



PHARMACY THEFT AND ROBBERY PREVENTION

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THEFT, ROBBERY, BURGLARY

What's the difference?

➤ *THEFT*

- When someone is allowed in an area and steals items in that area. (employees, customers)

➤ *BURGLARY*

- When someone is not authorized in an area and steals items in that area. This pertains to marked offices / areas also.

➤ *ROBBERY*

- Stealing by use of force or threat of use of force.

What if I am Robbed?

- Comply
- Your safety, your staff, and your patients are #1.
- Look for and recall specifics of robber
- Try to keep note if possible.
- BE A GOOD WITNESS

THINGS TO NOTICE

- RACE
- HEIGHT
- WEIGHT
- DEFORMITIES
- PIERCINGS
- TATTOOS
- HAIR
- CLOTHES (Emblems, etc)
- SKIN (scars etc.)
- SHOES
- LEFT HANDED?

What Should I do After the Robbery?

Call 911

Lock the store

Secure scene for

Fingerprints (Don't touch anything)

Secure note or other items.



Robbery Prevention

Thieves will look for a weakness in people, security and set up.

Install height markers at doors and back by pharmacy.

Physical set up of pharmacy (imagine if banks had cash on display)

Auto close door with buzzer

Good camera system.

Good camera placement (front door, parking lot, around store, AT
PHARMACY COUNTER.)

Keep employees alert and greeting customers.

Use signs to identify restricted areas.

6½ 6½

6 6

5½ 5½

5 5

4½ 4½



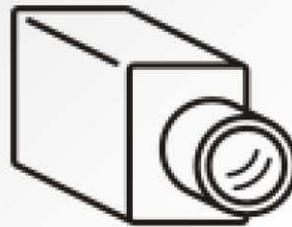
**RESTRICTED
— AREA —**

**AUTHORIZED
PERSONNEL
ONLY**



SECURITY NOTICE

**THIS PROPERTY IS
PROTECTED BY
ELECTRONIC
SURVEILLANCE**



Preparation and Prevention

- Keep counter surfaces clean and free of clutter
- Don't try to cover too much with a camera
- Check camera views often for issues
- Have a plan to download video for law enforcement



Preparation and Prevention

Positively identify and record the identity of non pharmacy personnel who enter areas where controlled substances are kept.

Ensure lighting is adequate during business hours and after closing.

Preparation and Prevention

Limit access to narcotics- define responsibilities.

Regularly inventory C II and C III

narcotics (Oxycodone, Lortab) and randomly select other controlled substances to inventory as well.

Criminal background checks for all pharmacy staff.

Awareness:

Maintain inventory of controlled substances.

Review orders placed with Wholesaler

Monitor staff for changes in behavior, mood, etc.

Contact law enforcement if theft/burglary is suspected. Provide a detailed description of what was stolen.

REMEMBER

NO MERCHANDISE IS WORTH DYING FOR

