercing

Dominate Hand



Attention to Detail

Let's Play Along!

Monkey Business Illusion



What Should I Do after the Robbery

Call 911

Secure the scene for evidence; fingerprints

Note all things out of place

High success rate for fingerprints



Pharmacy Robbery Solve Rate

69% solve rate

23% unsolved

8% unsolved but with suspect



Pharmacy Employee Theft

Often an employee, with an addiction, who has access to controlled substance will steal them in order to feed a habit.



Why Should I worry if this happens to me?

Your Cost –

Time dealing with Law Enforcement (LE)

Police, DEA, Regulatory Board

Closure of store during LE investigation

Lost inventory

Insurance premium hike

Insurance deductible

Potential fines



Robbery Prevention Techniques

GPS tracker bottles; physically mark bottles

*Keep windows, doors, and counters CLEAN this helps
with finding fingerprints*

Train employee's on what to do in robbery situation

have a plan, review and rehearse

Time released safes

*Height markers at doors and visible by pharmacy
counter*



Robbery Prevention Techniques

Monitored alarm system

Limited stock of highly abused drugs

Secure all sky lights

Good exterior lighting

Roll down security gates for doors & windows

Signs – monitored alarm, surveillance in progress



Robbery Prevention Techniques

Place all narcotics out of sight behind counter

Place Schedule 2 narcotics in a locked cabinet with limited access

*Have obvious signs for surveillance cameras in sight
maintain video equipment
retain recording as long as possible
conceal recording equipment.*



Robbery Prevention Techniques

Limit stock whenever possible

Install duress buttons

Invite local police to conduct a security assessment



Robbery Prevention Techniques

Surveillance Cameras

Install a monitor at the front door

Position Cameras at eye level

Lower camera height - more direct shot

Ensure you have full coverage of store

Maintain video equipment

Good photos are paramount to robbery investigation

Clear Photos lead to confession



Robbery Prevention Techniques

Surveillance Cameras

Ensure you have a surveillance camera policy:

*which employees handle the cameras
where and how long the video is stored
data back up plan*



Robbery Prevention Techniques

Surveillance Cameras Entrance Camera

Good



Better



Robbery Prevention Techniques

Surveillance Cameras *Pharmacy Counter Camera*

Good Video & Camera Location



Robbery Prevention Techniques

Personal safety

*Know your surrounding -
pharmacy area of a store
parking lot
alley*

Be aware of:

*cars parked before or after hours
frequent customers
out side light out*



Robbery Prevention Techniques

Personal safety

*Emotional status of a customer should be of
TOP IMPORTANCE*

*Use the BUDDY system at closing
Always close in a group of two or more*



Robbery Prevention Techniques

Delivery of prescription Drugs

Stagger your deliveries by date and time

Have a procedure for drug deliveries

Deliveries should be by familiar companies and drivers

*Always have two employees receive deliveries and
stock*

Both must sign for the received shipment





Pharmacy Security Checklist



ALARMS

Features

Central Station or Local

- Battery Back-Up Cell Phone
- Silent Audible
- Visual (Flashing Lights)
- Supervised Unsupervised

Alarmed Areas

- Doors Windows
- Skylights Interior & High Security

Sensor Types

- Magnetic Door Contacts Motion
- Glass Break Vibration Duress
- "Trap" Alarm Fire
- Wireless or Hard Wired Sensors

PHYSICAL DESIGN

- Lighting—Motion sensitive lighting (exterior)
- Reinforced doors/windows in pharmacy area
- Rx area viewable by other store employee's
- Controlled substances concealed from customers view
- Height reference/tape near entrance and counter
- Interior lighting

LOCKS AND LOCKING DEVICES

- Limited issuance of keys
- "Do Not Duplicate" on keys
- Keys numbered

PHYSICAL BARRIERS

- Steel window curtains
- Steel door curtains
- Pharmacy department doors
- Barriers to prevent "jump over"
- Interior safe (high risk areas)
- Bollards (concrete/steel posts embedded in the ground outside premises)

CCTV

- Visible monitor at entry
- Signs (recorded/monitored off site)
- Drive-thru window camera
- Hidden camera at customer face level
- Regular (weekly) audit and maintenance of cameras and recordings

Camera features

- Color or black and white
- Field of view of camera is adequate
- Variable focal lens
- Low level light camera (auto iris)

Recording

- Digital vs. VHS recording
- Frames per second (10 or more)
- Retention of recordings
- Regular replacement of tape
- Recorder hidden and secured

CCTV/Recording *Continued*

- Dummy VHS with tape
- Preserve original recordings for Law Enforcement
- Date/Time stamped on video
- "Watermark" on video
- Continuous vs. Event/Alarm

ROBBERY/BURGLARY/FRAUD

Robbery

- Develop policy and procedure for robbery
- Regular training and rehearsal for robberies.
 - Assign tasks to personnel and train
 - Involve local police to learn what they recommend
- Police/Sheriff emergency number (911)
- Protect crime scene/evidence
- Do not disturb scene
- Have/Obtain form for suspect description form on premises
- Know response time of law enforcement to robbery and burglary

Burglary

- Preparation for forensic evidence recovery
- Routinely wipe down counter (fingerprint recovery)
- Clean and wipe down fire exit break bar (fingerprint recovery)
- Cardboard or paper placed on floor by rear/side or fire exit prior to closing (shoe print recovery)
- Mark scheduled CS bottles with store ID on bottom (identifies bottle as coming from a particular store)
- Develop closing process

Fraud

- Regular training and rehearsal for forged/ altered prescriptions and phone call-ins. Involve local police to learn what they recommend
- Develop policy and procedure for fraud
- Caller ID on telephone
- Details as to conversation with "prescriber"
- Evidence bags available to protect forged and altered prescriptions until police arrive
- Do not write on prescription unless directed to by law enforcement

MISCELLANEOUS

Review process

- Ordering
- Receiving
- Storing
- Returns

Internal controls to restrict access to controlled substances by other employees

- "Repair" personnel (telephone, computer, electrical, etc.) view and record ID of persons entering area
- "Relief" Pharmacist - Verify
- Regular license status verification
- Law enforcement and insurance carrier review of premises

Adjoining tenants

- Walls and ceilings

This Pharmacy Security Checklist was developed in consultation with leading industry and law enforcement diversion prevention professionals, with special thanks to the National Association of Drug Diversion Investigators (NADDI).

Internal Theft Prevention

Background checks on all employees

Alarm codes are unique to each employee

Employee lockers are located away from pharmacy area

Handbags, backpacks, purses must stay in lockers

Ensure all employees understand LE will be involved in all violations

Be aware of employee's life changes such as divorce or change in financial status



Internal Theft Prevention

Limit access to Narcotics

Regularly inventory all Schedule 2 and Schedule 3 narcotics

Limited issuance of keys

Change alarm codes, safe combinations when employees leave



HPIP (Health Practitioners' Monitoring Program)

- *Provides evaluation / treatment planning /referral/ monitoring of licensed health care providers who have some sort of impairment*
 - *Psychiatric impairment*
 - *Substance abuse impairment*
 - *Drug*
 - *Pharmaceutical Drugs*
 - *Street Drugs*
 - *Alcohol*

HPMP

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THANK YOU ...

...For your hard work, dedication to the healthcare industry and desire to learn about the regulatory issues that face all healthcare practitioners in Virginia and elsewhere today.

Please contact us if we can assist