

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

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July 16, 2018

Dear Pharmacists,

Working in a pharmacy can be challenging and the NH Board of Pharmacy understands this. In order to minimize fatigue, provide better working conditions, and improve patient safety, the Board adopted Ph 704.01(a), which states that no pharmacist shall work more than 8 hours without a rest break of 30 minutes. During times where only a single pharmacist is on duty, it may be difficult to take the break. To minimize service interruptions and allow patients to get their renewed medication, Ph 704.01(b) and (c) was adopted to allow the pharmacy to remain open while the pharmacist is on break. Unfortunately, emergencies or other needs in the pharmacy happen, and as a pharmacist, you may not always get the full 30 minutes of break as required by the regulations.

In order to see how the pharmacy community has done to comply with the regulations and to find out how different pharmacists in the State take their break, the Board recently conducted a State-wide survey of pharmacists and technicians. 277 pharmacists and technicians answered the survey and the results we found were promising. The Board of Pharmacy is providing these results to you as a reference. Below is the Executive Summary of the total numbers across the State:

- Out of the 215 pharmacists who took the survey, **15.34%** reported having an interrupted break (meaning, a break where they were unable to have the full 30 minutes before having to return to the pharmacy to work).
- Out of 62 technicians who answered the survey, **35.48%** reported that the pharmacist's break was commonly interrupted.
- The average number of interruptions during breaks was **5.24** (meaning, interruptions average to about 5 times in the course of 3 months).
- Out of the 128 pharmacies surveyed, only **24.20%** reported having a specific phone message for patients alerting them that the pharmacist is on break.
- **55.40%** of the stores have pharmacist overlap (meaning, 2 pharmacists on at a time, allowing 1 to go on break while ensuring there is always a pharmacist on duty).
- Only **11.70%** of pharmacies close down completely for break.

As always, if you have any questions, you may contact the Board at any time.

Respectfully,

A handwritten signature in black ink, appearing to read "Shen".

Shirley Shen  
MCPHS University Class of 2019 | NH Board of Pharmacy Intern

## EXECUTIVE SUMMARY: TOTALS

Total number of RPh answering survey	Total number of technicians answering	Total number of all personnel	Total number of pharmacies	Total % of break interruptions reported by RPh	Total % of break interruptions reported by tech	Total average number of interrupted breaks in 3 months	% of pharmacies with phone messages	total % of RPh overlap	Total % of pharmacies that close for lunch
<b>215</b>	<b>62</b>	<b>277</b>	<b>128</b>	<b>15.34%</b>	<b>35.48%</b>	<b>5.24</b>	<b>24.20%</b>	<b>55.40%</b>	<b>11.70%</b>

# EXECUTIVE SUMMARY

	Total # of RPhs	total # of technicians	total # of unspecified role people	Total # of people	#/Percentage of pharmacists commonly having break interrupted	#/Percentage of technicians reporting interrupted RPh breaks	Average # of interruptions during break in 3 months	# of pharmacies surveyed	#/Percentage of pharmacies that provide phone messages to customers	#/Percentage of pharmacies with RPh overlap	#/percentage of pharmacies closing during break
Pharmacy A	25	14	2	41	8 (32%)	8 (57%)	13.97	27	1 (3.7%)	7 (25.9%)	0 (0%)
Pharmacy B	5	3	0	8	2 (40%)	0 (0%)	5.14	4	0 (0%)	2 (50%)	0 (0%)
Pharmacy C	3	3	0	6	1 (33.3%)	0 (0%)	2	3	1 (33.3%)	2 (66.6%)	0 (0%)
Pharmacy D	5	1	0	6	0 (0%)	1 (100%)	2.33	5	5 (100%)	5 (100%)	2 (33.3%)
Pharmacy E	21	6	1	28	4 (19%)	5 (83.3%)	1.78	21	1 (4.76%)	19 (90.4%)	0 (0%)
Pharmacy F	16	7	0	23	5 (31.25%)	3 (42.8%)	8.3	12	0 (0%)	12 (100%)	0 (0%)
Pharmacy G	9	5	0	14	1 (11.1%)	0 (0%)	only 1 RPh reported interruptions	10	10 (100%)	9 (90%)	10 (100%)
Pharmacy H	10	7	0	17	0 (0%)	1 (14.2%)	2.58	11	7 (63.6%)	1 (9.09%)	1 (9.09%)
Pharmacy I	3	1	0	4	0 (0%)	0 (0%)	0	3	1 (25%)	4 (100%)	2 (50%)
Pharmacy J	28	15	0	43	12 (42.8%)	4 (26.6%)	12.55	32	5 (15.6%)	8 (25%)	0 (0%)