



**Bill Ritter, Jr.**  
Governor  
**Barbara J. Kelley**  
Executive Director  
**Wendy Anderson**  
Program Director

## THE COLORADO BOARD OF PHARMACY

### ELECTRONIC PRESCRIPTION DRUG MONITORING PROGRAM

**Contact us:**

**The State Board of Pharmacy**  
1560 Broadway, Suite 1350  
Denver, Colorado 80202  
<http://www.dora.state.co.us/pharmacy>

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**Consumer protection  
is our mission**

Colorado Board of Pharmacy staff frequently gets questions from pharmacists inquiring about the Prescription Drug Monitoring Program (PDMP). Many of these questions surround accessing patient information as well as disseminating that information. Some common questions with answers follow:

a) "I think my coworker is obtaining/using controlled substances. Can I look him/her up in the PDMP?"

Answer: No, pharmacists may only access the data for patients for whom they are considering dispensing a controlled substance. In fact, prior to getting user credentials, all users of the PDMP must attest that they are only accessing the data for patients they are treating. Furthermore, users must agree that they will not disseminate the information obtained. What this means is that users may not look up their friends, neighbors, family members, coworkers, etc., just to see what medications they might be taking. Doing so would be a violation of the law. Using the PDMP inappropriately can also result in a fine.

b) "I have a patient that would like me to download their prescription history from the PDMP and give it to them. Can I do this?"

Answer: No, you cannot disseminate the reports from PDMP. If a patient would like their own personal history from the PDMP, he/she may obtain that information by contacting the Board. Please refer those interested to the pharmacy board's website, [www.dora.state.co.us/pharmacy](http://www.dora.state.co.us/pharmacy)

c) "The local police want me to download a PDMP report on a patient and give it to them for a case they are working on. Can I do that?"

Answer: No, here again, you cannot disseminate the reports from the PDMP. If law enforcement officials need reports from the PDMP they may obtain them directly from the Board. Please refer them to the Board's website, [www.dora.state.co.us/pharmacy](http://www.dora.state.co.us/pharmacy).

d) "A physician has requested that I fax a patient's PDMP report to him/her. Can I do that?"

Answer: No, the physician must download the patient's PDMP report.

In short, you may not disseminate the reports obtained from the PDMP. **You may only access the PDMP for patients to whom you are considering dispensing a controlled substance. The PDMP data may not be used in other circumstances.**

#### Have You Moved Lately?

It is imperative that all licensees keep their mailing address updated with the Division. The Division mails renewal information to the licensee at the last address furnished to us. Failure to receive such a renewal notice does not relieve the licensee of the obligation to timely pay the renewal fee and submit appropriate documentation in support of the renewal application. If a licensee performs services without an active license, he or she is in violation of the Practice Act!

Registrations Online Services makes it easier for all licensed professionals to renew and update their mailing and email addresses and other information at:

<https://www.doradls.state.co.us/>

## PHARMACY SECURITY

A recent analysis of complaints over the past year has revealed a large number of cases involving the security of a pharmacy's compounding / dispensing area. Some involve instances in which a pharmacist fails to properly secure the compounding / dispensing area (i.e. – a door or a window) when closing for the day but while the general store area remains open. Others involve instances in which a non-pharmacist enters the compounding / dispensing area when a pharmacist is not in the building, particularly due to non-pharmacists having accessibility to a key to enter the area. The Board reminds registrants to assure that all entrances to a compounding / dispensing area are secure when closing for the day while the general store area remains open. In addition, the Board urges you to be cautious about the security and accessibility of additional keys that are typically used to gain access to a pharmacy by “floating” pharmacists.

## Rx REVIEW PHARMACISTS NEEDED

The Department of Health Care Policy and Financing is conducting an Rx Review program (also known as the Prescription Drug Information and Technical Assistance Program). The program provides an excellent opportunity for pharmacists to demonstrate their value in improving patient outcomes and controlling health care costs. The program provides the opportunity for Colorado Medicaid clients to meet with a pharmacist to review their medications and receive information on the prudent use of prescription drugs. The Department will determine which Medicaid clients are eligible and will pay pharmacists \$75 to conduct this medication therapy review.

If you are interested in participating in this program please contact Megan Wood at 303-866-3840 or [megan.wood@state.co.us](mailto:megan.wood@state.co.us) for more details.

## Attention All Preceptors

Please ensure that the individuals for whom you are serving as a preceptor hold a current active Colorado pharmacy intern license. If you are precepting students from pharmacy schools outside of Colorado, ensure that the students hold Colorado intern licenses prior to allowing these students to engage in intern activities. Licenses may be verified at the following link: <https://www.doradls.state.co.us/alison.php>

## Affidavit of Eligibility

Effective January 1, 2007, all applicants requesting original licensure, renewal of an active license, or reinstatement of an expired license must complete and sign the Affidavit of Eligibility Form.

**No license can or will be issued without this form.**

***The good news is that you can complete this form online when you use Registrations Online Services!***

You must possess at least one secure and verifiable document and include information about that document on the Affidavit itself (or provide the information during online renewal). The list of secure and verifiable documents is available to you when you renew online. We also have a web page where you can read the law, look at the Affidavit, and see the list of acceptable documents.

[www.dora.state.co.us/registrations/Affidavit.htm](http://www.dora.state.co.us/registrations/Affidavit.htm)

## NEW RECORDKEEPING REQUIREMENTS: INITIAL INTERPRETATION AND FINAL EVALUATION

On July 30, 2007, Rule 3.00.50 was amended to better define a pharmacist's responsibility in the dispensing of prescription orders. Rule 3.00.50 defines "Initial Interpretation" as the review of an order accompanied by order entry and "Final Evaluation" as the review of the final prescription to ensure that the ordered medication is properly prepared and placed in a suitable container with appropriate labeling. Records that detail the pharmacist responsible for each of these steps, and the date the steps occurred shall be retained at the prescription drug outlet for at least two years from the date of any transaction pertaining to the order.

Due to the numerous and varied means by which each prescription drug outlet documents and maintains these records, on November 30, 2008, Rule 3.00.51 was added. It states that each outlet shall maintain, in written format, a notice detailing how initial interpretations and final evaluations are documented in the outlet.

This notice shall be posted on the wall, directly next to the most current board registration and shall be signed and dated by the pharmacist manager. In the event the pharmacist manager changes, the new manager shall sign and date the notice within 72 hours of assuming pharmacist manager duties. This notice shall detail the manner in which all initial interpretations are recorded for new orders, the manner in which final evaluations are recorded for all new and refill prescriptions, and include a statement that all pharmacy personnel involved in the dispensing of prescriptions have the ability to print these records upon request. Any changes to the outlet's method of documenting initial interpretations and final evaluations shall be posted and include the effective date of change. If such notices are not posted, the pharmacist manager shall be held accountable for failure to post the notice and for any dispensing errors. The updated rule may be reviewed at: <http://www.dora.state.co.us/pharmacy/Rules11-30-08.pdf>.

## DISPENSING ERRORS

Board staff has recently conducted research on complaints received by the Board for Fiscal Year 2008. Not surprisingly, dispensing errors account for the majority of complaints. Complaints categorized as dispensing errors encompass a broad spectrum—from order entry issues, wrong drug, or counting errors.

These errors were then further divided into the part of the dispensing process where the error occurred. For example, did the error occur at the point of initial interpretation or at the point of placing the medication into the container and labeling it properly? The results of this analysis indicated that in over 75 percent of the dispensing error complaints, the error occurred at the point of initial interpretation. Errors occurred in not recognizing drug allergies, drug interactions, order interpretation, or failing to catch inappropriate medications or dosages.

Pharmacists need to have a heightened awareness regarding dispensing errors. If you are supervising technicians who perform order entry, use extra vigilance in reviewing their work. If allergies, interactions, drug usage, and patient profile alerts must be overridden, do not allow others to use your override codes. Remember, you as the pharmacist, are accountable for the accuracy of those that you supervise. If something on the order doesn't make sense, contact the prescriber for clarification.

Some suggestions for minimizing the possibility of errors are listed. They may or may not be pertinent for your practice setting and should not be construed as the only factors that should be considered. Each pharmacy should assess its own practices and determine the best methods to avoid dispensing errors. However, all pharmacists need to be vigilant and take steps to prevent errors.

- a. Lock up or sequester drugs that could cause disastrous errors;
- b. Develop and implement meticulous procedures for drug storage;
- c. Reduce distractions, design a safe dispensing environment, and maintain optimum work flow;
- d. Use reminders such as labels and computer notes to prevent mix-ups between "look-alike" and "sound-alike" drug names;
- e. Keep the original prescription order, label, and medication container together throughout the dispensing process;
- f. Perform a final check on the contents of prescription containers;
- g. Compare the contents of the medication container with the information on the prescription label;
- h. Enter the manufacturer's identification code in the computer and on the prescription label;
- i. Perform a final check on the prescription label. When possible, use automation, such as bar coding;
- j. Provide patient counseling;
- k. Make sure drug references in the pharmacy are current;
- l. At minimum, double check all calculations;
- m. Have all prescriptions double checked by another person, if possible
- n. The computer merging of files (drug or patient) should always be supervised.
- o. Review the Institute for Safe Medication Practices website at [www.ismp.org](http://www.ismp.org) regularly for suggestions on preventing errors and for information on drug names that are commonly confused.

## DISCIPLINARY ACTIONS

Individuals disciplined by the State Pharmacy Board.

To view all Board Actions (including current) [Click Here](#) – in PDF format only

Adobe Acrobat Reader is required in order to view and print these materials. If you do not have Adobe Acrobat Reader, [download the latest free version](#) directly from the Adobe website or [convert a document to text](#).

## DEFINITIONS

The following Board action definitions are provided to assist you reviewing the information provided on this page. If you have questions regarding a disciplinary action, please contact Tia Johnson, Licensing and Complaint Specialist ([tia.johnson@dora.state.co.us](mailto:tia.johnson@dora.state.co.us)) or at (303) 894-7897.

**Letter of Admonition:** A public reprimand issued to a licensee in the form of an actual letter or as part of a Stipulation. The letter or Stipulation is a public record and may be obtained from the Board office.

**Stipulation and Final Agency Order:** An order of the Board and an agreement between the Board and a licensee or registrant prior to a formal hearing. A stipulation resolves the case. In a stipulation, both parties agree to facts, sanctions and the terms and conditions for continued practice, if applicable.

**Final Agency Order:** Final order issued by the Board after a formal hearing before an Administrative Law Judge (ALJ) where evidence and testimony were presented. The ALJ prepares a written report of the findings which the Board reviews and then makes the final ruling regarding the appropriate sanction.

**Summary Suspension pursuant to 24-4-104(4), C.R.S.,** is an immediate, temporary withdrawal of a license or registration to practice pending prompt commencement of formal disciplinary proceedings. This type of suspension can only be ordered when the Board finds the public health, safety or welfare requires emergency action or that the practitioner has willfully violated the law.

**Summary Suspension pursuant to 12-22-125.2(4), C.R.S.,** is a suspension of a license or registration for failure to comply with a lawful order of the Board.

**Summary Suspension pursuant to 12-22-605(3), C.R.S.,** is a suspension of a pharmacist's or pharmacy intern's license for failure to comply with a Board order referring the individual to a peer health assistance program.

## REGISTRATIONS ONLINE DOCUMENTS

The Department of Regulatory Agencies' **Registrations Online Documents (ROD)**, found at:

[www.dora.state.co.us/registrations/ROD.htm](http://www.dora.state.co.us/registrations/ROD.htm)

ROD is a website that allows the consumer to view images of scanned disciplinary documents through the Internet. In reviewing a licensee's information, it is important to know what is and is not available from the agency about Colorado licensees.

The following information WOULD appear on a record under Board or Program Actions if applicable to the licensee:

1. If a licensee had been disciplined or formally accused of wrongdoing by the Board or Program.
2. If the Board or Program has taken some other non-disciplinary action against the licensee that restricts or limits the individual's license.

**Board/Program Action Documents available via Registrations Online Documents (ROD)**

- All **Stipulations, Final Agency Orders, and Suspensions** that were in effect in February 2000 plus any that became effective since that date. Child support suspensions are not available online but may be obtained by contacting the appropriate Board.
- Any document **Revoking** or agreeing to a **Voluntary Relinquishment/Surrender** of license or registration, **Cease and Desist Orders** and **Letters of Admonition** from January 1, 1999 to the present.
- All **Injunctions**.
- All **Notice of Charges** or **Formal Complaints**, if the information is a public record, for cases that were pending hearing as of February 2000.
- **Jury verdicts** against a physician or physician assistant in a civil medical liability trial that occurred after August 3, 2004.

If you are interested in viewing the disciplinary action documents, please visit Registrations Online Documents (ROD), found at [www.dora.state.co.us/registrations/ROD.htm](http://www.dora.state.co.us/registrations/ROD.htm).