



# Pharmacy Security Check List



## ALARMS

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- Doors
- Windows
- Skylights
- Interior motion detectors
- Central station monitored
- Features of alarm system**
- Hard wired alarm to sensors
- Battery Backup (Electrical Loss)
- Cell telephone backup (Telephone line cut or out of service)
- "Panic" or "Robbery" Button
- Pressure Pad Alarm

## PHYSICAL DESIGN

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- 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
- Front door (height tape)
- Height Standards near counter
- Interior lighting

## LOCKS AND LOCKING DEVICES

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- Limited issuance of keys
- "Do Not Duplicate" on keys
- Keys numbered

## PHYSICAL BARRIERS

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- Steel Window Curtains
- Steel Door Curtains
- Pharmacy Department Doors
- Barriers to prevent "jump over"
- Interior Safe (High Risk Areas)
- Bollards (concrete/steel posts imbedded in the ground outside premises)

## CCTV

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- Visible monitor at entry
- Signs (Recorded/monitored off site)

### Camera features

- Color or Black and White
- Field of view of camera is adequate
- Variable focal lens
- Low level light camera (Auto Iris)
- Drive Thru Window Camera
- Hidden camera at customer face level
- Camera field of view adequate
- Regular (weekly) audit and maintenance of cameras and recordings

### Recording

- Frames per second (10 or more)
- Digital vs. VHS recording
- Retention of recordings
- Regular replacement of tape
- Recorder hidden and secured

### CCTV/Recording *Continued*

- Dummy VHS with tape
- Preserve original recordings for Law Enforcement
- Date/Time stamped on Video
- "Watermark" on video

### **After hours recordings**

- Continuous recording
- Motion or IR triggered

### ROBBERY/BURGLARY/FRAUD

#### **Robbery**

- Develop policy and procedure for robbery
- 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
- Regular Training and rehearsal for robberies.
  - Assign Tasks to personnel and train
  - Involve local police to learn what they recommend

#### **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 (ID's bottle as coming from a particular store)
- Develop closing process

#### **Fraud**

- 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
- Regular Training and rehearsal for forged/ altered prescriptions and phone call-ins. Involve local police to learn what they recommend

### 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 Check List 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)