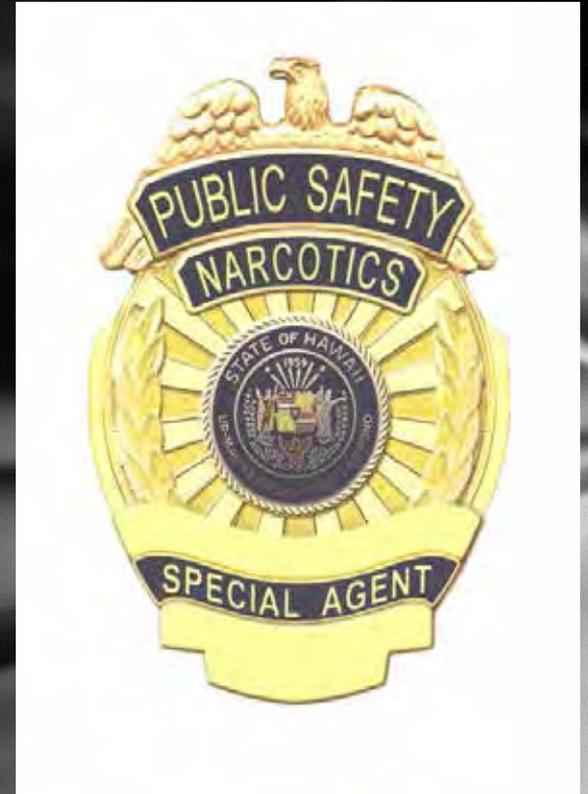


Pharmacy Diversion Awareness Conference (PDAC)

Jared K. Redulla, Acting Administrator

*Dean M. Yamamoto, Acting Supervisory
Special Agent, Enforcement Branch*

Narcotics Enforcement Division



ABOUT THE NED

The Narcotics Enforcement Division (NED) is the State law enforcement agency charged with enforcement of the Hawaii controlled substances and criminal drug laws. NED also regulates the pharmacy and practitioner community through enforcement of the Hawaii Uniformed Controlled Substances Act.

Agents are fully sworn and armed law enforcement officers with all of the powers and authority of police officers.



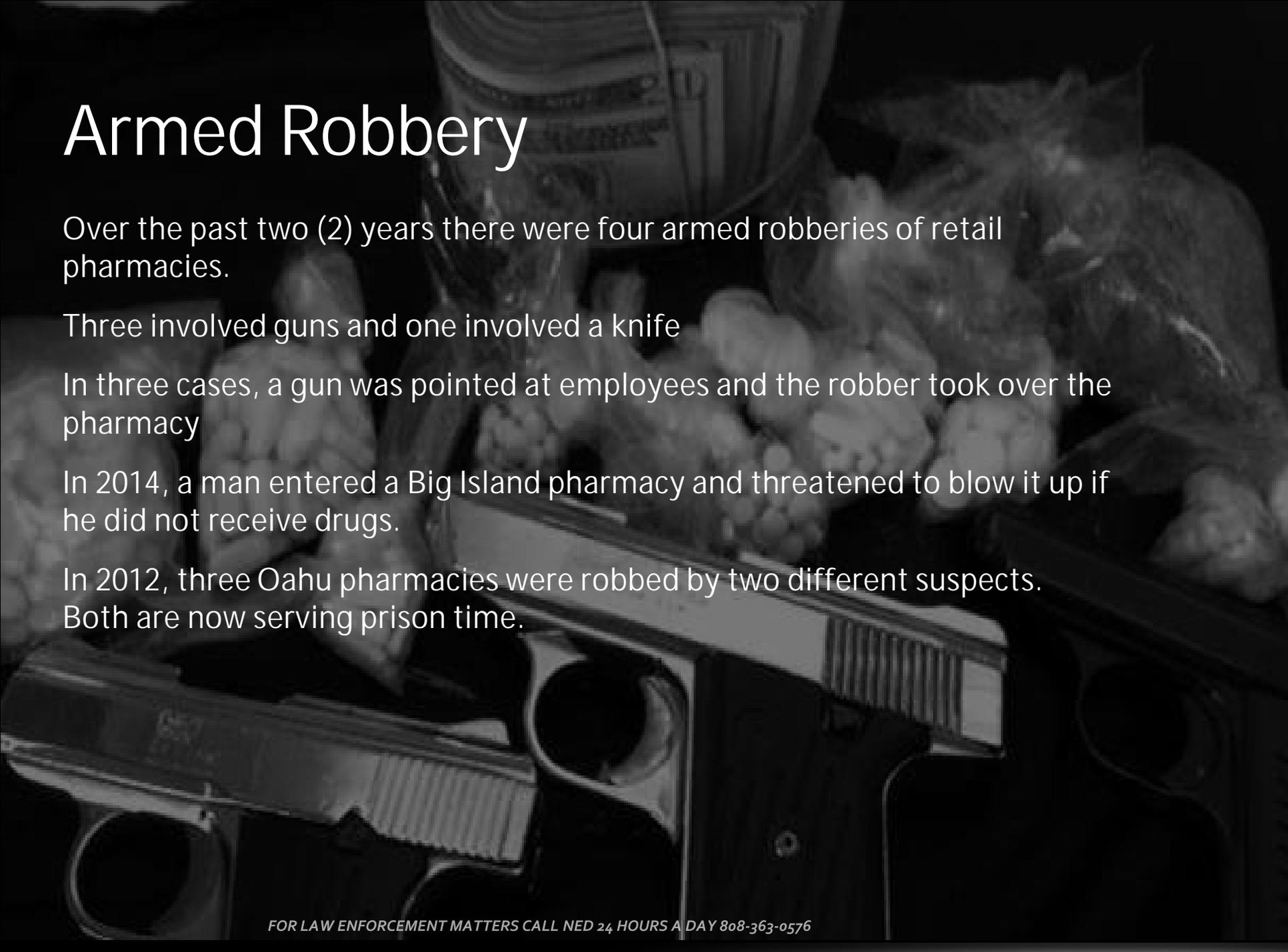
Recent Incidents of Concern

1. Armed Robbery
2. Internal Theft and Diversion
3. Pharmacy Intrusions

LEARNING OBJECTIVES

1. Be able to identify three emerging threats to pharmacy safety and security
2. Identify three preventive measures that can help increase pharmacy security and safety
3. Identify three individual security measures that a pharmacy employee can use to improve pharmacy safety and security

Armed Robbery



Over the past two (2) years there were four armed robberies of retail pharmacies.

Three involved guns and one involved a knife

In three cases, a gun was pointed at employees and the robber took over the pharmacy

In 2014, a man entered a Big Island pharmacy and threatened to blow it up if he did not receive drugs.

In 2012, three Oahu pharmacies were robbed by two different suspects. Both are now serving prison time.

Honolulu Star Advertiser Sept 2015

Police arrest suspect in pharmacy robbery

Story

Comments (3)

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Posted: Saturday, September 26, 2015 1:00 am

Michelle Iracheta - 

 — A 42-year-old Kapaa man was arrested Wednesday night for allegedly robbing a pharmacy last week.

 police picked up Walter Mills in his home on two counts of robbery after they identified the man by video surveillance.

On Saturday, a masked man, armed with what appeared to be a handgun, walked into the  Pharmacy and demanded prescription medication. The pharmacist handed the suspect the drugs and the suspect fled the scene with more than \$1,000 in prescriptions.

Mills was arrested and is being held in police custody in lieu of \$500,000 bail.

He has not yet been formally charged and is expected to appear in District Court next week.



09-19-15/Kauai Armed Robbery

Robbery of a neighbor island pharmacy. A male with a gun demanded prescription medications. Pharmacist complied and the man fled with more than \$1000 of prescription drugs.

Witnesses said later that they noticed a suspicious person loitering outside well before the incident, but hadn't taken action.

The Aftermath

The same suspect escaped from jail in November 2016.

He went on a crime spree and allegedly committed several robberies during the course of a day.

The pharmacist and technician involved in the initial robbery both left their jobs as reported by KITV news in July 2016.

Gunman robs [REDACTED] pharmacy, steals prescription drugs

Posted: Aug 11, 2015 9:45 PM HST
Updated: Aug 11, 2015 9:46 PM HST

By Chelsea Davis [CONNECT](#)



HAWAII NEWS NOW

BRAZEN PHARMACY ROBBERY

EDITOR: DARIN AKITA

08-11-15/Maui Armed Robbery

Hawaii News Now reported a “takeover” robbery of a neighbor island pharmacy. A male brandishing a gun ordered employees to the floor, placed a gun in the pharmacist’s back and made off with Oxycodone.

July 2015

Armed robbery of a pharmacy where male pointed a gun at the pharmacist and forced the pharmacist to unlock a safe. The suspect made off with lots of Oxycodone.

This robbery appears to have had a level of sophistication.

Police Seek Suspect in Armed Robbery

Posted 04:13 PM HST, June 19, 2015



By Wendy Osher



graphic..

Police are searching for a male suspect wanted for the armed robbery of the pharmacy.

The incident was reported at 8:12 p.m. on Wednesday, June 17, 2015.

Police say the suspect "jumped over the counter into the Pharmacy area, where several workers were."

February 2015

Armed Robber pointed gun at the overnight staff. The male demanded and received Oxycodone.

He was later identified and arrested.

The pharmacist re-lived the incident and had to testify in court

In both the February and June 2015 robberies, the same pharmacy tech was robbed.

Police Arrest Robbery Suspect

Posted 02:32 PM HST, February 6, 2015



By [redacted] Staff



John Naauao Jr. [redacted]

On Thursday, Feb. 5, 2015, at approximately 10:23 a.m., [redacted] Police Department's [redacted] Patrol located and arrested [redacted] robbery suspect John Naauao Jr., 28, [redacted] Naauao has been charged with "Robbery in the First Degree." Bail is set at \$50,000.00.

On Feb. 2 at approximately 8:27 p.m., "a local-looking male" jumped over pharmacy counter at [redacted] brandishing a black handgun. He pointed the gun at pharmacists and demanded "oxys" (Oxycodone).

The pharmacist did not resist. The suspect grabbed an undisclosed amount of the opioid and fled on foot in an

unknown direction.

Theft and Diversion

Employee Theft is NOT common in Hawaii pharmacies



PREVENTION OF DIVERSION

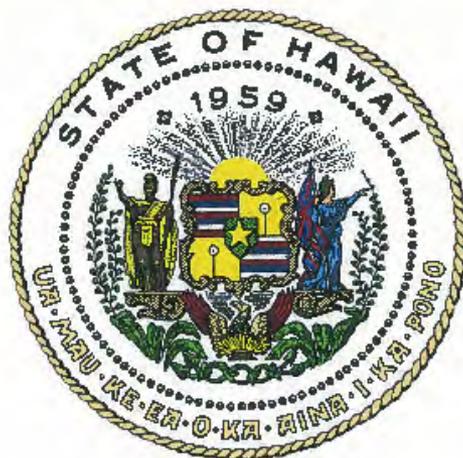
The best thing to do to prevent diversion is to check the Hawaii PDMP database.

NED encourages pharmacists to regularly check THEIR patients.

To access: go the NED website/ follow links to request access

Access is granted to pharmacists to run their patients (customers)

PHARMACISTS WHO CHECK THE PDMP OR WHO REALIZE SOMETHING DOESN'T LOOK RIGHT SOLVE ALMOST ALL NED DIVERSION CASES.



Hawaii Prescription Drug Monitoring Program

User Support Manual

**General Information**

The new site URL's (AWARxE and Clearinghouse)

AWARxE: <https://hawaii.pmpaware.net>. This new site allows licensed professionals (and their delegates) to request data from the Hawaii Prescription Drug Monitoring Program

Clearinghouse: <https://pmpclearinghouse.net>. This site allows licensed professionals and pharmacies to submit data (controlled substances that have been dispensed) to the Hawaii Prescription Drug Monitoring Program

The URL to the NED website

The Narcotics Enforcement Division website provides registrants with information regarding the Hawaii Prescription Drug Monitoring Program. You will also find quick links to our new support guides on this site. The URL is <http://dps.hawaii.gov/about/divisions/law-enforcement-division/ned/>.

Technical Support

Appriss Phone Support: 1-844-544-4767

Appriss Email Support

PMP AWARxE: <https://apprisspmp.zendesk.com/hc/en-us/requests/new>

PMP Clearinghouse: <https://apprisspmpclearinghouse.zendesk.com/hc/en-us/requests/new>

1. Who is required to register with the Hawaii Prescription Drug Monitoring Program?

Any registrant of the Narcotics Enforcement Division (NED) who dispenses controlled substances in Hawaii is required by law to register with the Prescription Drug Monitoring Program to submit data on what has been dispensed. The registrant will need to register with Clearinghouse as a data submitter.

A registrant of NED that does not dispense but would like to request data from the Prescription Drug Monitoring Program can register as a data requestor through the AWARxE website.

2. Who can access the information in the system?

Patient information as well as registrant information in the system can only be accessed by registrants of the Prescription Drug Monitoring Program. We strongly discourage sharing your login information with others. The information contained within the program is for providing medical and pharmaceutical care and inappropriate access or disclosure of patient information is a violation of state law and may result in disciplinary action.

Theft/ Loss of Controlled Substances

State Law requires a verbal report of theft or loss controlled substances within 24 hours. The office number is 808-837-8470

This is then followed by a preliminary written report within 72 hours of discovery.

FURTHERMORE, you must follow federal regulations and report the matter to the DEA via the DEA-106 form.

PHARMACY INTRUDERS

Any unauthorized person inside of a pharmacy is committing a felony crime!

This is a violation of the Hawaii administrative rules that constitutes a further violation of the Hawaii Controlled Substances Act.

Theft of any controlled substance from a pharmacy is a felony under the Hawaii Controlled Substances Act (HRS 329-42)

Pharmacy doors must be locked (DCCA Pharmacy Board Rule)

Registered Pharmacist must be present while pharmacy is open for business (DCCA Pharmacy Board Rule)

PREVENTION

ENSURE ADEQUATE STAFFING

KEEP PHARMACY DOORS LOCKED (DCCA Admin Rule)

NEVER LEAVE THE PHARMACY UNMANNED AT ANY TIME.

WATCH FOR PEOPLE LOITERING OR STUDYING THE PHARMACY AREA

GREET PEOPLE WITH AGGRESSIVE ATTENTION AND CUSTOMER SERVICE.

INSTALL AND USE SECURITY CAMERAS AND ALARMS

DURING A ROBBERY

FOLLOW YOUR STORE POLICY

DON'T RESIST—DO AS YOU ARE TOLD

REMAIN CALM AND AVOID SUDDEN MOVEMENTS

MAKE MENTAL NOTES OF THE OFFENDER—GET A GOOD LOOK IF YOU CAN

DON'T TRY TO APPREHEND THEM.

AFTER A ROBBERY

NOTIFY POLICE AT 911

NOTIFY NED AT THE 24 HOUR PAGER NUMBER

PROTECT THE CRIME SCENE—DO NOT TOUCH POTENTIAL EVIDENCE!

IF CONTROLLED SUBSTANCES ARE TAKEN—YOU MUST REPORT THE LOSS via a DEA-106 to DEA and also report the incident to State Narcotics (NED)



Common Acts of Diversion

Adding zeroes, refills and changing the date

Stealing Rx slips from the Doctor's Office

Forging prescriber's signature

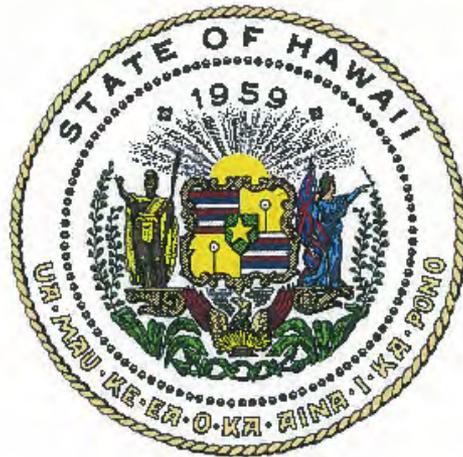
Reproducing prescription slips with help from the internet

Making xerox copies and changing the Rx

Theft from the pharmacy/ pyxus machine/ or failure to administer to patients

Theft during disposal

Fraudulent oral call-in



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WHAT TO DO WHEN SUSPICIOUS PRESCRIPTIONS ARE RECEIVED

CALL NED 363-0576

Attempt to verify with the prescriber

Ask the person at counter for ID—look at ID and Photo—make sure it matches that person

Make a copy of the ID and script if possible

If possible, don't give the script back—only give it back if you think a confrontation will occur

What to do

Keep the script in a safe place/maintain custody (lock it up).

Write down notes, time, description, who was with suspect, what was said

Note where in the pharmacy you dealt with the person (Cameras/ and video for later)

HOW TO DESCRIBE PEOPLE

Compare them with your height and weight

MOST IMPORTANT—CLOTHING DESCRIPTION

Height, Weight, Hair Color, Eye Color, Complexion, Ethnicity, tattoos, scars

Deal with them in front of your security camera

Have other staff also take a good look at them

ASK FOR AN ID and compare it with the person

HOW TO IDENTIFY A CAR

Color

Year

Make/Model

Body style

Accessories

License

State of issuance

CYMBALS

NED PHARMACY ALERTS

NED sends out pharmacy alerts to enrolled pharmacies via email.

The alerts provide pharmacies with urgent or important information regarding suspicious, criminal, or emergency incidents.

The alerts are for official pharmacy use and provide key information about the incident, what to look for and how to respond.

To enroll, contact the pharmacy manager should contact the NED Office.

You need an official work email that is unblocked by your company filters.

LEARNING OBJECTIVES

1. Be able to identify three emerging threats to pharmacy safety and security

Robbery, Fraud, intrusions

2. Identify three preventive measures that can help increase pharmacy security and safety

Ensure adequate staffing, Keep doors and counters locked, remove controlled substances from view of the counter area.

3. Identify three individual security measures that a pharmacy employee can use to improve pharmacy safety and security

Never leave pharmacy unattended, aggressive customer service, watch for pre-reconnaissance.