

License Renewals

Renewal notices were mailed to pharmacists and pharmacy technicians the first of November. If you did not receive the renewal notice, contact the board's office. Technicians received a paper renewal and pharmacists are required to go to the board's website for license renewal. In addition, renewal applications have been mailed to all pharmacists who are registered to prescribe and administer immunizations. Both pharmacist and technician license renewals are subject to a late fee if not submitted by December 31st. Contact the board's office if you have any questions regarding your license renewal.

Golden Certificate -- 50 Years of Service

Congratulations to the following pharmacists who have completed 50 years of service in 2007 as a licensed pharmacist in Wyoming! The Board of Pharmacy recognizes these pharmacists and is grateful for their years of service to the pharmacy profession.

Donald Deyo (date of original licensure – 6/13/1957), **Robert Nelson** (date of original licensure – 6/2/1957), and **John Prideaux** (date of original licensure – 2/11/1957).

Did You Know About The Exclusion List?? *By Sarah Morrissey, PharmD Candidate*

The Office of the Inspector General has a mission to identify and eliminate fraud, waste, and abuse in the Department of Health and Human Services' programs and to promote efficiency and economy in Departmental operations. As part of this mission, the OIG has created a list of individuals and entities that have been excluded from Federal health care programs. (This includes all Federal reimbursement!)

Those individuals and entities that are on the list have previously engaged in fraud, abuse, or misconduct related to Federal health care programs. Examples may include: convictions for

program-related fraud, patient abuse, licensing board actions, or default on Health Education Assistance Loans.

The major effects of being excluded are as following:

- No payment will be made by any Federal health care program for ANY items or services furnished, ordered, or prescribed by an excluded individual or entity
- Payment prohibition applies to the excluded person, anyone who employs or contracts with the excluded person, and any hospital or other provider where the excluded person provides services

Please be aware that providers and contracting entities have an affirmative duty to check the program exclusion status of individuals and entities prior to entering into employment or contractual relationships, or run the risk of Civil Money Penalties liability if they fail to do so.

For further information, check out the website at: <http://oig.hhs.gov/fraud/exclusions.html>

Highlights, October 11th Board Meeting

- Board issued Rule-Making Order 07-1 after conducting a public hearing on October 11th. The Order and rules in strikethrough/underline format may be viewed on the board's web site. Rules adopted addressed the following:
 - Requirements for licensure by exam or reciprocity for applicants who have graduated from a foreign college/school of pharmacy.
 - Labeling of all unit of issue packaging issued by a retail pharmacy for a resident of a long-term care facility or prescription drugs issued by a hospital emergency room to include on the label the description of the product and if a tablet or capsule the product ID. This requirement has been in place since January 2004 for all prescription drugs dispensed in a traditional dispensing system.

- New rules addressing centralized prescription processing
- New rules addressing the use of automated storage and distribution systems in a retail or institutional setting.
- The Code of Ethics was amended and addresses behavior by a pharmacist toward a patient or pharmacy employee, which would be considered unprofessional conduct.
- The addition of Tdap and HPV immunizations to the listing of approved immunizations which may be prescribed and administered by a pharmacist to a healthy adult or administered to a high risk adult pursuant to a prescription. The board will consider adding Herpes Zoster vaccine as an emergency rule IF CDC adds this vaccine to their listing of recommended immunizations for adults.
- Allowing practitioners to fax controlled substances from office to pharmacy on non-security paper.
- Required reporting of all prescriptions containing tramadol or carisoprodol to the board's prescription drug monitoring program.
- The board appointed Kay McManus to the Wyoming Pain Committee, which is being created by the Department of Health pursuant to legislation passed during the last session of the legislature.
- The board reviewed and approved UW School of Pharmacy, Clinical Clerkship Program.
- Discussed the report prepared by Align regarding the Stakeholder's Workshop, which was held on September 12, 2007. This report has been posted on the board's website (<http://pharmacyboard.state.wy.us>) and participants were provided a copy of the report via email.

- Discussed possible rule-making for 2008.

The next board meeting will be January 30-31 in Cheyenne. Contact the board's office if you have any questions.

Comments from Board Inspector, by Richard Burton, RPh, Board Inspector/Compliance Officer

During the past twelve months, the Board has received numerous complaints from the public concerning pharmacists' attitude in his/her interaction with the customer. Some of the complaints dealt with medication errors as well as attitude toward the customer. The majority of the complaints were written and officially filed with the Board. We are obligated by statute to investigate all written complaints and report the conclusions of the investigation to the complainant. The Board is obviously concerned with any medication error and generally requires the pharmacist or PIC to carefully scrutinize their operation, identify where the error occurred and to provide the Board with corrective steps taken to hopefully prevent the error from reoccurring. The Board does not investigate attitude complaints. If the attitude of a pharmacist is abrupt, rude or seemingly uncaring, in any type of situation with a customer, the attitude problem will generally take care of itself in the form of lost business or loss of job on the part of the pharmacist. When this type of problem is coupled with a medication error by the pharmacist, the implications can now become enormous not only to the pharmacist but to the pharmacy owner. The May 2007 issue of "Pharmacist Letter" stated that "up to 80% of errors can be detected during counseling and that most people are less likely to sue when a good relationship exists" between the customer and the pharmacist. The article goes on to say that "some people sue because nobody apologized or seemed to care". How you deal with customer relations in your pharmacy is strictly up to you or the PIC but it seems that the old adage "the customer is always right" or exercising the "Golden Rule" would have a lot of merit

Prescription Drug Monitoring Program Update, By Denise Embury, Records Analyst

As a reminder any pharmacies that are still having problems submitting data by modem or disk should consider the option of file transfer protocol (FTP). FTP is a quick and easy way of transmitting your monthly data to Atlantic Associates. The software used to access the ftp site is free and easy to set up. The ftp site is secure and quick, usually takes less than 5-10 minutes to transmit and all that is required is Internet access. Please call the board's office and we can either send step-by-step directions and/or walk you through the process of establishing the ftp site.

Alcohol or Drug Problem? Confidential Assistance is Available

Call George Vandel at (307) 472-1222

WPAP's website: <http://wpapro.org>

If you are concerned about yourself or a colleague, please call the Wyoming Professional Assistance Program (WPAP) to discuss your concerns anonymously. We assist impaired pharmacists and pharmacy technicians to get the help they need without necessarily jeopardizing their licenses.

Special Notice about This Newsletter

The *Wyoming Board of Pharmacy News* had been designated as the official method of notification to pharmacists and pharmacy technicians licensed by the Wyoming Board of Pharmacy. Please read these newsletters and keep them for future reference. These newsletters will be used in hearings as proof of notification. Newsletters are available for review on the Board's web page (<http://pharmacyboard.state.wy.us>).