## Pharmacy Security Checklist

### Alarms

**Features**

- **Central Station or Local**
  - Battery Back-Up
  - Silent
  - Visual (Flashing Lights)
  - Supervised

- **Cell Phone**
- **Audible**
- **Visual (Flashing Lights)**
- **Unsupervised**

**Alarmed Areas**

- Doors
- Skylights

**Sensor Types**

- Magnetic Door Contacts
- Glass Break
- “Trap” Alarm
- Wireless or Hard Wired Sensors

### 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

### 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

### 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

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**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

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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).