

The Pharmacy Self Assessment is a tool that allow the pharmacist to quickly assess risk management measures in place to limit the possibility of loss, or to minimize the size of the loss if it occurs.

ISSUE	CONSIDERATION
<p style="text-align: center;">PHYSICAL SECURITY</p> <p>Doors, windows, lighting and cash security and procedures</p>	<p>Are the areas around the prescription area and safe well lit during closed hours?</p> <p>Is someone assigned to check all doors and windows before leaving?</p> <ul style="list-style-type: none"> ■ Make sure every access point is locked. ■ Check areas where there may be any stragglers.....bathroom, closet in waiting/retail area, consultation office etc. ■ Register countdown procedures.....is there a minimal amount of cash available if broken into? ■ Make sure the alarm is activated before leaving <p>Is additional lighting provided in secluded areas?</p> <ul style="list-style-type: none"> ■ Rear of building ■ Where employees exit ■ Side doors ■ On windows ■ Storage shed <p>Video surveillance – is it present and used to capture and share images of suspicious persons with police?</p> <p>Are high value drugs secured against theft?</p> <p><i>The typical pharmacy theft takes less than two minutes. Disbursing drugs may not provide adequate protection. In a few minutes, two burglars with a trash bag can sweep everything off the shelves.</i></p> <p><i>Consider a safe that is bolted to the floor.</i></p>

EMERGENCY RESPONSE

Know who to call in an emergency

ALARM SYSTEM

Covers all areas of the pharmacy
Rings locally and off site
Has a cell phone back-up
Is tested at least semi-annually

Do you cultivate a good relationship with the appropriate law enforcement agencies?

- Police response is critical. Let them know who you are and show them around the premises.

Are emergency numbers posted?

- These should include 911, utility companies, alarm company, phone, and internet provider.
- Have numbers of key employees available so you can contact them in an emergency.

If you have a silent alarm, don't push the button during a robbery unless you know how your police department will respond. Response with "guns drawn" can spark a hostage situation.

Motion detectors:

If you have motion sensors are they placed appropriately?

- Are they placed to cover all areas of the pharmacy, including offices and back rooms?
- Are they kept free from anything that might block them and prevent their effectiveness?
- Do you have a cell phone back up for the lines that carry the alarm signals or another other type of line security?

Has the alarm system been tested and calibrated (as needed) in the past 6 months?

Do you have a battery back-up for the alarm system for power outages caused by natural occurrence or intentional sabotage?

Are overhead or abutting occupancies or vacancies monitored to prevent access to this facility?

Nationally, 6% of break-ins occur by entering the pharmacy through the ceiling from an empty second floor, or through adjacent vacant occupancies. Vibration sensors are a type of alarm that can be used to detect attempts to enter in this way.

BURGLARY POLICY

Suspicious persons
Response to a burglary alarm

ROBBERY PLANNING

What do employees do if a robber comes into
the pharmacy?
Is there a plan?
Has there been training?

Do you have a company policy for burglary and is it current?

Burglary policies should address:

- Monitoring and reporting of suspicious persons who may be “casing” the pharmacy for a potential theft. What information to capture and how to report. Include when to contact police and use of video footage.

Law enforcement professionals indicate that in a high percentage of cases, a criminal has been in a pharmacy at least 3 times before a theft occurs.

- What to do if burglary occurs. Do not go into the building until police have given the ok and report the event to Pharmacist Mutual.

If you would like to discuss security needs, you can ask the adjuster for a referral to Risk Management.

Do you have a company policy for robbery?

Robbery policies should cover:

- What to do if robber comes into building
 - Remain as calm as possible
 - Comply but don't volunteer
 - Try to remember what was touched for possible fingerprints
 - Communicate. Let them know if you expect someone, delivery driver, employee returning from lunch and what you are doing.
 - Do not attempt to chase or apprehend the robber
- What to do after robber has left
 - Immediately lock all doors
 - Call police
 - Take notes on what happened before you forget
 - Try to preserve evidence and ask witnesses to stay

Make sure to not only train the staff, but to rehearse actions to take in a robbery situation. This includes actions by employees who are not being directly confronted.

Training materials are available from www.rxpatrol.org or Pharmacist Mutual.

PLAN FOR THE PSYCHOLOGICAL IMPACT OF AN ARMED ROBBERY

Armed robberies are terrifying events, and depending on the situation and then individual, how people respond can be significantly different.

In some states, mental stress may be covered under workers compensation. In any state, individuals can seek legal help if they face mental stress or physical problems if they are involved in a robbery.

Consider the following for possible inclusion in how you will respond:

- Will you consider covering the cost of post traumatic stress counseling? Is this covered in your health benefits plan?
- Will you provide time off? How many days? Be fair and consistent. Some companies will provide a few days of non-charged leave, but it is important to establish a clear limit. Absences beyond what the company is willing to provide should be consistent with other policies for absences.

If you have any questions regarding this topic, or any other involving your risk management efforts, please contact your Field Representative, Underwriter, or Pharmacists Mutual's Risk Management Department at 800-247-5930.

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