



## PHARMACY WORKING CONDITIONS REPORT

Please use this form to report working conditions in a pharmacy that you believe are causing or contributing to a danger to the public health and safety.

This form asks a number of questions. Board staff understand that you may not be able to answer all of them. But answering as many as you can, as specifically as you can, is crucial to effective investigation and meaningful action.

Date of complaint:

Person making complaint:

Name of pharmacy:

Pharmacy address:

City:

State:

Zip code:

Pharmacy Phone:

Position at pharmacy:

Pharmacist Manager, if different from complainant:

How long has the Pharmacist Manager been in this role?

Name of District Manager, if applicable:

Phone number of District Manager:

To your knowledge, is the District Manager a licensed NC pharmacist?

Please provide a brief summary of your complaint concerning your working conditions here:

**PHARMACY STAFFING QUESTIONS:**

How many pharmacists are employed at the pharmacy?

How many technicians are employed at the pharmacy?

What is the approved Pharmacist: Technician ratio?

What is the P:T ratio on average during a typical shift?

If ratio is above 1:2, how many certified technicians are on shift?

How often is there only one pharmacist on duty?

Are pharmacists and technicians asked to do any duties inside the pharmacy in terms of customer relations for example Adherence calls, wellness days, etc.?

Does the pharmacy staff ever stay late to catch up on tasks?  
How often does that occur and what tasks are being completed?

How long does staff typically have to stay to complete task?

Does the pharmacy staff ever come in early to catch up on tasks?  
How often does that occur and what tasks are being completed?

How early does staff typically come in to complete task?

How often are pharmacy staff called in to work when not scheduled to catch up on tasks for the pharmacy?

Is there a time pharmacy staff come in to catch up on tasks in the pharmacy and are not being paid?

How often does this occur?

Are pharmacists asked to do any duties outside of the pharmacy as a representative of the company/corporation/Pharmacy such as volunteering at vaccination clinic?

How often are you required to do these duties?

## **PHARMACY VOLUME QUESTIONS:**

What is the average daily prescription volume of the pharmacy?

Do pharmacy personnel administer vaccines?

What is the daily average of vaccines?

How many pharmacists are administering vaccines and what type of vaccines are the pharmacists administering?

How many technicians are administering vaccines and what type of vaccines are the technicians administering?

How many interns are administering vaccines and what type of vaccines are the interns administering?

Are the vaccines reported to the appropriate registry?

Who is tasked with reporting the vaccines into the registry?

Does your pharmacy take walk-ins for vaccinations or does the pharmacy require an appointment?

What is the average number of appointments that the pharmacy has scheduled daily?

What is the average number of walk-ins, if any, that the pharmacy has daily?

Does your pharmacy have a drive-thru?

Who usually manages the drive-thru?

What actions are usually performed at the drive-thru? (e.g., selling of prescriptions, covid tests, counseling)

Does pharmacy conduct any point of care testing such as COVID Testing?

What is the daily average of testing?

What staff is responsible for administering test and what is testing procedure?

How far behind is the pharmacy on filling and verifying prescriptions and how long has this backlog persisted?

In your opinion is the rate you are dispensing per hour or per day safe or does it pose a threat to public health and safety? If so, please explain

### **PHARMACY SUPPORT QUESTIONS:**

Have you or the pharmacy staff ever expressed concerns to your supervisor or higher up management regarding the conditions of the pharmacy?

What concerns did you report?

Who did you report these concerns to?

What was the response received about your concerns?

How supported do you feel by pharmacy management?

Do you feel that support from pharmacy management has changed from before the pandemic vs now?

How, and to what degree, did you feel supported before the COVID-19 pandemic?

How, and to what degree, do you feel supported at this current moment in the COVID-19 pandemic?

If the amount of support differs from before the pandemic to the present day, why do you believe this is?

What three (3) things could management do to better support you and your pharmacy staff?