Pharmacy Security Checklist

ALARMS

Features

Central Station or Local

- [ ] Battery Back-Up
- [ ] Cell Phone
- [ ] Silent
- [ ] Audible
- [ ] Visual (Flashing Lights)
- [ ] Supervised
- [ ] Unsupervised

Alarmed Areas

- [ ] Doors
- [ ] Windows
- [ ] Skylights
- [ ] Interior & High Security

Sensor Types

- [ ] Magnetic Door Contacts
- [ ] Motion
- [ ] Glass Break
- [ ] Vibration
- [ ] Duress
- [ ] "Trap" Alarm
- [ ] Fire
- [ ] Wireless or Hard Wired Sensors

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

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

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

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).