

Rite Aid PRC Meeting – May 12, 2010
@ Drug Trust Fund – 2 p.m.

In Attendance: From Rite Aid – Brad Sapp

From Unions – Mike Straeter - Local 1442, Cheryl Butler – Local 770, Rick Bruer – Local 1167, Tom Elbert – Local 135, Rosalyn Hackworth – Local 135, Diane Sedor – Local 1428, Andrea Zinder – Local 324

Pharmacists – Patty Bruha – Store 6333, Reginald Newton – Store 5485, Delphine Pregnon – Store 5567, Rachel Furmen – Store 5575.

Old Business

- **Courtesy Refills** – The system is now working well. This topic can be removed from future agendas.
- **Next Gen** – Several system updates since the last meeting. No problems were expressed.
- **Clinical Pharmacology** – Delphine asked if pharmacists could have access to the internet in order to provide better customer service in this area of identifying drugs that are similar or the same as foreign drugs. She mentioned that pharmacists and pharmacy techs who have smart phones or I Touch use these devices to access the internet. However, not all employees have such devices. Brad mentioned that it is very expensive to add full internet service to all stores and it isn't likely in the near future. Instead he suggested making more information available through the intranet system.
- **Computer Monitors** – Although pharmacists still cannot access 3 monitors, it has not presented an ongoing problem.
- **Sales and Inventory Levels** – Patty mentioned that inventory levels have declined. Brad asked if the pharmacists are doing their PI (perpetual inventory). Brad stated that the PI and caps will help assure that inventory levels are maintained. Reggie said it is very difficult to keep up with this in a busy store. Rachel mentioned that some inventory is so low that customers have to come back several times because of partial fills (every week about 50 partial fills while waiting for the load). Rachel talked to her PDM but has been unable to adjust upward the caps or PI parameters. Reggie also mentioned that Medicare approves a 90 day supply, but often the store does not have sufficient inventory. Brad said that PDMs can raise caps based on moving averages and that he would follow through with PDM in Rachel's area. Fill on arrival is not only doubling the work load but contributes to very poor customer service.
- **Customer Service Ratings** – Brad said that the system is valuable and is not going away and that the customer service ratings have gone up. The pharmacists explained that it is probably a false measure and it has lost its effectiveness.
- **Rite Aid Rewards** – Has been replaced by Rite Aid's Wellness Plus Program. This program allows customers and employees to earn points towards health assessments, bone density screening, 24 hour pharmacist help line, etc. Brad will send list of possible benefits and the points associated with each. Brad stressed

the importance of signing up as many people as possible. The Employee wellness Plus program replaces the employee purchase and discount program.

- **Bathrooms** – The committee discussed this but concluded that there is probably no good solution and it remains a problem area.
- **Coupons** – Rite Aid no longer accepts coupons for Medicare D. The pharmacists discussed the continuing problems with coupons and specifically the lack of customer loyalty. Brad explained that the company feels it has to use them since all competitors do.

New Business

- **Immunization** – Currently, it is not mandatory, but it is strongly encouraged. According to Brad, if the store is going to be an immunizing store, the pharmacist will need to be certified or may be transferred out. Brad stated that Rite Aid is paying for pharmacist training and providing CE credits. Rachel mentioned that before a pharmacist can attend the training, he or she must complete 5 training modules on the computer and the pharmacists have not been paid for this. Brad agreed to look into this. Since the program is still in the initial phases, answers to several questions (such as how the program will be communicated to the public, whether technicians will be trained to handle the billing, which immunizations will be provided and how this will affect staffing) are not yet available. **Brad agreed to keep the unions up to date as information becomes available.**
- **Red, Yellow, Green Lights** – The committee discussed the Rite Aid system of timing prescription dispensing. All of the pharmacists agreed that one problem with the system is that E-scripts are timed from the moment the doctor enters the prescription, even if the patient hasn't yet arrived at the pharmacy. Brad mentioned that the system is used to help keep track of time and although pharmacists may be spoken to about taking too long, no one has been disciplined as of yet.

Next Meeting – August 25, 2010, 2 p.m. at the Drug Trust Fund.