

10/24/22

To: Ashley
From: Phil

My apologies. This is all thrown together in a hurry. I am on my way out, and I need to stop by the pharmacy, so I want to pass this along to you while I am there.

Contents:

- 1) Copies of 2 labels, plus 1 cash register receipt. This represents 2 transactions. The original transaction 11/10/20, and then a correction that occurred on 12/23/20.
- 2) A very rough essay of my notes of what happened on 12/23/20.

My questions/requests are as follows:

- 1) Please make a print of your computer records for the original transaction, and then for the second transaction on 12/23/20, if there are any records at all for the second transaction. Please do as much as you possibly can without asking (getting) any help from Juliann Rau. If, after you have tried every thing else, you come up empty, then please call in Juliann as a last resort.
- 2) Why is the doctor's name wrong on the second label?
- 3) Both of the labels say "reprint". I have seen other labels that say "reprint", but not always. What does "reprint" mean?

A handwritten signature in black ink, appearing to read "Phil Rau". The signature is written in a cursive style with a large, sweeping initial "P" and a long horizontal stroke extending to the right.

1st Transaction
11/10/20

CAUTION: FEDERAL LAW PROHIBITS THE TRANSFER OF THIS PRESCRIPTION
PERSON OTHER THAN THE PATIENT FOR WHOM IT WAS PRESCRIBED.



(720) 795-7153
3050 S. PEORIA
AURORA, CO 80014
STORE 138

Prescriber: JENNIFE MCLEAN
RX# 4251862
PHILIP RICE
PHENTERMINE 37.5 MG TABLET

RPH:AM
DE:RO
Qty: 60

93806-3
Dispensed: 11/10/20
Written: 11/10/20
Discard by: 11/10/21
Mfr: KVK-TECH
OVAL
BLUE SPECKLED,
K 25

TAKE ONE TABLET BY MOUTH
EVERY MORNING FOR WEIGHT
LOSS

WARNING: DO NOT USE IF YOU ARE
PREGNANT, SUSPECT THAT YOU
ARE PREGNANT OR WHILE
BREASTFEEDING. CONSULT YOUR
DOCTOR OR PHARMACIST.
 THIS DRUG MAY IMPAIR THE ABILITY
TO OPERATE A VEHICLE, VESSEL,
OR MACHINERY. USE CARE UNTIL
YOU BECOME FAMILIAR WITH ITS
EFFECTS.

NO REFILLS REMAINING

REPRINT **MAY CAUSE
DIZZINESS**

2nd Transaction
12/23/20

CAUTION: FEDERAL LAW PROHIBITS THE TRANSFER OF THIS PRESCRIPTION
PERSON OTHER THAN THE PATIENT FOR WHOM IT WAS PRESCRIBED.



(720) 795-7153
3050 S. PEORIA
AURORA, CO 80014
STORE 138

Prescriber: JENNIFE LOMONACO
RX# 4251862
PHILIP RICE
PHENTERMINE 37.5 MG TABLET

RPH:AM
DE:RO
Qty: 60

93806-3
Dispensed: 11/10/20
Written: 11/10/20
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NO REFILLS REMAINING

REPRINT **MAY CAUSE
DIZZINESS**



Hometown Grocer. Hometown Team.

3050 S. Peoria St.
(720) 795-7143 Store
Your cashier was RX Floater

RX	PHARMACY	NP	15.88-0
	TAX		0.00
	**** BALANCE		15.88-
RF	CASH		15.88-
	CHANGE		0.00
TOTAL NUMBER OF ITEMS SOLD =			0
12/23/20 02:21pm 139 67 23 520			

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Until about December 23rd. When it became apparent (to me) there were not 60 tablets in that container that I brought home from King Soopers on 11/10/20.

I wondered how this was going to play out.

I took the container to the pharmacy. I waited in line for 5 minutes. When it was my turn, I showed the container to the person behind the counter, and asked the question:
Can you tell me the name of the pharmacist that dispensed this prescription?

The first person said: I don't know. I said: OK fine. Can I speak to a pharmacist, please?

The second person I spoke to was not a pharmacist. They started to tell me the pharmacist's name, and then in mid sentence, said: Wait a minute, I'm not sure if I'm allowed to tell you.

The third person I spoke with, was a woman, who responded with:
Is there a problem with this prescription?
This was spoken in a (very) demanding voice.

I could see that this woman was used to saying "jump", and hearing "how high?" as a response.

I wanted to establish right away that our relationship was not going to work that way. I responded calmly: I would like to know the name of the pharmacist that dispensed this prescription, please. Will you tell me, or not? Is my ability to find out contingent in any way on me answering your question?

I just looked at her, and waited for her to make the next move. Things got very quiet. She blinked. It took her about 4 minutes, but she got me the name of the person who dispensed my prescription. And then I asked what was her name. Her name is:

Juliann Rau
King Soopers
Pharmacy Practice Coordinator
PHA 0019959

I told her my story. I paid for 60. I think I was short. I'm here to do some shopping. Juliann tells me she will look into it. She tells me to check with her on my way out.

Buy 60, Get 30?

To my surprise, Juliann discovers that I am right. Ashley charged me for 60, but only put 30 in the container. I got shorted 30. Wow.

I leave with a container that has 30 tablets. And a label that has some significant discrepancies. The label says the date dispensed is 11/10/20, which I think is wrong. I got the pills on 12/23/20. The Prescriber (doctor) name is wrong. The quantity is typed as 60, the same as the original label, and then the number 30 is hand written on the label. So there are 2 quantities, one is correct, one is incorrect. The initials of the dispensing pharmacist are not correct, in that they do not reflect the name of the pharmacist that dispensed the 30 tablets to me. The "discard by" date is not right. Of all these discrepancies, the only one that I care about is the date dispensed. But I care about that very much