Pharmacy Robberies, Thefts

Task Force Officer Larry Findley
DEA Tactical Diversion Squad
Roanoke Resident Office
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)

<table>
<thead>
<tr>
<th>Armed Robbery</th>
<th>Customer Theft</th>
<th>Employee Pilferage</th>
<th>Night Break-In</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>40</td>
<td>11</td>
<td>51</td>
<td>20</td>
<td>122</td>
</tr>
</tbody>
</table>

**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

Documents 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
NAME 
ADDRESS 18713 
DATE 7/10/13

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

Rx
60 tabs 10/325 tablet
Take 1 tablet by mouth
four times a day
#120

Refill NR 1 2 3 4 5

PRODUCT SELECTION PERMITTED

DISPENSE AS WRITTEN
9JIM502977
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

<table>
<thead>
<tr>
<th>Race</th>
<th>Coat</th>
<th>Facial Hair</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sex</td>
<td>Jacket</td>
<td>Marks</td>
</tr>
<tr>
<td>Height</td>
<td>Hoody</td>
<td>Tattoos</td>
</tr>
<tr>
<td>Weight</td>
<td>Hat</td>
<td>Scars</td>
</tr>
<tr>
<td>Hairs</td>
<td>Emblems</td>
<td>Tricks</td>
</tr>
<tr>
<td>Skin</td>
<td>Deformities</td>
<td>Shoes</td>
</tr>
<tr>
<td>Piercing</td>
<td>Dominate Hand</td>
<td></td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>ALARMS</th>
<th>PHYSICAL BARRIERS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Features</strong></td>
<td>□ Steel window curtains</td>
</tr>
<tr>
<td>Central Station or Local</td>
<td>□ Steel door curtains</td>
</tr>
<tr>
<td>□ Battery Back-Up</td>
<td>□ Pharmacy department doors</td>
</tr>
<tr>
<td>□ Cell Phone</td>
<td>□ Barriers to prevent “jump over”</td>
</tr>
<tr>
<td>□ Silent</td>
<td>□ Interior safe (high risk areas)</td>
</tr>
<tr>
<td>□ Audible</td>
<td>□ Bollards (concrete/steel posts embedded in the ground outside premises)</td>
</tr>
<tr>
<td>□ Visual (Flashing Lights)</td>
<td></td>
</tr>
<tr>
<td>□ Supervised</td>
<td></td>
</tr>
<tr>
<td>□ Unsupervised</td>
<td></td>
</tr>
<tr>
<td><strong>Alarmed Areas</strong></td>
<td></td>
</tr>
<tr>
<td>□ Doors</td>
<td></td>
</tr>
<tr>
<td>□ Skylights</td>
<td></td>
</tr>
<tr>
<td>□ Windows</td>
<td></td>
</tr>
<tr>
<td>□ Interior &amp; High Security</td>
<td></td>
</tr>
<tr>
<td><strong>Sensor Types</strong></td>
<td></td>
</tr>
<tr>
<td>□ Magnetic Door Contacts</td>
<td>□ Motion</td>
</tr>
<tr>
<td>□ Glass Break</td>
<td>□ Vibration</td>
</tr>
<tr>
<td>□ “Trap” Alarm</td>
<td>□ Duress</td>
</tr>
<tr>
<td>□ Wireless or Hard Wired Sensors</td>
<td></td>
</tr>
</tbody>
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<thead>
<tr>
<th>PHYSICAL DESIGN</th>
<th>CCTV</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Lighting—Motion sensitive lighting (exterior)</td>
<td>□ Visible monitor at entry</td>
</tr>
<tr>
<td>□ Reinforced doors/windows in pharmacy area</td>
<td>□ Signs (recorded/monitored off site)</td>
</tr>
<tr>
<td>□ Rx area viewable by other store employee’s</td>
<td>□ Drive-thru window camera</td>
</tr>
<tr>
<td>□ Controlled substances concealed from customers view</td>
<td>□ Hidden camera at customer face level</td>
</tr>
<tr>
<td>□ Height reference/tape near entrance and counter</td>
<td>□ Regular (weekly) audit and maintenance of cameras and recordings</td>
</tr>
<tr>
<td>□ Interior lighting</td>
<td>□ Camera features</td>
</tr>
<tr>
<td>□ Intercom</td>
<td>□ Color or black and white</td>
</tr>
<tr>
<td>□ Intercom</td>
<td>□ Field of view of camera is adequate</td>
</tr>
<tr>
<td>□ Phone</td>
<td>□ Variable focal lens</td>
</tr>
<tr>
<td>□ Intercom</td>
<td>□ Low level light camera (auto iris)</td>
</tr>
</tbody>
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<thead>
<tr>
<th>LOCKS AND LOCKING DEVICES</th>
<th>Recording</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Limited issuance of keys</td>
<td>□ Digital vs. VHS recording</td>
</tr>
<tr>
<td>□ “Do Not Duplicate” on keys</td>
<td>□ Frames per second (10 or more)</td>
</tr>
<tr>
<td>□ Keys numbered</td>
<td>□ Retention of recordings</td>
</tr>
<tr>
<td></td>
<td>□ Regular replacement of tape</td>
</tr>
<tr>
<td></td>
<td>□ Recorder hidden and secured</td>
</tr>
</tbody>
</table>

www.rxpatrol.org
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
HPI P (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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Richmond, Virginia 23219
(804) 828-1551 or toll free 1-866-206-HPI P
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