

Protect Your Pharmacy From the Next Scam

Pharmacy scams can lead to stealing of sensitive info, money, and medications from prescribers and pharmacies.

Pharmacies can be held liable for dispensing meds from fake Rxs...and face payer clawbacks, fines, and disciplinary action.

Work as a team to avoid becoming the next victim.

When a caller claims they're an inspector, wholesaler, or insurer, gather key details (name, badge number, etc) to verify their identity.

Be on guard for people offering up your pharmacy's licence number. Scammers can find these online to try to appear legitimate.

Look for clues that an Rx may be fraudulent, especially with controls. For instance, stay alert for Rxs with different-coloured ink...larger-than-normal quantities...or directions written in full without abbreviations, such as "Take 1 tablet orally four times a day" instead of "1 tab po qid."

Keep fake phoned-in Rxs on your radar too. Scammers pretending to be prescribers will typically call after hours to avoid callbacks during office hours...and instead give their personal phone number for any questions.

Trust your gut when things seem off. Take your time if you suspect something is wrong...and work with your pharmacist on next steps.

For example, if the pharmacist needs to call the prescriber, retrieve the phone number from a trusted source...and NOT from the Rx.

Don't rely on caller ID. Scammers can use "spoofing" software to make a different name and number appear.

With faxes, look for generic greetings or misspellings. These are clues it may be a scam.

Maintain confidentiality when responding to any call or email...and only give out the minimum necessary and appropriate info.

Help report suspected scams to your employer and authorities (college of pharmacists, local police, etc). Include all important details...such as the date of the incident and name the scammer used.

Dig into our checklist, Help Prevent and Manage Pharmacy Scams, for more tips to avoid being "Rx-ploited."

Key References:

-DEA. Pharmacist's Guide to Prescription Fraud. 2024. [https://www.deadiversion.usdoj.gov/GDP/\(DEA-DC-002R1\)\(EO-DEA009R1\)_RPH_Guide_to_RX_Fraud_Trifold_\(Final\).pdf](https://www.deadiversion.usdoj.gov/GDP/(DEA-DC-002R1)(EO-DEA009R1)_RPH_Guide_to_RX_Fraud_Trifold_(Final).pdf) (Accessed November 28, 2024).

-DEA. Pharmacist's Manual: An Informational Outline of the Controlled Substances Act. 2022. [https://deadiversion.usdoj.gov/GDP/\(DEA-DC-046R1\)\(EO-DEA154R1\)_Pharmacist's_Manual_DEA.pdf](https://deadiversion.usdoj.gov/GDP/(DEA-DC-046R1)(EO-DEA154R1)_Pharmacist's_Manual_DEA.pdf) (Accessed November 30, 2024).

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