

STATE OF NEW HAMPSHIRE
OFFICE OF PROFESSIONAL LICENSURE AND CERTIFICATION
DIVISION OF HEALTH PROFESSIONS

OPLC

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BOARD OF PHARMACY

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Board of Pharmacy

*Michael D. Bullek, R.Ph.
Administrator / Chief of Compliance*



May 31, 2018

Board Notice

Over the past few months, the board of pharmacy has received complaints from patients and prescribers related to pharmacists not filling prescriptions, and not assisting patients as to why or how to seek alternative ways to fill a prescription. **Patients are leaving pharmacies without needed medications.** The issue appears to be more prevalent with controlled medication, although complaints have been received for non-controlled medications.

The issue has caught the attention of legislators as during recent engagements by the board they have raised this issue. Why - because both prescribers and patients have contacted them to vent their frustrations on not being able to fill a prescription, while not understanding 'why' or 'their options' and of **behavior unbecoming of a professional.**

The board recognizes that a pharmacist has the right to deny filling a prescription. However, as a professional the pharmacist has an ethical obligation to hold the health and safety of all patients in a respectful manner first and foremost, and to provide each patient with the full measure of their ability and knowledge. At the minimum, this includes assisting a patient to fully understand why service was denied and their options, and to inform the prescriber of your concerns.

As most complaints are related to controlled drugs and the DEA corresponding responsibility, the board is working with various stakeholders, prescriber boards and legislators to educate them on this issue, and how it influences decisions made by pharmacists. In addition to this step, the board asks that pharmacists also take necessary steps to educate patients and prescribers about the issue, and to maintain a high level of ethical and professional responsibility to patients.

I am confident that working together, we will tackle this issue in a positive manner, one that benefits our profession and the patients we collectively service.

By order of the Board,

A handwritten signature in black ink, appearing to read "Michael D. Bullek".

Michael D. Bullek BSP R.Ph.
Administrator/Chief of Compliance