State of Connecticut
Department of Consumer Protection
Commission of Pharmacy
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ALL FIRST-TIME PHARMACY MANAGERS ARE REQUIRED TO APPEAR BEFORE THE COMMISSION OF PHARMACY IN PERSON AND DOWLOADING THIS DOCUMENT DOES NOT REPLACE THE IN-PERSON APPEARANCE.

01.) How long have you been a practicing pharmacist?

- The Commission of Pharmacy recommends that all first time pharmacy managers be licensed for a minimum of six (6) months.
- *Newly designated pharmacist managers.*
  A pharmacist who is designated to be a pharmacist manager and has not previously managed a Connecticut pharmacy, shall appear before the Commission for a personal interview related to the pharmacist's knowledge and responsibilities as a pharmacist manager. Such interview shall take place before the pharmacist is authorized to manage the pharmacy except that, in cases of hardship, the pharmacist shall appear at the first Commission meeting held after the date the pharmacist commences work as the pharmacist manager.
  [Regulations of Connecticut State Agencies – Section 20-576-23]

02.) In what type of practice setting are you employed? Are you aware that there are significant differences in the responsibilities of a pharmacy manager based on the pharmacy setting?

- A business devoted primarily to the operation of a pharmacy is licensed as a pharmacy. Consequently, the pharmacy manager is responsible to the Commission of Pharmacy for the entire premise. This premise includes both the front store and prescription department.
  - A thorough check of all pharmaceutical stocks and dated consumer products should be conducted at regular intervals for the purpose of separation and identification and/or removal and destruction of any or all outdated/deteriorated products.
  - Recalled and misbranded products should be removed from sales and storage areas and an effective system to identify and remove these products should be developed.

  (i.e. Walgreens Pharmacy)
- A pharmacy manager for a pharmacy located in a business not devoted primarily to the operation of a pharmacy is responsible to the Commission of Pharmacy for the area licensed as a pharmacy only.
  (i.e. Shop Rite Pharmacy, Stop and Shop Pharmacy)

03.) Are you aware of the regulations concerning posting of the pharmacy manager's name?

- *<u>Name of pharmacist manager to be posted.</u>*
  The name of the pharmacy manager shall be conspicuously posted within the prescription department of a pharmacy, or in immediate proximity to it. The manager's name shall be displayed in a location and a manner so as to clearly and readily identifiable to patients and customers. Nothing in this section shall be construed to prevent the display of the name of the pharmacist manager at other locations within the pharmacy in addition to the above location.
  [Regulations of Connecticut State Agencies – Section 20-576-21]

04.) Are you aware that you are responsible for renewing the pharmacy license annually on or before August 31st?

- Pharmacy licenses are issued from September 1st thru August 31st.
  A renewal notice will be mailed to either the pharmacy or the corporate office annually. The pharmacy manager must sign the renewal form and return to the Department of Consumer Protection with the current fee of $150.00.
- Failure of a licensee to receive a notice of expiration and renewal application shall not exempt the licensee from their responsibility to renew the license.
- *<u>Pharmacy license; application; information required; issuance or renewal of license; expiration. Transfer of pharmacy to new location.</u>*
  Pharmacy licenses shall expire annually. Pharmacy licenses may be renewed on application and payment of the fee required in Section 20-601 for a period not to exceed one year.
  [Connecticut General Statutes – Section 20-594(d)]

05.) Are you aware that you are responsible for all pharmacists working in your store? Are you aware that you are responsible for insuring that all pharmacists have current and active licenses? Are you aware that pharmacist licenses expire annually on January 31st?

- Pharmacist licenses are issued from February 1st thru January 31st.
  A renewal notice will be mailed to the pharmacist annually. The pharmacist must sign the renewal form, certify completion of the continuing education requirement and return to the Department of Consumer Protection with the current fee of $30.00.
- Failure of a licensee to receive a notice of expiration and renewal application shall not exempt the licensee from their responsibility to renew the license.
- *<u>Practice of pharmacy without license prohibited.</u>*
  No individual may engage in the practice of pharmacy unless the individual holds a current license to practice pharmacy issued by the department.
  [Connecticut General Statutes – Section 20-605]
- *<u>Pharmacist license certificate; expiration; renewal; fee; display document.</u>*
  A license to practice pharmacy shall expire annually and may be

renewed upon completion of an application on a form approved by the department, payment of the fee set forth in Section 20-601 and completion of continuing professional education, as required by Sections 20-599 and 20-600.
[Connecticut General Statutes – Section 20-593(b)]

06.) Are you aware that you are responsible for insuring that all pharmacy interns are registered?

- *<u>Registration of pharmacy interns.</u>*
  Each individual who is employed by or is serving under the supervision of a pharmacist in a pharmacy or institutional pharmacy for the purpose of obtaining the professional experience required under the provisions of Section 20-590 shall register as a pharmacy intern with the Commission at the time of commencing employment or service under such supervision. The applicant may not be registered as a pharmacy intern unless the applicant has successfully completed two years of college and is enrolled in a professional program at a school or college of pharmacy, accredited by the American Council of Pharmaceutical Education and approved by the Commission, or has completed the requirements for graduation from such a school or college, or, if the applicant is a graduate from a foreign pharmacy school not approved by the Commission, has passed a proficiency test for written and spoken English and a foreign pharmacy graduate equivalency examination. The application for registration shall be certified to, under oath, by the applicant.
  [Connecticut General Statutes – Section 20-598(a)]

07.) Do you know the pharmacist-to-pharmacy intern ratio?

- *<u>Registration of pharmacy interns.</u>*
  No pharmacy intern preceptor shall supervise the training of more than one pharmacy intern at any one time.
  [Regulations of Connecticut State Agencies – Section 20-576-8(c)(1)]

08.) Are you aware that you are responsible for the registration of pharmacy technicians?

- *<u>Registration of pharmacy technicians.</u>*
  No person shall act as a pharmacy technician unless registered with the department.

  The department shall, upon authorization of the Commission, register as a pharmacy technician any person who presents evidence satisfactory to the department that such person is qualified to perform, under the direct supervision of a pharmacist, routine functions in the dispensing of drugs that do not require the use of professional judgment. The qualifications for registration as a pharmacy technician under this section shall be in accordance with (1) the standards of an institutional pharmacy, a care-

giving institution or a correctional or juvenile training institution, or (2) the standards established by regulation adopted by the Commissioner in accordance with Chapter 54, in the case of employment in a pharmacy. As used in this subsection "direct supervision" means a supervising pharmacist (A) is physically present in the area or location where the pharmacy technician is performing routine drug dispensing functions and (B) conducts in-process and final checks on the pharmacy technician's performance.
[Connecticut General Statutes – Section 20-598(a)(b)]

09.) Are you aware that you are responsible for the training of pharmacy technicians and the record keeping of such training?

- The pharmacy manager shall be responsible to maintain a written record documenting the initial and continuing training of supportive personnel and it shall contain the following information: a.) the name of the individual receiving the training (b.) the date(s) of training (c.) a general description of the topics covered (d.) the name of the person supervising the training (e.) the signatures of the individual receiving the training and the pharmacy manager.
- When a change of pharmacy manager occurs, the new manager shall review the document and sign it, indicating that he understands its contents. This record shall be readily available for inspection and may be copied by the Commissioner of Consumer Protection or his authorized agents.
- The initial training is determined by the pharmacy manager of each licensed pharmacy. Such training shall include, but not limited to, on-the-job and other related education and shall begin with the tasks supportive personnel are to perform. The pharmacy manager shall assure the continued competency of supportive personnel through continuing in-service training designed to supplement initial training.
- *<u>Training.</u>*
  Please refer to the citation below for the substance of this regulation.
  [Regulations of Connecticut State Agencies – Section 20-576-37]

10.) Are you aware of the regulation requiring pharmacy technicians to wear name tags?

- *<u>Limitations. Name Tags.</u>*
  Pharmacy technicians shall wear name tags or similar forms of identification that clearly identify them to the public as pharmacy technicians.
  [Regulations of Connecticut State Agencies – Section 20-576-39(c)]

11.) Do you know the pharmacy technician-to-pharmacist ratio?

- *<u>Ratio.</u>*
  The ratio of pharmacy technicians to pharmacists shall not exceed two pharmacy technicians to one supervising pharmacist, except that the ratio shall not exceed three pharmacy technicians to one supervising pharmacist:

1. *for intravenous admixtures and other sterile products preparation, unit dose and unit of use dispensing and bulk compounding.*
2. *if at least one of the three pharmacy technicians is a certified pharmacy technician and the supervising pharmacist has not provided notice to the pharmacist manager that the pharmacist refuses to supervise three pharmacy technicians.*

[Regulations of Connecticut State Agencies – Section 20-576-36(a)]

12.) Are you aware that a pharmacist may refuse to supervise three pharmacy technicians at one time?

- Except for intravenous admixtures and other sterile products preparation, unit dose and unit of use dispensing and bulk compounding, a pharmacist may refuse to supervise three pharmacy technicians at one time. The pharmacist shall put any such refusal in writing and give it to the pharmacist manager. Any refusal shall include a specific statement that the pharmacist refuses to supervise three pharmacy technicians, the names and addresses of the pharmacies involved, the date and the signature of the pharmacist. A pharmacist may rescind any refusal by providing the pharmacist manager with a signed, dated statement. A pharmacy shall keep all refusals or rescissions on file in the pharmacy or a place where they can be easily retrieved and provided to the department.
  [Regulations of Connecticut State Agencies – Section 20-576-36(b)]

13.) Are you aware of the regulations concerning the security of the pharmacy and/or prescription department?

- Access to all pharmacy stock locations such as basement, storerooms and similar areas not under immediate visual control of the pharmacist should be restricted and/or controlled to provide for direct supervision by the pharmacist in charge of necessary entries by delivery people, sales representatives and other persons performing business associated activities. Efforts should be made to limit such entries to essential instances only.
- The prescription department should be restricted to essential authorized pharmacy personnel only. Traffic of other store personnel should be directly limited to activity necessary for legitimate pharmacy business. Entrance to this area by other persons such as outside sales personnel, delivery persons, customers, etc. should be restricted and strictly supervised.

14.) Are you aware that you are responsible for the security of controlled substances in order to prevent diversion by store employees?

- All Schedule 2 controlled substances must be stored within the required locked, secure location.
  - Standards for an approved safe:
    1.) Safe Manufacturers National Association certified as being Class A, B or C.

2.) Underwriters Labs, Inc. certification as being equipped with a re-locking device.
3.) Weight of 750 pounds or more or rendered immobile by being securely anchored to a permanent structure of the building.
4.) Adequate interior space to store all controlled substances required to be kept within.

- All Schedule 3, 4, and 5 controlled substances must be stored under the required security safeguards within the pharmacy prescription compounding area.
- Safe(s) used for storage of controlled substances must be securely locked at all times except for the actual time required to remove and replace needed items.
- All day locking devices used for controlled substance security shall be in good working order, and controlled substances stored in the safe should be kept under day lock when the pharmacy is open.

15.) Are you familiar with the regulations concerning computer logs?

- *Computer records for legend drugs*

  In an electronic data record keeping system, documentation that the refill information is entered into the computer each time a pharmacist refills an original prescription order for non-controlled substances must be provided by the individual pharmacist who makes use of such a system. In order to accomplish this documentation, a pharmacy using such a computerized system must provide a separate hard copy printout of non-controlled substance prescription order refill data for each day. This hard copy printout shall include: (a.) the full name of the patient (b.) the full name of the practitioner (c.) the name, strength and dosage form of the substance dispensed (d.) the date of refill (e.) the quantity dispensed (f.) the date on which the prescription was first dispensed (g.) the original number assigned to the prescription (h.) the name or initials of the dispensing pharmacist(s) for each refill (i.) the total number of refills dispensed to date for that prescription order.

  The individual pharmacist(s) must verify that the data is correct and sign the document in the same manner one would sign a check or legal document. This document shall be maintained in a separate file at that pharmacy for a period of three years from the dispensing date. This printout of the non-controlled substance prescription order refill data for each day must be provided by each pharmacy using such a computerized system within 72 hours of the date on which the refill was dispensed. It must be verified and signed by each dispensing pharmacist as soon as possible after receipt. In no case shall the printout be verified and signed later than the pharmacist's first work period following receipt of the document.
  [Regulations of Connecticut State Agencies – Sections 20-576-44 through 20-576-53]

- *Computer records for controlled drugs*
  In an electronic data record keeping system, documentation that the refill information is entered into the computer each time a pharmacist refills an original prescription order for Schedule III, IV or V controlled substances must be provided by the individual pharmacist who makes use of such a system. In order to accomplish this documentation, a pharmacy using such a computerized system must provide a separate hard copy printout of controlled substance prescription order refill data for each day. This hard copy printout shall include: (a.) the full name of the patient (b.) the full name of the practitioner (c.) the name, strength and dosage form of the controlled substance dispensed (d.) the date of refill (e.) the quantity dispensed (f.) the date on which the prescription was first dispensed (g.) the original number assigned to the prescription (h.) the name or initials of the dispensing pharmacist(s) for each refill (i.) the total number of refills dispensed to date for that prescription order.

  Each prescription on the printout shall be reviewed by each individual pharmacist who refilled such a prescription order. The individual pharmacist(s) must verify that the data is correct and sign the document in the same manner one would sign a check or legal document. This document shall be maintained in a separate file at that pharmacy for a period of three years from the dispensing date. This printout of the controlled substance prescription order refill data must be provided by each pharmacy using such a computerized system within 72 hours of the date on which the refill was dispensed. It must be verified and signed by each dispensing pharmacist as soon as possible after receipt. In no case shall the printout be verified and signed later than the pharmacist's first work period following receipt of the document.
  [Regulations of Connecticut State Agencies – Sections 21a-244-1 through 21a-244-11]

16.) Are you familiar with the regulations concerning invoice records for CII thru CV controlled substances?
- An accurate record of all controlled substances received in Schedules III, IV and V must be separately maintained and contain the following information: the actual date of receipt, the name and address of the supplier including direct sources, the name, strength, form and quantity of the controlled substances received. This record must be up to date including the most current items received, and must be readily available for review.
- The pharmacy copy of the Official Schedule II Controlled Substance Order Form must be properly executed to note the actual date of receipt and quantity of the controlled substances received. These must be stored separately from other records and be readily available for review.

17.) Are you familiar with the regulations concerning order blanks for Schedule II controlled substances?

- Official United States Schedule II Controlled Substance Order Forms should be stored in a limited access location and maintained in an organized manner.
- The Official Schedule II Controlled Substance Order Forms must be properly executed in a legible manner inclusive of all required information such as date of order, name and address of supplier, kinds and quantities of controlled substances ordered, and number of lines completed.
- The pharmacy copy of the Official Schedule II Controlled Substance Order Form must be properly executed to note the actual date of receipt and quantity of the controlled substances received. These must be stored separately from other records and be readily available for review.
- Should any person other than the registrant wish to sign the Official Schedule II Order Forms, this person must have a properly executed power of attorney statement, which shall be readily available for review.

18.) Are you familiar with the statutes concerning the retention of pharmacy records?

- All controlled substance prescription records must be maintained for a minimum of three years, however, third party payers or tax regulations may mandate that you keep these records longer.
- *Prescription: Pharmacy to assign serial number and maintain records. Transfer of records to another pharmacy.*
  An institutional pharmacy dispensing a drug in circumstances described in subsection (g) of this section and a pharmacy shall assign and record a serial number to each prescription that it fills and shall keep all written prescriptions and the record of oral and electronically-transmitted prescriptions required in Section 20-614 in numerical order in a suitable file or ledger for a period of not less than three years. The records shall indicate the date of filling, the name and address or the prescribing practitioner, the name and address of the patient or the name and address of the owner of an animal for whom the prescription was written and the species of the animal and the initials of the pharmacist who dispensed the drug.
  [Connecticut General Statutes – Section 20-615(a)]

19.) Are you familiar with OBRA Regulations?

- *Pharmacist's duty toward Medicaid recipients. To obtain, record and maintain pertinent patient information about the recipient; to undertake a review of the drugs previously dispensed to the recipient and to offer to discuss the drugs to be dispensed and to counsel the recipient on their correct usage. Exception.*
  Please refer to the citation below for the substance of this statute.
  [Connecticut General Statutes – Section 20-620]

20.) Are you aware of the statutes concerning patient confidentiality?

- If an automated data processing system is used for the storage and retrieval of refill information for prescriptions it must guarantee the confidentiality of the information contained in the data bank. It should also be capable of providing safeguards against additions, deletions

and/or unauthorized changes in data after the information has been entered and verified by the pharmacist.

- Prescription information may not be maintained in a shared data base system without the patient's knowledge and/or consent.
- Provisions should be made to insure that unauthorized persons are unable to access prescription records.
- *Confidentiality of pharmacy records.*

  (a) No pharmacist or pharmacy shall reveal any records or information concerning the nature of pharmaceutical services rendered to a patient without the oral or written consent of the patient or the patient's agent. If a patient or a patient's agent gives oral consent to release records or information, the pharmacist shall promptly record, in writing or in electronic data base form, the oral consent by listing the patient's name, the name of the patient's agent, if applicable, the date and the nature of the records or information released.

  (b) Notwithstanding subsection (a) of this act, a pharmacist or Pharmacy may provide pharmacy records or information to the following: (1) the patient; (2) the prescribing practitioner or a pharmacist or another prescribing practitioner presently treating the patient when deemed medically appropriate; (3) a person registered or licensed pursuant to Chapter 378 who is acting as an agent for a prescribing practitioner that is presently treating the patient or a person registered or licensed pursuant to Chapter 378 of the General Statutes providing care to the patient in a hospital; (4) third party payers who pay claims for pharmaceutical services rendered to a patient or who have a formal agreement or contract to audit any records or information in connection with such claims; (5) any government agency with statutory authority to review or obtain such information; (6) any individual, the state or federal government or any agency thereof or court pursuant to a subpoena; and (7) any individual, corporation, partnership or legal entity which has a written agreement with a pharmacy to access the pharmacy's database provided the information accessed is limited to data which does not identify specific individuals.

  [Connecticut General Statutes – Section 20-626]

21.) Are you aware of the regulations concerning hours of operation?

- *Hours of operation of a pharmacy.*

  A pharmacy shall be open at least thirty five hours per week, except as otherwise authorized in regulations concerning classes of pharmacies promulgated pursuant to Section 20-576(a)(2) of the General Statutes. [Regulations of Connecticut State Agencies – Section 20-576-13]

22.) Are you aware of the statutes concerning misbranded drugs?

- Outdated and misbranded products should be removed from regular stock. These include unlabeled, incompletely labeled, or improperly labeled containers of pharmaceuticals.

- An effective system for the removal of recalled drug products should be initiated and maintained on an ongoing basis.
- All items, including controlled substances, awaiting disposition, should be clearly identified and held in an area where they cannot be inadvertently used.
- *Misbranded drugs and devices.*
  Please refer to the citation below for the substance of this statute.
  [Connecticut General Statutes – Section 21a-106]

23.) Are you aware of the FDA Medwatch Program and the purpose it serves?
- It is an integral part of the post-marketing surveillance system.
- Pharmacy managers should assure that the professional staff is aware of the FDA Medwatch Program and require participation.
- Pharmacy managers should assure professional staff familiarity with the various reporting mechanisms (fax, phone, website).

24.) Are you aware that the pharmacist who ceases management of the pharmacy shall also immediately notify the commission of that fact?
- The person to whom a pharmacy license has been issued shall immediately notify the commission whenever the pharmacist who manages the pharmacy ceases such management and shall immediately enroll with the commission the name, address and license number of the pharmacist who assumes management of the pharmacy. The notice of change of management of a pharmacy required to be filed with the commission under this section shall be accompanied by the filing fee required in section 20-601. The pharmacist who ceases management of the pharmacy shall also immediately notify the commission of that fact.
  [Connecticut General Statutes – Section 20-597(c)]

25.) Are you aware that each pharmacy shall display a sign concerning the reporting of prescription errors in a conspicuous location visible to consumers of prescription drugs?
- Each pharmacy shall display a sign concerning the reporting of prescription errors in a conspicuous location visible to consumers of prescription drugs. The sign shall measure a minimum of eight inches in height and ten inches in length and the lettering shall be in a size and style that allows such sign to be read without difficulty by consumers standing at the pharmacy prescription department distribution counter. The sign shall bear the following statement: "If you have a concern that an error may have occurred in the dispensing of your prescription you may contact the Department of Consumer Protection, Drug Control Division, by calling (Department of Consumer Protection telephone number authorized pursuant to section 21a-2 of the general statutes)".
  [Connecticut General Statutes – Section 20-635(b)]

26.) Are you aware that each pharmacy that dispenses a prescription to a consumer shall include a specific printed statement on the receipt or in the bag or other similar packaging in which the prescription is contained?

- Each pharmacy that dispenses a prescription to a consumer shall include the following printed statement on the receipt or in the bag or other similar packaging in which the prescription is contained: "If you have a concern that an error may have occurred in the dispensing of your prescription you may contact the Department of Consumer Protection, Drug Control Division, by calling (Department of Consumer Protection telephone number authorized pursuant to section 21a-2 of the general statutes)". The statement shall be printed in a size and style that allows such statement to be read without difficulty by consumers.
  [Connecticut General Statutes – Section 20-635(c)]

27.) Are you aware that each pharmacy is required to implement a quality assurance program designed to detect, identify and prevent prescription errors in pharmacies?

- Each pharmacy shall implement a quality assurance program to detect, identify and prevent prescription errors. The quality assurance program shall document and assess prescription errors to determine the cause and an appropriate response.
- The primary primary purpose of the quality assurance program shall be to advance error prevention by analyzing, individually and collectively, investigative and other pertinent data collected in response to a prescription error to assess the cause and any contributing factors such as system or process failures.
- Each pharmacy shall use the findings of its quality assurance program to develop pharmacy systems and workflow processes designed to prevent prescription errors.

[Regulations of Connecticut State Agencies – Section 20-635(2)]

28.) Are you aware that the pharmacist discovering a prescription error must immediately notify the patient and prescribing practitioner that a prescription error has occurred?

- Unless informed of a prescription error by the prescribing practitioner or the patient, a pharmacist who has discovered or been informed of a prescription error, shall immediately notify the patient and the prescribing practitioner that a prescription error has occurred. If the patient is deceased or unable to fully comprehend the notification of the error, the pharmacist shall notify the patient's caregiver or appropriate family member.
- The pharmacist shall communicate to the patient and prescribing practitioner the methods for correcting the error and reducing the negative impact of the error on the patient.

[Regulations of Connecticut State Agencies – Section 20-635(3)]

29.) Are you aware that each pharmacy shall perform a quality assurance review for each prescription error?

- Each pharmacy shall perform a quality assurance review for each prescription error. This review shall commence as soon as is reasonably possible, but no later than two business days from the date the prescription error is discovered.
- Each pharmacy shall create a record of every quality assurance review.
  - This record shall contain at least the following:
    (1) the date or dates of the quality assurance review and the names and titles of the persons performing the review;
    (2) the pertinent data and other information relating to the prescription error reviewed;
    (3) documentation of the patient and prescribing practitioner contact required by section 20-635-3 of the Regulations of Connecticut State Agencies;
    (4) the findings and determinations generated by the quality assurance review; and
    (5) recommended changes to pharmacy policy, procedure, systems, or processes, if any.

[Regulations of Connecticut State Agencies – Section 20-635(4)]

30.) Are you aware that each pharmacy shall maintain a written copy of the quality assurance program on the pharmacy premises?

- Each pharmacy shall maintain a written copy of the quality assurance program on the pharmacy premises. This copy shall be readily available to all pharmacy personnel and the department.
- Each pharmacy shall maintain a record of the quality assurance review for all prescription errors for a minimum of three years. These records shall be maintained in an orderly manner and filed by date. These records, which may be stored outside of the pharmacy, shall be made available for inspection by the department within forty-eight (48) hours of request.

[Regulations of Connecticut State Agencies – Section 20-635(5)]

31.) Are you aware that each pharmacy shall make available a copy of its quality assurance program?

- A pharmacy shall make available a copy of its quality assurance program to each pharmacist employed at the pharmacy.
- Each pharmacy shall notify all pharmacy personnel that the discovery or reporting of a prescription error shall be relayed immediately to a pharmacist on duty.
- Each pharmacy shall inform pharmacy personnel of changes to pharmacy policy, procedure, systems, or processes made as a result of recommendations generated by the quality assurance program.

[Regulations of Connecticut State Agencies – Section 20-635(6)]

32.) Are you aware that any loss, theft or unauthorized destruction of any controlled substance must be reported within 72 hours of discovery of such occurrence?

- Any loss, theft, or unauthorized destruction of any controlled substance(s) must be reported by a registrant within 72 hours of discovery of such occurrence to the Commissioner of Consumer Protection as follows:
  1.) Where through breakage of the container or other accident, otherwise than in transit, controlled substance(s) are lost or destroyed, the registrant shall make a signed statement as to the kinds and quantities of controlled substance(s) lost or destroyed and the circumstances involved. The statement shall be forwarded to the Commissioner of Consumer Protection and a copy retained by the registrant.
  2.) Where controlled substance(s) are lost by theft or otherwise lost or destroyed in transit, the consignee, and the consignor if within this state, shall forward to the Commissioner of Consumer Protection a signed statement which details the facts, includes an accurate listing of the controlled substance(s) stolen, lost, or destroyed and specifies that the local authorities were notified. A copy of the statement shall be retained by the registrant.

[Regulations of Connecticut State Agencies – Section 21a-262-3(b)(1)(2)]

33.) Are you aware that the pharmacy manager and/or supervising pharmacist is responsible for a prescription that is given to the wrong patient at the cash register?

- The pharmacy manager and/or supervising pharmacist will be held responsible for a prescription that was correctly dispensed but delivered by a clerk, pharmacy technician or pharmacy intern to an individual other than the intended recipient.