

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23

ALABAMA STATE BOARD OF PHARMACY

BOARD MEETING

Wednesday, May 25, 2016

9:11 a.m.

LOCATION: Alabama State Board of Pharmacy  
111 Village Street  
Hoover, Alabama 35242

REPORTER: Sheri G. Connelly, RPR

INDEX	
ITEM:	PAGE NUMBER:
Establish quorum	5
Motion to approve agenda	6
Presentations:	
CareServices On Call - Pam Smith	11
Motion to approve permit	35
Treasurer's report-Motion to receive	37
Motion to postpone approval of	
April 2016 minutes	41
Wellness Report	39
Inspector's report	42
Secretary's report	43
Old business:	
680-X-2-.14, 680-X-2-.24, and	
680-X-2-.40 (postponed)	52
680-X-2-.18 - Motion for final	
adoption	54
New business:	
Reschedule October '16 meeting	55
Motion for executive session	62
Executive session	63
Motion to adjourn	63

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23

ATTENDEES

BOARD MEMBERS:

- Tim Martin, President
- Buddy Bunch, Vice President
- David Darby, Treasurer
- Donna Yeatman, Member
- Ralph E. Sorrell, Member

ALSO PRESENT:

- Susan Alverson, Ph.D., Executive Secretary
- Cristal Anderson, Director of Compliance
- Dan McConaghy, Board of Pharmacy
- Eddie Braden, Chief Inspector
- Rhonda Coker, Board of Pharmacy
- Terry Lawrence, Board of Pharmacy
- Saeeda Iqbal
- Anne Thibodeaux
- Chris Kudirka
- Charlie Cook
- Brenda Denson
- Tracy Davis
- Mark Boesen

- 1 Chidi Nnorom
- 2 Ashley Nance
- 3 Makayla Porter
- 4 Matthew Muscato
- 5 Dane Yarborough
- 6 Paul Rengering
- 7 Eddie Vanderver
- 8 Jon Linna
- 9 John Rocchio
- 10 Chris Burgess
- 11 Cammie Burgess
- 12 Rod Harbin, Jr.
- 13 Becky Sorrell
- 14 Pam Smith
- 15 Ali Stringberg
- 16 Nilay Modi
- 17 Sarah Nesmith
- 18 Tiffany McIlwain
- 19 Jim Easter
- 20 Zach Palmer
- 21 Julie Hunter
- 22 Lee Foreman
- 23 Bart Bamberg

- 1 Clemice Hurst
- 2 Kelli Newman
- 3 Brooke McGee
- 4 Thomas Cobb
- 5 Jennifer Mooney-Thompson
- 6 Cherry Jackson
- 7 Kevin Ryan
- 8 Ginny Gates
- 9 Lindsay England

10

11 \*\*\*\*\*

12

13 DR. MARTIN: Welcome to the meeting of  
14 the Alabama Board of Pharmacy. I've been  
15 informed this is still the month of May. I was  
16 stuck in --

17 MS. YEATMAN: February.

18 DR. MARTIN: -- stuck in a void back  
19 there at some point. The Board has had quite an  
20 interesting month, so if we look a little shell-  
21 shocked, you'll understand why.

22 First thing on the agenda, we do need  
23 to establish that we have a quorum and I see all

1 members present and therefore we have  
2 establishment of a quorum. I do need a motion  
3 for the adoption of the agenda.

4 MR. DARBY: Move to adopt the agenda  
5 as written.

6 MS. YEATMAN: Second.

7 DR. MARTIN: All those in favor,  
8 please say aye.

9 MR. SORRELL: Aye.

10 MR. DARBY: Aye.

11 MS. YEATMAN: Aye.

12 MR. BUNCH: Aye.

13 DR. MARTIN: Thank you. Motion  
14 passes. At this point, it's customary for us to  
15 ask people who are in the audience to stand up.  
16 This young lady needs to know your name so you  
17 need to say it loud, clear so she can get it so  
18 you get credit for being here. Unfortunately,  
19 that doesn't come with CE. You do get credit  
20 for being here, whatever that's worth.

21 MR. DARBY: And who you represent.

22 DR. MARTIN: Yeah, we'd like to know  
23 who you represent also so we can start -- let's

1 just start over here.

2 MS. IQBAL: I'm Saeeda Iqbal and I'm  
3 here with Ms. Donna.

4 DR. MARTIN: If she can't hear you,  
5 she's going to ask you to repeat it, okay.

6 MS. IQBAL: Okay.

7 MS. THIBODEAUX: I'm Anne Thibodeaux.  
8 I'm a student intern here at the Board and I'm  
9 incoming third year at Samford.

10 MR. KUDIRKA: I'm Chris Kudirka. I'm  
11 a fourth-year pharmacy student and I'm here with  
12 my rotation with Dr. Alverson.

13 MS. COKER: Rhonda Coker, Board of  
14 Pharmacy.

15 MR. COOK: Charlie Cook, ALSHP.

16 MS. DENSON: Brenda Denson, ALSHP.

17 MR. LAWRENCE: Terry Lawrence, Board  
18 of Pharmacy.

19 MS. DAVIS: Tracy Davis, I represent  
20 Alabama Pharmacy Association.

21 MR. BOESEN: Mark Boesen, GenRX,  
22 Scottsdale, Arizona.

23 MS. NNOROM: Chidi Nnorom, GenRX,

1 Scottsdale, Arizona.

2 MS. NANCE: Ashley Nance, McWhorter  
3 School of Pharmacy.

4 MS. PORTER: Makayla Porter, I'm with  
5 Charlie Cook on a rotation with Samford  
6 University.

7 MR. MUSCATO: Matthew Muscato,  
8 Walgreens Pharmacy.

9 MR. YARBROUGH: Dane Yarborough,  
10 Walgreens Pharmacy.

11 MR. RENGERING: Paul Rengering,  
12 Walgreens Pharmacy.

13 MR. VANDERVER: Eddie Vanderver, CAPS,  
14 Incorporated.

15 MR. LINNA: Jon Linna, Senior Care  
16 Pharmacy.

17 MR. ROCCHIO: John Rocchio, CVS  
18 Health.

19 MR. BURGESS: Chris Burgess, Heritage  
20 Compounding Pharmacy.

21 MS. BURGESS: Cammie Burgess, UAB.

22 MR. HARBIN: Rod Harbin, Jr., Wellness  
23 Pharmacy.

1 MS. SORRELL: Becky Sorrell, Alabama  
2 Pharmacy Association.

3 MS. SMITH: Pam Smith, CareServices On  
4 Call.

5 MS. STRINGBERG: Ali Stringberg,  
6 Harrison School of Pharmacy.

7 MR. MODI: Nilay Modi with Harrison  
8 School of Pharmacy.

9 MS. NESMITH: Sarah Nesmith with  
10 Harrison School of Pharmacy.

11 MS. MCILWAIN: Tiffany McIlwain with  
12 Samford University here on my rotation with Jim  
13 Easter.

14 MR. EASTER: Jim Easter, Baptist  
15 Brookwood Health.

16 MR. PALMER: Zach Palmer, Auburn  
17 University on rotation with Jim Easter.

18 MS. HUNTER: Julie Hunter, Omnicare.

19 MR. FOREMAN: Lee Foreman, Turenne  
20 PharMedCo.

21 MR. BAMBERG: Bart Bamberg, Publix  
22 Supermarkets.

23 MR. MCCONAGHY: Dan McConaghy, State

1 Board.

2 MS. HURST: Clemice Hurst, Alabama  
3 Medicaid.

4 MS. NEWMAN: Kelli Newman, Alabama  
5 Medicaid.

6 MS. MCGEE: Brooke McGee, Harrison  
7 School of Pharmacy.

8 MR. COBB: Thomas Cobb, Jackson  
9 Hospital and Clinics.

10 DR. MARTIN: Great, thank you. Did  
11 you get all of that? Super.

12 Okay. I don't see Dr. Garver, so  
13 we'll wait for the Wellness report during the  
14 normal point on the agenda. If that's okay with  
15 you, we'll go ahead and proceed with  
16 presentations and we have a presentation this  
17 morning from CareServices On Call, so y'all come  
18 on up, have a seat in the front.

19 We've got two items in the Dropbox.  
20 Somebody will have to direct us to which one  
21 you'll be working off of.

22 MR. DARBY: She's on the PowerPoint.

23 MS. SMITH: This is the PowerPoint.

1 DR. MARTIN: Okay. The floor is all  
2 yours.

3 MS. SMITH: Go for it. Thank you.  
4 Good morning.

5 DR. MARTIN: Good morning.

6 MS. SMITH: CareServices On Call is a  
7 pharmacy and a call center and we primarily  
8 provide on call after-hours pharmacy services  
9 for long-term care pharmacies across the  
10 country. We're owned by CareServices, which is  
11 our umbrella company. We're one of several  
12 lines of business that are owned by CareServices  
13 and CareServices, a portfolio partner of New  
14 Capital Partners, which is located here in  
15 Birmingham.

16 CareServices started in the PBM  
17 business. Their main focus is hospice and  
18 long-term care PBMs. They own several PBMs.  
19 You saw MedCall on there, which is one that my  
20 line of business primarily works with. MedCall  
21 maintains a national network of retail  
22 pharmacies. These retail pharmacies have agreed  
23 to provide emergency and backup pharmacy

1 services for skilled nursing facilities,  
2 assisted living facilities, group -- excuse me,  
3 group homes and other types of facilities that  
4 are located nearby. They contract with the PBM  
5 who then contracts with us to provide the  
6 after-hours on-call service.

7           So our clients are long-term care  
8 pharmacies, who when they roll their phones at  
9 the end of the day, when they close their  
10 pharmacy, their phones come to us. We answer  
11 their phones as if we are the pharmacy. Nurses  
12 and med techs and physicians, anyone at the  
13 centers that have a need for medication prior to  
14 the pharmacy opening up the next day or making  
15 their delivery will call us and we will assist  
16 them with obtaining any stat or emergency  
17 medications that they need.

18           We also have a stat medical delivery  
19 service called Complete Delivery Solutions that  
20 sort of rounds out our suite of services. These  
21 folks are a national network of couriers and  
22 drivers that do stat medical deliveries. They  
23 are credentialed for medical deliveries and

1 HIPAA trained, as are all of our staff.

2 Our after-hours pharmacy call center  
3 is staffed with 100 percent certified  
4 technicians. We only hire certified  
5 technicians. Because of the complexity of  
6 long-term care pharmacy and the laws across the  
7 country, we feel that's the best way to staff  
8 our pharmacy and then, of course, clinical  
9 pharmacists who provide oversight.

10 Our pharmacy is open 24/7, 365. The  
11 services that we provide are primarily after  
12 hours overnight, weekends, and holidays but we  
13 are there at any time for our clients if they  
14 have an emergency situation that they have to  
15 close their pharmacy, they can always forward  
16 their phones to us and we're there and available  
17 to provide backup services for them. Our  
18 pharmacists provide drug information and  
19 consultation for the nurses and physicians who  
20 are working with patients and residents in these  
21 centers. We process emergency refills,  
22 emergency fills, and transfers on behalf of our  
23 client pharmacies.

1           Our pharmacists perform a prospective  
2 DUR for new orders, primarily new admits, but  
3 anytime there's a new order that they do not see  
4 the patient has been on before, they will check,  
5 make sure that there's no allergies or no drug  
6 interactions. A lot of what we do is process  
7 controlled substance requests after hours. Most  
8 of our clients maintain some sort of emergency  
9 kit or automated dispensing cabinet. They will  
10 very often require some sort of authorization  
11 code or verification that there is an  
12 appropriate and valid hard script in place for  
13 the medication required and we will assist them  
14 with that.

15           We're currently licensed in the 30  
16 states where we're doing business and under  
17 review for most of the other 48 continuous  
18 states so that we will be able to expand our  
19 business in the future.

20           Just to walk you through the process  
21 very quickly, the phones generally are rolled to  
22 us or the nurses at the facility have our number  
23 so they call us directly. They have a

1 medication request or they have a need for a  
2 medication. That's taken by a triage customer  
3 service rep who takes the basic information  
4 down, goes to a certified order entry tech.

5           We have access to all of our clients'  
6 pharmacy systems so we log into the client  
7 pharmacy system. We can review everything that  
8 is on the profile for that patient so we can all  
9 see all patient information. We can see all of  
10 their active medications. We can see all of the  
11 prescriptions that are there. So the order  
12 entry tech will go in, verify that there is an  
13 active and valid script on file for that  
14 patient. They'll pull a copy of that patient  
15 out of their system and fax it into ours. We  
16 then transcribe that order into our system. It  
17 goes to a pharmacist for verification, excuse  
18 me, and clinical review.

19           There is a lead tech check, which  
20 seems a little silly to come behind the  
21 pharmacist tec, but that is more of a client  
22 services, customer service check. So some of  
23 our clients have very specific requests about

1    how we handle certain medication requests that  
2    are not related to clinical functions or legal  
3    functions but just say how the pharmacy would  
4    like situations processed, so the lead tech does  
5    a final check to make sure that we're meeting  
6    all of our customer service goals and  
7    requirements.

8                    At that point, the prescription is --  
9    the medication request is faxed out to the  
10   backup pharmacy with a copy of the order from  
11   the client system with a request to provide  
12   either an initial fill, a refill, a transfer, or  
13   an emergency fill based on this specific  
14   situation. We do have some customer service  
15   representatives on the back end who insure that  
16   the pharmacy has received that faxed request,  
17   make sure that they don't need a pharmacist-to-  
18   pharmacist transfer if that's required, get a --  
19   obtain a ready time and then either set up for a  
20   delivery of that medication to the facility or  
21   inform the facility of the time that it can be  
22   picked up.

23                    For controlled substances we are set

1 up to follow all DEA rules and regulations. We  
2 also recognize that a lot of our states have  
3 some rules that are more stringent than the DEA  
4 required, so in those cases we insure that we  
5 meet those rules. We do make sure that there is  
6 a valid prescription order. We provide  
7 authorization for the nurses to enter their  
8 automated dispensing cabinet or emergency kit if  
9 appropriate to remove the medication. If  
10 there's not a script available, we can contact  
11 the physician, of course, either obtain a verbal  
12 authorization or let him know that we will need  
13 a written prescription to be able to fill this  
14 request.

15 We provide pharmacist-to-pharmacist  
16 transfer of any script that is necessary to be  
17 transferred to the backup pharmacy and then we  
18 provide a transaction report to our client the  
19 next day with all the necessary information on  
20 it for them so that if we have pulled an  
21 unfilled script from their system, they know  
22 that. If we've transferred, they have all the  
23 official transfer information for their

1 documentation so that they can adjust their  
2 records appropriately.

3 Transfers, again, we follow all of the  
4 rules and regulations for transfers. They are  
5 done pharmacist to pharmacist. We provide and  
6 obtain all the legally required information for  
7 that and send that to our client the next  
8 morning when they open. We have put in place a  
9 robust continuous quality improvement program to  
10 monitor our technicians and their work and our  
11 pharmacists. All of our staff are monitored.  
12 All of our calls are recorded. Our supervisors  
13 review recorded calls on a regular basis and  
14 score those calls and documentation on a  
15 scorecard. Each staff member receives at least  
16 two feedback sessions per month on their  
17 performance.

18 We also maintain a perpetual complaint  
19 log for any complaints that come in from our  
20 clients or from our facilities and we stratify  
21 those by medication errors, medication delays,  
22 or processing delays or complaints, so we are  
23 tracking those and reviewing those. We have a

1 CQI committee that reviews our scorecards, our  
2 complaint logs, and any medication errors on a  
3 monthly basis.

4 Just through some examples of some of  
5 the items that we would review, these are our  
6 scorecards. We do have another pharmacy in  
7 Texas that provides a similar service, so when  
8 we report, we compare our results. This is an  
9 old slide. There's actually an error on there.  
10 You're going to see a score of 32 for the first  
11 month and that was a math error. That really  
12 should say 82, so we did not have as bad a month  
13 as it looks on this slide.

14 Our Texas pharmacy has been in  
15 business a little longer and has been doing this  
16 a little longer and so we -- we make our staff  
17 aware of the goals for their scores. Their  
18 goals by the way for satisfactory scores are 85  
19 in all of these areas, so they're very close or  
20 over.

21 These are our complaints, medication  
22 errors from April. We did not have any actual  
23 medication errors reported. We processed over

1 4,000 transactions. A transaction can be  
2 anywhere from one to 20 prescriptions based on  
3 the patient and the situation. We did have 29  
4 client complaints reported. Most of those were  
5 just change -- differences between what they  
6 would like us to do from a customer service  
7 standpoint and how our team actually functioned.

8           We are such a new company, we're still  
9 forming a lot of our corporate policies, so I  
10 did send as part of the application for the  
11 permit a HIPAA policy. It is not as robust as  
12 we would like. We are currently working on our  
13 HIPAA policy but I did want to insure you that  
14 the important safeguards that we need for our  
15 pharmacy are in place. We are a closed-door  
16 pharmacy, authorized access only. The doors are  
17 locked 24/7 and staff must have a key card to  
18 enter and exit the building as well as the  
19 pharmacy itself.

20           We have a robust visitor policy that  
21 requires that visitors sign in and be escorted  
22 while they're within the pharmacy. Our  
23 protected health information is stored and

1 managed electronically. Our communication of  
2 this PHI is via telephone or fax primarily. If  
3 we do need to email something to a client, we do  
4 use encrypted email. We provide HIPAA training  
5 on hire and annually and even with our other  
6 lines of business within the company that we  
7 work closely with, our PBM businesses as well as  
8 our delivery, they do not have access to our  
9 pharmacy system and we provide only the  
10 information that they need to be able to do the  
11 job that they're being requested to do.

12 As far as downtime systems, when I  
13 started with this company a year ago, we  
14 actually were on paper, so we have a pretty  
15 robust paper process that is still fresh in  
16 everyone's minds that we can use if our system  
17 goes down. Our pharmacy system data are stored  
18 both on a local server as well as on the Cloud.  
19 That transaction data is backed up regularly and  
20 full database backups daily.

21 So we have the ability to move our  
22 pharmacy to another location for an emergency  
23 basis if we needed to. Our pharmacy system is

1 web-based and so we would be able to function  
2 during system downtimes as required.

3 I hope that I have covered all the  
4 areas of concern. I would appreciate feedback  
5 and am happy to answer any questions. Thank  
6 you.

7 DR. MARTIN: Board members?

8 MR. DARBY: Who are your technicians  
9 certified by?

10 MS. SMITH: PTCB, uh-huh.

11 MR. DARBY: Okay. And I noticed you  
12 had a list of technicians and pharmacists.  
13 What's the ratio when they're at work?

14 MS. SMITH: North Carolina allows us  
15 to staff with a one to five pharmacist to  
16 technician ratio with a requirement that at  
17 least 60 percent of those technicians be  
18 certified. As I said, we went to 100 percent.  
19 We felt that was important but we are staffing  
20 at one to five currently.

21 DR. MARTIN: What type of permit are  
22 you seeking?

23 MS. SMITH: Special services.

1 DR. MARTIN: Pharmacy services  
2 permit.

3 MS. SMITH: Yes.

4 DR. MARTIN: So you don't stock drugs  
5 on site?

6 MS. SMITH: No, we don't order or  
7 stock drugs. The dispensing is all done through  
8 the retail network that the PBM maintains.

9 MR. SORRELL: Who is your 11:00 to  
10 7:00 retail network? Is it a chain that's open  
11 or is it a hospital that's open in the middle of  
12 the night?

13 MS. SMITH: It can be either actually.  
14 Our network consists of -- well, all the major  
15 chains have stores that are in our network.  
16 We're really looking for something close to the  
17 facility and hopefully that's open 24 hours, so  
18 ideally we would have someone just down the  
19 street that's open 24 hours. We use hospitals  
20 and we also use home infusion companies for  
21 backup IVs.

22 MR. SORRELL: How many beds is one  
23 pharmacist responsible for? What's your ratio

1 of pharmacist per patient beds before you add  
2 another pharmacist on?

3 MS. SMITH: Well, I'm not sure I can  
4 totally answer that. We service about 10,000  
5 facilities across the country, but again, this  
6 is an emergency service. So we're not  
7 processing all new orders, we're only processing  
8 their stat medication requests. On a given in a  
9 12 -- my pharmacists work seven on, seven off,  
10 12-hour shifts. They're generally reviewing  
11 about 60 transactions during that shift, which  
12 probably translates to about 80 to 100 scripts.

13 MS. YEATMAN: In a 12-hour shift?

14 MS. SMITH: Uh-huh.

15 DR. MARTIN: And a transaction can be  
16 one to some greater number of medication orders?

17 MS. SMITH: It could be a new admit  
18 and processing everything that patient needs or  
19 it might just be a single new order or it could  
20 just be providing an authorization code to go  
21 into an e-kit.

22 MR. SORRELL: And you need five  
23 technicians to do that?

1 MS. SMITH: That seems -- it does seem  
2 like a lot but because we have to access the  
3 client systems, so we have to maintain separate  
4 policies for every client that we service, log  
5 in to their system, go through all of their  
6 firewalls, and then, of course, we have to know  
7 how to work in their system as well, so it does  
8 take a technician about ten to 15 minutes to go  
9 into that system and pull out all the  
10 information that's needed. Of course, when they  
11 call, it's an emergency call. They want  
12 delivery as quickly as we can do it, so that's  
13 why we have such a high number of techs so that  
14 we can get that labor-intensive work done, get  
15 it to the pharmacist as quickly as possible, and  
16 get it to backup.

17 MR. DARBY: I notice on your list of  
18 permits from other states most of them were  
19 issued in 2015. Was that the initial date of  
20 issue that's listed on there?

21 MS. SMITH: Yes.

22 MR. DARBY: Okay.

23 MS. SMITH: Yes, the pharmacy -- this

1 pharmacy was actually purchased by CareServices,  
2 so they were in business under another owner  
3 until the end of 2015 and that's when  
4 CareServices purchased them and took over  
5 management.

6 DR. MARTIN: So a long-term care  
7 facility is paying your group a fee to take the  
8 call and coordinate the transaction?

9 MS. SMITH: It's actually the pharmacy  
10 that provides service to that long-term care  
11 facility, so the pharmacy is our client.

12 DR. MARTIN: The --

13 MS. SMITH: The pharmacy that services  
14 that facility primarily during the day pays  
15 us --

16 DR. MARTIN: Yeah.

17 MS. SMITH: -- basically to take call  
18 for them overnight.

19 DR. MARTIN: That's right. So you  
20 take call instead of them taking call.

21 MS. SMITH: Correct.

22 DR. MARTIN: You provide the  
23 continuity, the connections. You insure the

1 delivery, things like that.

2 MS. SMITH: Yes.

3 DR. MARTIN: Okay. Board members,  
4 other questions?

5 MR. BUNCH: Any idea about how many of  
6 these type companies or services there are in  
7 the country?

8 MS. SMITH: I wish I had a better  
9 idea.

10 MR. BUNCH: Is it a lot?

11 MS. SMITH: There really aren't a lot  
12 of us out there. The major long-term care, the  
13 very big long-term care companies like the  
14 Omnicares and PharMericas typically do their own  
15 on call as well as a lot of the very small  
16 long-term pharmacies will take their own call,  
17 so our niche is sort of the middle-sized  
18 pharmacy where it's financially feasible for  
19 them to give their own pharmacist a break and  
20 allow us to take call for them. When  
21 CareServices purchased these two pharmacies, we  
22 became the largest after-hours on-call provider  
23 in the country.

1 DR. ALVERSON: Would this fall in the  
2 category of businesses that require us to have a  
3 licensed pharmacist in the business or not?

4 MS. YEATMAN: I would say yes.

5 DR. MARTIN: I would think so.

6 MS. YEATMAN: Yes.

7 DR. MARTIN: Because you never know  
8 where that question is going or that situation  
9 is going. So if I understand right, Ms. Smith,  
10 you already have an application to the Board --  
11 in to the Board; is that correct?

12 MS. SMITH: Yes.

13 DR. MARTIN: And are you waiting on  
14 the Board to take action on that?

15 MS. SMITH: Yes.

16 DR. MARTIN: Susan, do you know --

17 DR. ALVERSON: I do not.

18 DR. MARTIN: -- of any other issues  
19 here -- any other issues that we might need to  
20 take into consideration related to their  
21 application?

22 We've got a copy of your app here.

23 MR. DARBY: A lot of times we'll

1 impose a more stringent technician ratio than  
2 five to one. Would that be -- would you be able  
3 to segregate the Alabama stores or the Alabama  
4 clients?

5 MS. YEATMAN: Alabama clients.

6 MS. SMITH: If that is your  
7 requirement, yes, we would make that happen.  
8 Currently we're not servicing, of course, any  
9 clients in Alabama.

10 MR. DARBY: Right.

11 MS. SMITH: So that would depend of  
12 course on the client and the amount of revenue  
13 and if we would have the ability to staff it  
14 with a more stringent ratio. It could impact  
15 our ability to do business in the State of  
16 Alabama if we could not make that financially  
17 feasible.

18 MS. YEATMAN: I think that -- I mean,  
19 you'll discuss it but I think that's a  
20 consideration you have to look at. You have to  
21 have a pharmacy -- a supervising pharmacist at  
22 the facility that's licensed in the State of  
23 Alabama.

1 MR. DARBY: Which you are; right?

2 MS. SMITH: Which I am, yes, I have an  
3 Alabama license.

4 MS. YEATMAN: And then we would have  
5 to have a three-to-one ratio for any scripts  
6 coming in Alabama for the review of  
7 prescriptions for Alabama.

8 DR. MARTIN: Sorry. Go ahead.

9 MS. YEATMAN: No, I was just  
10 clarifying my statement. You're good.

11 DR. MARTIN: I'm trying to consider  
12 what we can do to expedite this. I see a couple  
13 of notes on the app. One says, first app  
14 October '15. Was there a previous attempt to  
15 submit an application and it didn't go through?

16 MR. DARBY: They didn't appear.

17 MS. SMITH: We actually had a change  
18 in staffing.

19 MR. DARBY: Yeah, the person who was  
20 going to come --

21 MS. SMITH: Yeah, he left the company.  
22 I joined the company.

23 DR. MARTIN: That's fine, so we don't

1 need to worry about that.

2 MS. SMITH: Yeah, yeah.

3 DR. MARTIN: I also noticed here that  
4 highlighted on my form is a blank that says name  
5 of owners of this corporation and a list of all  
6 officers and that's been intentionally left  
7 blank.

8 MS. SMITH: No, I thought that I  
9 submitted that with the application. I can  
10 provide that information.

11 DR. MARTIN: Oh, as an attachment  
12 perhaps?

13 MS. YEATMAN: It's not here.

14 MS. SMITH: If I left it off, I  
15 certainly can provide it.

16 DR. MARTIN: Okay. That's something  
17 that we would have to have taken care of. Board  
18 members, what's your -- what's your pleasure?

19 DR. ALVERSON: Can I ask one more  
20 question?

21 DR. MARTIN: Certainly.

22 DR. ALVERSON: When the facilities  
23 inspected by their state health department,

1    however they do that, are you in any way  
2    responsible for that scoring for what is  
3    provided on time for a new admission or is that  
4    totally the responsibility of the contracting  
5    pharmacy and they just have to be sure you meet  
6    their requirements?

7                   MS. SMITH:  Oh, it's our  
8    responsibility as well but the North Carolina  
9    Board of Pharmacy is who would inspect us and  
10   they don't have any types of turnaround time  
11   requirements or anything for the -- for the  
12   business.  Does that answer your question?

13                   DR. ALVERSON:  No, I guess I asked it  
14   wrong.  If a long-term care facility is  
15   inspected, there are at least standards now that  
16   say -- I'm sure you're well aware of this -- you  
17   cannot say with a new admit, well, we'll have  
18   them here by morning.

19                   MS. SMITH:  Right, right.

20                   DR. ALVERSON:  There's a requirement  
21   that you meet that patient's needs within a very  
22   short period of time, so I'm wondering what your  
23   responsibility is in that.  Do the state

1 inspectors ever look to you or do they just look  
2 at the pharmacy and the pharmacy has to have a  
3 contract that makes sure they get what they want  
4 with you?

5 MS. SMITH: That actually has not come  
6 up yet. I will tell you our clients hold us  
7 very accountable for -- for getting those  
8 medications out and we have a goal turnaround  
9 time of the medication being available to the  
10 patient within four hours of the call being  
11 placed to the pharmacy, which has been industry  
12 standard up until this point. I'm not aware if  
13 the new laws have made any changes in that -- in  
14 that particular time frame but that's something  
15 we take very seriously. These are stat  
16 prescriptions. A lot of times they're  
17 antibiotics or pain medications and we want to  
18 get those out to the patient as quickly as  
19 possible and our clients certainly let us know  
20 if it doesn't happen.

21 DR. ALVERSON: I'm sure, because  
22 they're going to get written up by --

23 MS. SMITH: Correct.

1 DR. ALVERSON: -- the state health  
2 department.

3 MS. SMITH: Yes.

4 DR. MARTIN: So most of those drugs  
5 are already in the automated drug cabinet or  
6 not?

7 MS. SMITH: It depends on the  
8 facility. Most of them do have some basic  
9 medications there available and of course, as  
10 you know, all kinds of situations can arise.  
11 They depleted it for another patient or they  
12 want something different. It's a different  
13 antibiotic, whatever. We do try to steer them  
14 toward their floor stock or on-site inventory  
15 that they have to get the medicine to the  
16 patient faster, of course.

17 DR. MARTIN: Right. So since you're  
18 providing care, that means you do not have to  
19 enter into a business associate's agreement?

20 MS. SMITH: We do have BAAs --

21 DR. MARTIN: You do have a BAA.

22 MS. SMITH: -- with all of our  
23 clients, yes.

1 DR. MARTIN: Since you're providing  
2 the medications in an emergency situation, you  
3 don't have to transmit P3?

4 MS. SMITH: Right.

5 DR. MARTIN: Okay. Any other  
6 questions? Susan, anything?

7 DR. ALVERSON: (Shakes head.)

8 DR. MARTIN: Board members, are you  
9 prepared to make a decision at this point on  
10 allowing the permit to proceed or do you need  
11 time to consider?

12 MR. DARBY: I'm ready.

13 MR. SORRELL: With the three-to-one  
14 ratio.

15 MR. DARBY: Yeah, do you want to make  
16 that motion?

17 DR. MARTIN: Yeah, we're trying to  
18 decide how we're going to deal with your one to  
19 five versus our typical three to one or one to  
20 three.

21 MR. SORRELL: Yeah, I propose we  
22 approve the permit provided they comply with our  
23 standards of one pharmacist to three technician

1 ratio.

2 DR. MARTIN: Is there a second?

3 MR. DARBY: I second that.

4 DR. MARTIN: Any discussion on the  
5 motion?

6 MS. YEATMAN: The only question I  
7 would have is if you could give us some type of  
8 SOP that's showing how Alabama will be handled  
9 different than the other states so that we can  
10 have something to verify.

11 MS. SMITH: Okay. I can submit that.

12 DR. MARTIN: I think as you grow,  
13 you're going to bump into this in other places.

14 MS. SMITH: Probably so.

15 DR. MARTIN: Are you ready to vote?  
16 Do you have any other need to discuss it?

17 (No response.)

18 DR. MARTIN: All those in favor, say  
19 aye.

20 MR. DARBY: Aye.

21 MR. SORRELL: Aye.

22 MR. BUNCH: Aye.

23 MS. YEATMAN: Aye.

1 DR. MARTIN: Any opposed, say no.

2 (No response.)

3 DR. MARTIN: It passes. Thank you  
4 very much.

5 MS. SMITH: Thank you.

6 DR. MARTIN: Very informative.

7 According to my agenda, the next item  
8 to be considered is the treasurer's report,  
9 Mr. Darby.

10 MR. DARBY: Yeah, you have a copy of  
11 the treasurer's report in your Dropbox. What's  
12 worth noting there is we're a little ahead on  
13 income, which is to be expected because most of  
14 our income is derived from renewals and we're  
15 past the renewal season. We're also right on  
16 target overall on expenses, which if we fall  
17 through to the end of the year on expenses,  
18 we'll end up with a negative and we're actually  
19 having to draw into our surplus accounts from  
20 the previous years but that was budgeted to do  
21 like that.

22 One thing noteworthy, we've bought all  
23 the cars that we had budgeted for so we should

1 be done buying cars for the year unless some  
2 inspectors tear them up or whatever or they bump  
3 into things and we have to paint them.

4 DR. MARTIN: What do you call that,  
5 Mr. Braden, hot pursuit?

6 MR. BRADEN: It wasn't hot.

7 MR. DARBY: Actually we're right  
8 online where we had budgeted to be so we're in  
9 good shape. If y'all have any questions, I'll  
10 be happy to try to answer them.

11 DR. MARTIN: Do we have any questions  
12 for Mr. Darby?

13 (No response.)

14 DR. MARTIN: Seeing none, since this  
15 is a treasurer's report and it involves money,  
16 I'm going to ask for a motion to adopt the  
17 report.

18 MS. YEATMAN: I make a motion we adopt  
19 the report as presented.

20 MR. BUNCH: Second.

21 MR. SORRELL: Second.

22 DR. MARTIN: All those in favor?

23 MS. YEATMAN: Aye.

1 MR. BUNCH: Aye.

2 MR. SORRELL: Aye.

3 DR. MARTIN: Any opposed?

4 (No response.)

5 DR. MARTIN: The motion carries. The  
6 treasurer's report is adopted.

7 Susan, Board of Pharmacy Wellness  
8 Committee report, I believe you will be bringing  
9 that one today.

10 DR. ALVERSON: I will. I just looked  
11 at what was printed and it was May of 2015.

12 DR. MARTIN: You were worse off than I  
13 was.

14 DR. ALVERSON: Yeah. So once again,  
15 Eddie has saved me. So you can bump all the  
16 cars you want.

17 Gentlemen and ladies, there are  
18 presently 150 people in our screening program  
19 with signed contracts and orders. This number  
20 includes any individuals on a diagnostic  
21 monitoring contract but does not include any of  
22 the professionals listed below.

23 Current work: There are two

1 pharmacists in inpatient treatment, four techs  
2 in treatment, one tech going for evaluation, two  
3 students in treatment. The total number of  
4 pharmacy professionals identified and worked  
5 with in 2016 is 19 total: Ten pharmacists,  
6 seven techs, two students. All of these  
7 individuals who are in treatment or in  
8 evaluation or undecided are presently out of the  
9 work force and without a license. There are  
10 about seven others who are working their way  
11 through halfway house, Timeout for Recovery, or  
12 who are in the process of being investigated or  
13 scheduled for hearings. There are 75  
14 individuals in facility-driven aftercare.

15 The completed work portion of the  
16 monthly report is as follows: We have met  
17 personally with all licensees returning to work  
18 to sign contracts and explain how monitoring  
19 works. All returning licensees have been placed  
20 in a caduceus, either pharmacy or health  
21 professional. Thank you for letting me serve  
22 recovering pharmacy professionals.

23 DR. MARTIN: Any questions for Susan?

1 (No response.)

2 DR. MARTIN: Please express our  
3 appreciation to Dr. Garver for a nice, concise  
4 report.

5 We have the need to approve some board  
6 minutes at this point, so I'll entertain motions  
7 from a board member for the approval of those.

8 MR. DARBY: Actually, we didn't have a  
9 copy of the minutes in our Dropbox so if we  
10 could postpone that until next month.

11 DR. ALVERSON: Mitzi is on vacation  
12 this week.

13 MR. DARBY: Yeah.

14 MS. YEATMAN: That's okay.

15 MR. DARBY: That's no problem. We'll  
16 just wait until next month to approve them.

17 DR. MARTIN: Let's go ahead and put  
18 that on the record in the form of a motion that  
19 somebody move that we postpone that.

20 MR. DARBY: I move we postpone the  
21 approval of the last month's minutes until the  
22 June 2016 meeting.

23 MS. YEATMAN: Second.

1 DR. MARTIN: Thank you, Mr. Darby, and  
2 there's a second, Ms. Yeatman. Any discussion?

3 (No response.)

4 DR. MARTIN: Seeing none, all in favor  
5 say yes.

6 MR. DARBY: Yes.

7 MR. SORRELL: Yes.

8 MR. BUNCHY: Yes.

9 DR. MARTIN: Any opposed, say no.

10 (No response.)

11 DR. MARTIN: The motion passes. We'll  
12 cover that next month. Now we're up to the  
13 inspector's report, Mr. Braden.

14 MR. BRADEN: Yes, sir, Mr. President  
15 and Board members, as you see, we have the  
16 statistics for April for inspections completed  
17 and complaints received and completed.

18 I just want to make note if you see  
19 there was a spike in the PDMP complaints that we  
20 received in the month of April, the -- usually  
21 what the Board requires if we have those type of  
22 things that we ask for an action plan to make  
23 sure that it won't happen again type situation.

1 I had some communication with Nancy Bishop and I  
2 found out it's quite simple for the facilities  
3 to correct their -- their actual software but if  
4 it's been over six months, PDMP cannot correct  
5 it in their system, so I just want to make  
6 everybody aware of that situation.

7 DR. MARTIN: Okay.

8 MR. BRADEN: And of course, we had  
9 some additional activities, one primarily being  
10 due to the case we're currently here on.

11 DR. MARTIN: Okay. Anything else,  
12 Mr. Braden?

13 MR. BRADEN: No, sir.

14 DR. MARTIN: Questions for Mr. Braden?

15 (No response.)

16 DR. MARTIN: Thank you very much.

17 Mr. Ward -- no, I'm sorry, I skipped Susan. Let  
18 me go ahead and get Susan. I'll come back to  
19 you, Jim.

20 DR. ALVERSON: Thank you. For the  
21 record, both Board members and staff attended  
22 the national NABP meeting in San Diego. We had  
23 three board members and two staff members attend

1 that meeting and it seems nationally people are  
2 facing the same issues that we are: diversion,  
3 increased use of narcotics, technician training.  
4 All were issues that were spoken of during that  
5 meeting and it did give us a chance -- I think  
6 everybody talked to other states which was great  
7 to see who does what and how they do it.

8           So just to keep you apprised, I met  
9 with Logan Gray -- Scott Daniel and I met with  
10 Logan Gray in Montgomery to just do a summary of  
11 this legislative year and to discuss or to begin  
12 planning for the upcoming year.

13           So people understand, Ward has had a  
14 fairly -- I don't know if it's a major case or a  
15 verbose case, so we've been hearing one case.  
16 We're now in our sixth day of hearing so the  
17 Board members have taken an additional six days  
18 away from work this month to be here and I'd  
19 like to thank them for all of that. Most of us  
20 can't pull six extra days out of our workplace  
21 for that kind of service.

22           We did implement background checks for  
23 technicians starting in May. We have now

1 processed over 110 new technician applications  
2 and have received the background checks on all  
3 of them. They show up in that person's file on  
4 our data system. To date, we have not had  
5 anyone with a problem, which is good news for  
6 all of us, but it's going very smoothly to  
7 date.

8 MR. DARBY: How much time is it adding  
9 to the process of getting the registration?

10 DR. ALVERSON: Let me ask Rhonda.

11 MS. COKER: Not very much. You just  
12 have to verify the information that's in there.  
13 They're actually sending an email to us now  
14 whether it's cleared or not and then we can just  
15 go in there and mark them clear and process the  
16 license, so it's not -- it hasn't really slowed  
17 down the process but we haven't had anybody with  
18 negative consequence yet either, so I mean.

19 MR. DARBY: Yeah.

20 MS. COKER: But we'll handle it the  
21 same way we've always handled it.

22 DR. ALVERSON: We are continuing to  
23 work with staff from District III to get ready

1 for the summer meeting.

2           The whole licensing side of our  
3 operation continues to work on developing new  
4 applications, so every category that we'll be  
5 registering this fall, will be doing so on a new  
6 application and one of the reasons I mentioned  
7 that is often board members or Montgomery will  
8 call us and say, how many pharmacists do we have  
9 registered who, you know, like barbecue and we  
10 just don't have that in the database. So for  
11 those kinds of questions, we're trying to think  
12 of everything we could possibly be asked so we  
13 don't have to go through thousands of files to  
14 figure it out.

15           So if -- if there's something the  
16 Board members think of or anybody else thinks of  
17 that would be great if we knew, we will add  
18 that -- that demographic to these applications  
19 as we complete them.

20           This is not really part of my report  
21 but I'd like to mention to people in here who  
22 are planning to attend Tripartite meeting  
23 today or -- I shouldn't still say Tripartite. I

1 should use the correct term now. That's what I  
2 remember.

3 DR. MARTIN: Pharmacy Stakeholders  
4 something or other.

5 MS. YEATMAN: Forum.

6 MR. SORRELL: Forum.

7 DR. MARTIN: Forum.

8 MR. DARBY: Everybody knows who you're  
9 talking about.

10 DR. ALVERSON: All you guys, the six-  
11 day trial that I mentioned has continued today.  
12 Since we had the Board, we wanted to continue  
13 this afternoon, which means our space is taken  
14 up, and Matthew Muscato with Walgreens came to  
15 our rescue this morning and volunteered space  
16 with overhead projectors, et cetera. So  
17 Matthew, if you could explain where people  
18 should go, I'd really appreciate it.

19 MR. MUSCATO: 5346 Stadium Trace  
20 Parkway, just about a half mile up from the  
21 Hoover Met off of 150, second floor -- 5346  
22 Stadium Trace.

23 DR. ALVERSON: All right. And we

1 really appreciate your doing that.

2 MR. MUSCATO: Thank you.

3 DR. ALVERSON: Can I announce your  
4 announcement?

5 MR. MUSCATO: Certainly.

6 DR. ALVERSON: Matthew will be leaving  
7 us. He's taken a hazardous duty position  
8 outside San Francisco, California, and Hawaii;  
9 is that right?

10 MR. MUSCATO: That's the region, yeah.

11 DR. ALVERSON: That's the region.

12 MR. MUSCATO: I won't be in Hawaii.

13 DR. ALVERSON: So he's been given a  
14 promotion, has a new title, and we're going to  
15 all miss you, Matthew.

16 MR. MUSCATO: I'll miss you guys too.  
17 Thank you.

18 DR. ALVERSON: I've left an article at  
19 your desk this morning. You may have seen this  
20 already but there was a significant article  
21 published in the British Medical Journal in May  
22 and they had studied a number of countries to  
23 look at what impact medical errors -- I'm not

1 saying medication errors but overall medical  
2 errors have, and in the United States, medical  
3 errors are the third leading cause of death in  
4 the United States. It's right behind cancer and  
5 cardiac conditions. It's in front of diabetes.  
6 It's in front of respiratory.

7 I had always read that it was the  
8 number five cause of death but apparently with a  
9 very well done study, it's actually number three  
10 cause of death and I'm emphasizing that to say I  
11 think sometimes the Board of Pharmacy thinks,  
12 oh, we've got to, you know, see where your  
13 inventory report is, yada, yada, but I think the  
14 Board plays a significant role as do the people  
15 in this room who have leadership  
16 responsibilities in minimizing those numbers, at  
17 least on pharmacies we have.

18 DR. MARTIN: As I understand from  
19 previous research conducted in the United States  
20 that of the medical errors, medication errors  
21 represent the single largest category at about  
22 20 percent.

23 DR. ALVERSON: I agree. That doesn't

1 all fall on pharmacists.

2 DR. MARTIN: No, no, it's a complex  
3 system and you know, while we want to make  
4 progress, you know, going from five to three is  
5 not the right -- not the right direction.

6 DR. ALVERSON: The right direction,  
7 right, but I think the information says life  
8 could be better if you had a good pharmacist  
9 helping you.

10 DR. MARTIN: Yeah.

11 DR. ALVERSON: That's my report.  
12 Thank you.

13 DR. MARTIN: Questions for Susan?

14 MR. BUNCH: Hey, Susan, on the  
15 District III meeting, do you know what time the  
16 first meeting will be that Sunday?

17 DR. ALVERSON: It starts at three  
18 o'clock on Sunday.

19 MR. BUNCH: Okay.

20 MR. DARBY: And is the -- do we have a  
21 website up where they can register online?

22 DR. ALVERSON: North Carolina puts  
23 that up and they're waiting to get prices for

1 food from us, which we have, and I will talk to  
2 Cindy the end of today or tomorrow.

3 MR. DARBY: Okay.

4 DR. MARTIN: And when you do, Susan,  
5 please tell Cindy how much we appreciate her  
6 doing that. She's -- she's done it every year I  
7 know since I've been on the Board, she's taken  
8 care of that every year.

9 DR. ALVERSON: And I'm sure she spends  
10 her spring -- every spring harassing other  
11 directors like me saying -- thank you.

12 DR. MARTIN: Mr. Ward.

13 MR. WARD: Only for executive session,  
14 I have one case to discuss with you.

15 DR. MARTIN: I think we probably need  
16 to -- in the spirit of some of what Susan has  
17 mentioned, we need to recognize Mr. Ward and the  
18 tireless efforts he's been bringing forth on  
19 behalf of the Board in this extremely long and  
20 drawn-out matter we're involved in and so from  
21 the Board, we appreciate what you've been doing,  
22 Jim.

23 MR. WARD: You're welcome. Thank you

1 very much. I've had lots of great help.

2 DR. MARTIN: Well, I thought you were  
3 going to say you had lots of gray hair.

4 MR. WARD: I do have that too.

5 DR. MARTIN: Okay. Under old  
6 business, I'm seeing four topics and if you  
7 don't mind, we'll take those out of order. I  
8 believe we're going to address -- sorry for all  
9 the numbers. I'm going to read these slow for  
10 anybody that wants to keep up with this.

11 680-X-2-.14 that's listed first. I'm going to  
12 skip the next one. I'm going to go to  
13 680-X-.2-.24, and 680-X-2-.40 and ask  
14 Ms. Yeatman to give us an update.

15 MS. YEATMAN: Those were submitted to  
16 LRS as previously read into the record; however,  
17 LRS's comments back do not reflect what the  
18 Board is asking with those changes, so we are  
19 going to continue the dialogue with LRS and not  
20 move forward with them at this time.

21 DR. MARTIN: Board members, any  
22 questions for Ms. Yeatman on that?

23 (No response.)

1 DR. MARTIN: I'm kind of feeling a  
2 need to go ahead and get a motion on this since  
3 previously it's been in the minutes and we need  
4 for this to be properly reflected, so all those  
5 in favor of -- well, let me just ask you --  
6 Donna, would you give you as motion and get a  
7 second -- what you said in the form of a motion?

8 MR. DARBY: My question would be can  
9 we just reject the changes that LRS made?

10 MR. WARD: I haven't seen this. I  
11 don't understand how they can tell the Board how  
12 to write -- write a rule and I haven't seen what  
13 their comments are. Is it something with the  
14 process or with the actual language?

15 MS. YEATMAN: No, it -- I think it's  
16 contradictory but it's not --

17 MR. WARD: Well, let's look at it, try  
18 to make it so they --

19 DR. MARTIN: There seems to be  
20 confusion on the part of LRS that needs to be  
21 addressed. Someone make a motion that we take  
22 this action to further look into issues that  
23 were brought up by LRS.

1 MS. YEATMAN: I move that we --

2 MR. WARD: I don't think you need to.

3 Tell them you'll report on this at the next  
4 meeting. Tell them we will take other steps  
5 necessary to try to get it cleared up and we  
6 will report on it next month.

7 DR. MARTIN: That's fine. We won't  
8 put it in the form of a motion but we will take  
9 the steps necessary to move it forward.

10 Any other discussion on those three?

11 (No response.)

12 DR. MARTIN: The fourth one was  
13 680-X-2-.18 and that's adding section (6), I  
14 believe it is, to the institutional rule and it  
15 deals with the use of automated drug cabinets in  
16 skilled nursing facilities and if it's the  
17 Board's pleasure, at this point, we will need a  
18 motion for final adoption on that rule. It has  
19 gone through the comment period, both written  
20 and oral.

21 MR. DARBY: I would make a motion that  
22 we approve the 680-X-2-.18 as written and  
23 proposed.

1 DR. MARTIN: Is there a second?

2 MS. YEATMAN: Second.

3 DR. MARTIN: There's a motion and a  
4 second. Any further discussion on .18?

5 (No response.)

6 DR. MARTIN: All those in favor, say  
7 aye.

8 MR. BUNCH: Aye.

9 MS. YEATMAN: Aye.

10 MR. SORRELL: Aye.

11 MR. DARBY: Aye.

12 DR. MARTIN: Any opposed, say no. The  
13 motion passes and that will be forwarded on to  
14 our friends at LRS.

15 Okay. I don't see any other old  
16 business. Anyone aware of any additional old  
17 business that we need to discuss today?

18 (No response.)

19 DR. MARTIN: Seeing none, we'll move  
20 to new business. There's one item on the list  
21 and there's one other one I'd like to bring up.

22 The item on the list simply has to do  
23 with changing a date of the October meeting this

1 year to accommodate a conflict and we're not  
2 exactly sure if the conflict is NCPA as it's  
3 listed or if it's Maltagon. We're thinking it's  
4 Maltagon.

5 DR. ALVERSON: I think it must be  
6 Maltagon too because Maltagon wasn't posted  
7 until just recently.

8 DR. MARTIN: Yeah. So whatever the  
9 issue is, we want to officially change the  
10 meeting date in October and I don't have in  
11 front of me a calendar to know what we're  
12 changing it to.

13 MR. SORRELL: We need to when  
14 Maltagon is.

15 MR. DARBY: Yeah.

16 MR. SORRELL: When is that?

17 MR. DARBY: We currently have our  
18 meeting dates October 11 and 12 is why I ask --  
19 the hearings on the 11th and the meeting date on  
20 the 12th.

21 DR. MARTIN: And that's early.

22 MR. DARBY: Yeah, well, NCPA is the  
23 following week, so I'm guessing we could -- we

1 could change it to the 25th and 26th.

2 DR. MARTIN: Susan, any chance you  
3 know what the Maltagon date is?

4 DR. ALVERSON: I'm just trying to look  
5 it up real quick.

6 DR. MARTIN: If you don't have that,  
7 we don't have to complete it today but it will  
8 need to go in on next month's agenda to close  
9 that out. Let's just say there's going to be a  
10 date change and stay tuned.

11 DR. ALVERSON: All right.

12 DR. MARTIN: Because it's in October  
13 so people have a while. Is the Board okay with  
14 that?

15 MS. YEATMAN: Yes.

16 MR. SORRELL: Yes.

17 DR. MARTIN: The one I wanted to bring  
18 up had to do with naloxone and the question has  
19 come up to me from several individuals and I'm  
20 guessing other board members have had questions  
21 asking about the status of naloxone prescribing  
22 in the State of Alabama and I just had a little  
23 sidebar with Mr. Ward to make sure I had this

1 right that the legislature passed the law that  
2 this can be done with the presentation of a  
3 prescription. Do we have that right?

4 MR. WARD: Or an order, I think.

5 DR. MARTIN: Or an order.

6 MR. WARD: I believe so. It has to be  
7 a written order. There's immunity to both the  
8 physician and the pharmacist if it's given in  
9 circumstances the law -- what the law allows.

10 DR. MARTIN: Okay.

11 MS. YEATMAN: Written?

12 MR. WARD: It's a written order.

13 MR. DARBY: Similar to  
14 immunizations.

15 MR. WARD: Just like a -- just like a  
16 protocol order.

17 MR. DARBY: Yeah.

18 DR. MARTIN: So that's probably the  
19 best way to present it is to say like you were  
20 giving an immunization.

21 MR. DARBY: You can refer them to  
22 the -- to the law.

23 DR. MARTIN: Right.

1           MR. WARD: I mean, I -- you know, I  
2 don't believe in the expression of Abe Lincoln  
3 to remove all doubt, you're either foolish or  
4 stupid by asking a question, but Matthew is the  
5 one who told me about it a couple of years ago.  
6 I wasn't even aware it was through the  
7 legislature. It's been, what, two years now,  
8 Matt, I think?

9           MR. MUSCATO: It was just fine-tuned  
10 just recently, yes.

11          MR. WARD: Yeah.

12          MR. MUSCATO: A standing order  
13 permits.

14          MR. WARD: Yeah, yeah, but that it  
15 passed. If anybody wants the act number or  
16 where it is, I can -- I can get it for you.

17                 And by the way, one was just passed  
18 for epipens as -- as well. That's a protocol  
19 order as well.

20          DR. MARTIN: Yes, and those can be  
21 written to an entity.

22          MR. WARD: Right, right, right, an  
23 authorized entity, and we've already had some

1 questions about that and my opinion is like any  
2 other script, if you're uncomfortable with  
3 filling it, you don't have to fill it. If you  
4 don't think the entity would -- would qualify in  
5 your opinion, then you don't have to fill it.  
6 It lists -- the law lists some of what they are  
7 and then it says, or any others, so it's up --  
8 it's up to the physician who writes it and it's  
9 up to you and you file it. The patient in those  
10 circumstances is the entity so you file that  
11 just as you would a regular prescription.

12 Instead of being a real -- a live person's name,  
13 it would be Crestline school or --

14 DR. MARTIN: A restaurant.

15 MR. WARD: You know, senior citizens  
16 hall, home, something like that.

17 DR. MARTIN: Thank you, Mr. Ward. Any  
18 other new business today?

19 (No response.)

20 DR. MARTIN: Hearing none, at this  
21 point, I will entertain a motion for the Board  
22 to go into executive session for the purpose of  
23 discussing the qualifications and competency of

1 those regulated by the Board and this executive  
2 session will begin at 10:20, that's ten minutes  
3 from now, and will end at no later than 10:45.  
4 When the Board returns to its public meeting  
5 like we're having now, we will only vote on the  
6 matters discussed during the executive session  
7 and then we will adjourn so it won't be any --  
8 it will be a lot of numbers of cases and things  
9 like that and you're welcome to come back and  
10 sit in on that but it's going to be a little  
11 Greek to you if you do.

12 MR. WARD: Tell them you're serious  
13 about the time line.

14 DR. MARTIN: Yeah, we're on a very  
15 tight time line so I know, you know, one of --  
16 one thing -- one of the things we enjoy as a  
17 board is getting to come out and talk to you  
18 after these meetings because it seems invariably  
19 we get a lot of work done in those little  
20 discussions, you know. Unfortunately today,  
21 we're not going to have a lot of time to do  
22 that, so say hi, and you know, anything that's  
23 just ultra critical, discuss it. Otherwise, we

1 need to -- we need to move forward. We've got  
2 resumption of that case at no later than 11  
3 o'clock I believe it is. Mr. Ward, do you need  
4 to make a disclosure?

5 MR. WARD: I do, that one of the  
6 reasons for the executive session -- I certify  
7 as a lawyer licensed to practice law in the  
8 State of Alabama that one of the reasons for the  
9 executive session is to talk and discuss  
10 possible resolution of a pending case.

11 DR. MARTIN: Thank you. Do we have a  
12 motion for executive session? It needs to be a  
13 motion and individual voice vote. Do we have a  
14 motion?

15 MR. DARBY: I make a motion for  
16 executive session.

17 DR. MARTIN: We have a motion. Do we  
18 have a second?

19 MR. SORRELL: Second.

20 DR. MARTIN: We have a motion and a  
21 second. It doesn't require discussion. All  
22 those in favor, Mr. Sorrell?

23 MR. SORRELL: Yes.

1 DR. MARTIN: Mr. Darby?

2 MR. DARBY: Yes.

3 DR. MARTIN: Ms. Yeatman?

4 MS. YEATMAN: Yes.

5 DR. MARTIN: Mr. Bunch?

6 MR. BUNCH: Yes.

7 DR. MARTIN: I vote yes. We are now  
8 in executive session. Thank you very much for  
9 attending.

10

11 (Whereupon, a recess was taken for  
12 executive session from 10:12 a.m. to  
13 11:06 a.m.)

14

15 DR. MARTIN: This is the Alabama Board  
16 of Pharmacy. We are coming out of executive  
17 session. In this -- the month of May, we have  
18 no cases to report on. Any cases that might  
19 have been under consideration are being deferred  
20 for the month of June; therefore, being no cases  
21 to consider, we are now out of executive session  
22 and I'll entertain a motion to adjourn.

23

MR. DARBY: So moved.

1 MS. YEATMAN: Second.

2 DR. MARTIN: All those in favor?

3 MS. YEATMAN: Aye.

4 MR. DARBY: Aye.

5 MR. SORRELL: Aye.

6 MR. BUNCH: Aye.

7 DR. MARTIN: Any noes?

8 (No response.)

9 DR. MARTIN: We're adjourned.

10

11 (Whereupon, the hearing was adjourned

12 at 11:07 a.m.)

13

14

15

16

17

18

19

20

21

22

23

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23

## CERTIFICATE

STATE OF ALABAMA

SHELBY COUNTY

I, Sheri G. Connelly, RPR, Certified Court Reporter, hereby certify that the above and foregoing hearing was taken down by me in stenotype and the questions, answers, and statements thereto were transcribed by means of computer-aided transcription and that the foregoing represents a true and correct transcript of the said hearing.

I further certify that I am neither of counsel, nor of kin to the parties to the action, nor am I in anywise interested in the result of said cause.

/s/ Sheri G. Connelly

SHERI G. CONNELLY, RPR

ACCR No. 439, Expires 9/30/2016

<u>WORD INDEX</u>		
< 1 >	41 2:10	access 15:5 20:16
10,000 24:4	42 2:12	21:8 25:2
10:12 63:12	43 2:13	accommodate 56:1
10:20 61:2	439 65:22	accountable 33:7
10:45 61:3	48 14:17	accounts 37:19
100 13:3 22:18	< 5 >	ACCR 65:22
24:12	5 2:3	act 59:15
11 2:6 56:18 62:2	52 2:16	action 28:14 42:22
11:00 23:9	5346 47:19, 21	53:22 65:16
11:06 63:13	54 2:18	active 15:10, 13
11:07 64:12	55 2:20	activities 43:9
110 45:1	< 6 >	actual 19:22 43:3
111 1:20	6 2:4 54:13	53:14
11th 56:19	60 22:17 24:11	add 24:1 46:17
12 24:9 56:18	62 2:21	adding 45:8 54:13
12-hour 24:10, 13	63 2:22, 23	additional 43:9
12th 56:20	680-X-2-.24 52:13	44:17 55:16
15 25:8 30:14	680-X-2-.14 2:15	address 52:8
150 39:18 47:21	52:11	addressed 53:21
16 2:20	680-X-2-.18 2:17	adjourn 2:23 61:7
18 55:4	54:13, 22	63:22
19 40:5	680-X-2-.24 2:15	adjourned 64:9, 11
< 2 >	680-X-2-.40 2:16	adjust 18:1
20 20:2 49:22	52:13	admission 32:3
2015 25:19 26:3	< 7 >	admit 24:17 32:17
39:11	7 13:10 20:17	admits 14:2
2016 1:11 2:10	7:00 23:10	adopt 6:4 38:16,
40:5 41:22 65:22	75 40:13	18
24 13:10 20:17	< 8 >	adopted 39:6
23:17, 19	80 24:12	adoption 2:18 6:3
25 1:11	82 19:12	54:18
25th 57:1	85 19:18	aftercare 40:14
26th 57:1	< 9 >	after-hours 11:8
29 20:3	9 65:22	12:6 13:2 27:22
< 3 >	9:11 1:13	afternoon 47:13
30 14:15 65:22	< A >	agenda 2:4 5:22
32 19:10	a.m 1:13 63:12, 13	6:3, 4 10:14 37:7
35 2:7	64:12	57:8
35242 1:21	Abe 59:2	ago 21:13 59:5
365 13:10	ability 21:21	agree 49:23
37 2:8	29:13, 15	agreed 11:22
39 2:11	able 14:18 17:13	agreement 34:19
< 4 >	21:10 22:1 29:2	ahead 10:15 30:8
4,000 20:1		37:12 41:17 43:18
		53:2
		ALABAMA 1:2, 19,
		21 5:14 7:20 9:1
		10:2, 4 29:3, 3, 5, 9,
		16, 23 30:3, 6, 7
		36:8 57:22 62:8
		63:15 65:3
		Ali 4:15 9:5
		allergies 14:5
		allow 27:20
		allowing 35:10
		allows 22:14 58:9
		ALSHP 7:15, 16
		Alverson 3:11
		7:12 28:1, 17
		31:19, 22 32:13, 20
		33:21 34:1 35:7
		39:10, 14 41:11
		43:20 45:10, 22
		47:10, 23 48:3, 6,
		11, 13, 18 49:23
		50:6, 11, 17, 22
		51:9 56:5 57:4, 11
		amount 29:12
		Anderson 3:12
		Anne 3:18 7:7
		announce 48:3
		announcement 48:4
		annually 21:5
		answer 12:10 22:5
		24:4 32:12 38:10
		answers 65:9
		antibiotic 34:13
		antibiotics 33:17
		anybody 45:17
		46:16 52:10 59:15
		anytime 14:3
		anywise 65:16
		app 28:22 30:13,
		13
		apparently 49:8
		appear 30:16
		application 20:10
		28:10, 21 30:15
		31:9 46:6
		applications 45:1
		46:4, 18
		appreciate 22:4
		47:18 48:1 51:5,
		21
		appreciation 41:3
		apprised 44:8
		appropriate 14:12
		17:9
		appropriately 18:2

<p><b>approval</b> 2:9 41:7, 21</p> <p><b>approve</b> 2:4, 7 35:22 41:5, 16 54:22</p> <p><b>April</b> 2:10 19:22 42:16, 20</p> <p><b>areas</b> 19:19 22:4</p> <p><b>Arizona</b> 7:22 8:1</p> <p><b>article</b> 48:18, 20</p> <p><b>Ashley</b> 4:2 8:2</p> <p><b>asked</b> 32:13 46:12</p> <p><b>asking</b> 52:18 57:21 59:4</p> <p><b>assist</b> 12:15 14:13</p> <p><b>assisted</b> 12:2</p> <p><b>associate's</b> 34:19</p> <p><b>Association</b> 7:20 9:2</p> <p><b>attachment</b> 31:11</p> <p><b>attempt</b> 30:14</p> <p><b>attend</b> 43:23 46:22</p> <p><b>attended</b> 43:21</p> <p><b>ATTENDEES</b> 3:1</p> <p><b>attending</b> 63:9</p> <p><b>Auburn</b> 9:16</p> <p><b>audience</b> 6:15</p> <p><b>authorization</b> 14:10 17:7, 12 24:20</p> <p><b>authorized</b> 20:16 59:23</p> <p><b>automated</b> 14:9 17:8 34:5 54:15</p> <p><b>available</b> 13:16 17:10 33:9 34:9</p> <p><b>aware</b> 19:17 32:16 33:12 43:6 55:16 59:6</p> <p><b>aye</b> 6:8, 9, 10, 11, 12 36:19, 20, 21, 22, 23 38:23 39:1, 2 55:7, 8, 9, 10, 11 64:3, 4, 5, 6</p> <p>&lt; B &gt;</p> <p><b>BAA</b> 34:21</p> <p><b>BAAs</b> 34:20</p> <p><b>back</b> 5:18 16:15</p>	<p>43:18 52:17 61:9</p> <p><b>backed</b> 21:19</p> <p><b>background</b> 44:22 45:2</p> <p><b>backup</b> 11:23 13:17 16:10 17:17 23:21 25:16</p> <p><b>backups</b> 21:20</p> <p><b>bad</b> 19:12</p> <p><b>Bamberg</b> 4:23 9:21, 21</p> <p><b>Baptist</b> 9:14</p> <p><b>barbecue</b> 46:9</p> <p><b>Bart</b> 4:23 9:21</p> <p><b>based</b> 16:13 20:2</p> <p><b>basic</b> 15:3 34:8</p> <p><b>basically</b> 26:17</p> <p><b>basis</b> 18:13 19:3 21:23</p> <p><b>Becky</b> 4:13 9:1</p> <p><b>beds</b> 23:22 24:1</p> <p><b>behalf</b> 13:22 51:19</p> <p><b>believe</b> 39:8 52:8 54:14 58:6 59:2 62:3</p> <p><b>best</b> 13:7 58:19</p> <p><b>better</b> 27:8 50:8</p> <p><b>big</b> 27:13</p> <p><b>Birmingham</b> 11:15</p> <p><b>Bishop</b> 43:1</p> <p><b>blank</b> 31:4, 7</p> <p><b>BOARD</b> 1:2, 9, 19 3:3, 13, 15, 16 5:14, 19 7:8, 13, 17 10:1 22:7 27:3 28:10, 11, 14 31:17 32:9 35:8 39:7 41:5, 7 42:15, 21 43:21, 23 44:17 46:7, 16 47:12 49:11, 14 51:7, 19, 21 52:18, 21 53:11 57:13, 20 60:21 61:1, 4, 17 63:15</p> <p><b>Board's</b> 54:17</p> <p><b>Boesen</b> 3:23 7:21, 21</p> <p><b>bought</b> 37:22</p>	<p><b>Braden</b> 3:14 38:5, 6 42:13, 14 43:8, 12, 13, 14</p> <p><b>break</b> 27:19</p> <p><b>Brenda</b> 3:21 7:16</p> <p><b>bring</b> 55:21 57:17</p> <p><b>bringing</b> 39:8 51:18</p> <p><b>British</b> 48:21</p> <p><b>Brooke</b> 5:3 10:6</p> <p><b>Brookwood</b> 9:15</p> <p><b>brought</b> 53:23</p> <p><b>Buddy</b> 3:5</p> <p><b>budgeted</b> 37:20, 23 38:8</p> <p><b>building</b> 20:18</p> <p><b>bump</b> 36:13 38:2 39:15</p> <p><b>Bunch</b> 3:5 6:12 27:5, 10 36:22 38:20 39:1 50:14, 19 55:8 63:5, 6 64:6</p> <p><b>BUNCHY</b> 42:8</p> <p><b>Burgess</b> 4:10, 11 8:19, 19, 21, 21</p> <p><b>business</b> 2:14, 19 11:12, 17, 20 14:16, 19 19:15 21:6 26:2 28:3 29:15 32:12 34:19 52:6 55:16, 17, 20 60:18</p> <p><b>businesses</b> 21:7 28:2</p> <p><b>buying</b> 38:1</p> <p>&lt; C &gt;</p> <p><b>cabinet</b> 14:9 17:8 34:5</p> <p><b>cabinets</b> 54:15</p> <p><b>caduceus</b> 40:20</p> <p><b>calendar</b> 56:11</p> <p><b>California</b> 48:8</p> <p><b>Call</b> 2:6 9:4 10:17 11:6, 7, 8 12:15 13:2 14:23 25:11, 11 26:8, 17, 20, 20 27:15, 16, 20 33:10 38:4 46:8</p>	<p><b>called</b> 12:19</p> <p><b>calls</b> 18:12, 13, 14</p> <p><b>Cammie</b> 4:11 8:21</p> <p><b>cancer</b> 49:4</p> <p><b>Capital</b> 11:14</p> <p><b>CAPS</b> 8:13</p> <p><b>card</b> 20:17</p> <p><b>cardiac</b> 49:5</p> <p><b>Care</b> 8:15 11:9, 18 12:7 13:6 26:6, 10 27:12, 13 31:17 32:14 34:18 51:8</p> <p><b>CareServices</b> 2:6 9:3 10:17 11:6, 10, 12, 13, 16 26:1, 4 27:21</p> <p><b>Carolina</b> 22:14 32:8 50:22</p> <p><b>carries</b> 39:5</p> <p><b>cars</b> 37:23 38:1 39:16</p> <p><b>case</b> 43:10 44:14, 15, 15 51:14 62:2, 10</p> <p><b>cases</b> 17:4 61:8 63:18, 18, 20</p> <p><b>category</b> 28:2 46:4 49:21</p> <p><b>cause</b> 49:3, 8, 10 65:17</p> <p><b>CE</b> 6:19</p> <p><b>center</b> 11:7 13:2</p> <p><b>centers</b> 12:13 13:21</p> <p><b>certain</b> 16:1</p> <p><b>certainly</b> 31:15, 21 33:19 48:5</p> <p><b>CERTIFICATE</b> 65:1</p> <p><b>certified</b> 13:3, 4 15:4 22:9, 18 65:6</p> <p><b>certify</b> 62:6 65:7, 14</p> <p><b>cetera</b> 47:16</p> <p><b>chain</b> 23:10</p> <p><b>chains</b> 23:15</p> <p><b>chance</b> 44:5 57:2</p> <p><b>change</b> 20:5 30:17 56:9 57:1, 10</p>
--	--	--	--

<p><b>changes</b> 33:13 52:18 53:9</p> <p><b>changing</b> 55:23 56:12</p> <p><b>Charlie</b> 3:20 7:15 8:5</p> <p><b>check</b> 14:4 15:19, 22 16:5</p> <p><b>checks</b> 44:22 45:2</p> <p><b>Cherry</b> 5:6</p> <p><b>Chidi</b> 4:1 7:23</p> <p><b>Chief</b> 3:14</p> <p><b>Chris</b> 3:19 4:10 7:10 8:19</p> <p><b>Cindy</b> 51:2, 5</p> <p><b>circumstances</b> 58:9 60:10</p> <p><b>citizens</b> 60:15</p> <p><b>clarifying</b> 30:10</p> <p><b>clear</b> 6:17 45:15</p> <p><b>cleared</b> 45:14 54:5</p> <p><b>Clemice</b> 5:1 10:2</p> <p><b>client</b> 13:23 15:6, 21 16:11 17:18 18:7 20:4 21:3 25:3, 4 26:11 29:12</p> <p><b>clients</b> 12:7 13:13 14:8 15:5, 23 18:20 29:4, 5, 9 33:6, 19 34:23</p> <p><b>clinical</b> 13:8 15:18 16:2</p> <p><b>Clinics</b> 10:9</p> <p><b>close</b> 12:9 13:15 19:19 23:16 57:8</p> <p><b>closed-door</b> 20:15</p> <p><b>closely</b> 21:7</p> <p><b>Cloud</b> 21:18</p> <p><b>Cobb</b> 5:4 10:8, 8</p> <p><b>code</b> 14:11 24:20</p> <p><b>Coker</b> 3:15 7:13, 13 45:11, 20</p> <p><b>come</b> 6:19 10:17 12:10 15:20 18:19 30:20 33:5 43:18 57:19 61:9, 17</p> <p><b>coming</b> 30:6 63:16</p> <p><b>comment</b> 54:19</p>	<p><b>comments</b> 52:17 53:13</p> <p><b>committee</b> 19:1 39:8</p> <p><b>communication</b> 21:1 43:1</p> <p><b>companies</b> 23:20 27:6, 13</p> <p><b>company</b> 11:11 20:8 21:6, 13 30:21, 22</p> <p><b>compare</b> 19:8</p> <p><b>competency</b> 60:23</p> <p><b>complaint</b> 18:18 19:2</p> <p><b>complaints</b> 18:19, 22 19:21 20:4 42:17, 19</p> <p><b>Complete</b> 12:19 46:19 57:7</p> <p><b>completed</b> 40:15 42:16, 17</p> <p><b>complex</b> 50:2</p> <p><b>complexity</b> 13:5</p> <p><b>Compliance</b> 3:12</p> <p><b>comply</b> 35:22</p> <p><b>Compounding</b> 8:20</p> <p><b>computer-aided</b> 65:11</p> <p><b>concern</b> 22:4</p> <p><b>concise</b> 41:3</p> <p><b>conditions</b> 49:5</p> <p><b>conducted</b> 49:19</p> <p><b>conflict</b> 56:1, 2</p> <p><b>confusion</b> 53:20</p> <p><b>connections</b> 26:23</p> <p><b>Connelly</b> 1:23 65:6, 20, 21</p> <p><b>consequence</b> 45:18</p> <p><b>consider</b> 30:11 35:11 63:21</p> <p><b>consideration</b> 28:20 29:20 63:19</p> <p><b>considered</b> 37:8</p> <p><b>consists</b> 23:14</p> <p><b>consultation</b> 13:19</p> <p><b>contact</b> 17:10</p> <p><b>continue</b> 47:12 52:19</p>	<p><b>continued</b> 47:11</p> <p><b>continues</b> 46:3</p> <p><b>continuing</b> 45:22</p> <p><b>continuity</b> 26:23</p> <p><b>continuous</b> 14:17 18:9</p> <p><b>contract</b> 12:4 33:3 39:21</p> <p><b>contracting</b> 32:4</p> <p><b>contracts</b> 12:5 39:19 40:18</p> <p><b>contradictory</b> 53:16</p> <p><b>controlled</b> 14:7 16:23</p> <p><b>Cook</b> 3:20 7:15, 15 8:5</p> <p><b>coordinate</b> 26:8</p> <p><b>copy</b> 15:14 16:10 28:22 37:10 41:9</p> <p><b>corporate</b> 20:9</p> <p><b>corporation</b> 31:5</p> <p><b>Correct</b> 26:21 28:11 33:23 43:3, 4 47:1 65:12</p> <p><b>counsel</b> 65:15</p> <p><b>countries</b> 48:22</p> <p><b>country</b> 11:10 13:7 24:5 27:7, 23</p> <p><b>COUNTY</b> 65:4</p> <p><b>couple</b> 30:12 59:5</p> <p><b>couriers</b> 12:21</p> <p><b>course</b> 13:8 17:11 25:6, 10 29:8, 12 34:9, 16 43:8</p> <p><b>Court</b> 65:7</p> <p><b>cover</b> 42:12</p> <p><b>covered</b> 22:3</p> <p><b>CQI</b> 19:1</p> <p><b>credentialed</b> 12:23</p> <p><b>credit</b> 6:18, 19</p> <p><b>Crestline</b> 60:13</p> <p><b>Cristal</b> 3:12</p> <p><b>critical</b> 61:23</p> <p><b>Current</b> 39:23</p> <p><b>currently</b> 14:15 20:12 22:20 29:8 43:10 56:17</p> <p><b>customary</b> 6:14</p> <p><b>customer</b> 15:2, 22</p>	<p>16:6, 14 20:6</p> <p><b>CVS</b> 8:17</p> <p>&lt; D &gt;</p> <p><b>daily</b> 21:20</p> <p><b>Dan</b> 3:13 9:23</p> <p><b>Dane</b> 4:5 8:9</p> <p><b>Daniel</b> 44:9</p> <p><b>Darby</b> 3:6 6:4, 10, 21 10:22 22:8, 11 25:17, 22 28:23 29:10 30:1, 16, 19 35:12, 15 36:3, 20 37:9, 10 38:7, 12 41:8, 13, 15, 20 42:1, 6 45:8, 19 47:8 50:20 51:3 53:8 54:21 55:11 56:15, 17, 22 58:13, 17, 21 62:15 63:1, 2, 23 64:4</p> <p><b>data</b> 21:17, 19 45:4</p> <p><b>database</b> 21:20 46:10</p> <p><b>date</b> 25:19 45:4, 7 55:23 56:10, 19 57:3, 10</p> <p><b>dates</b> 56:18</p> <p><b>David</b> 3:6</p> <p><b>Davis</b> 3:22 7:19, 19</p> <p><b>day</b> 12:9, 14 17:19 26:14 44:16 47:11</p> <p><b>days</b> 44:17, 20</p> <p><b>DEA</b> 17:1, 3</p> <p><b>deal</b> 35:18</p> <p><b>deals</b> 54:15</p> <p><b>death</b> 49:3, 8, 10</p> <p><b>decide</b> 35:18</p> <p><b>decision</b> 35:9</p> <p><b>deferred</b> 63:19</p> <p><b>delays</b> 18:21, 22</p> <p><b>deliveries</b> 12:22, 23</p> <p><b>delivery</b> 12:15, 18, 19 16:20 21:8 25:12 27:1</p> <p><b>demographic</b> 46:18</p> <p><b>Denson</b> 3:21 7:16, 16</p> <p><b>department</b> 31:23</p>
---	--	---	---

34:2	7, 13, 16, 17, 18	<b>electronically</b> 21:1	<b>extremely</b> 51:19
<b>depend</b> 29:11	30:8, 11, 23 31:3,	<b>email</b> 21:3, 4 45:13	< F >
<b>depends</b> 34:7	11, 16, 19, 21, 22	<b>emergency</b> 11:23	<b>facilities</b> 12:1, 2, 3
<b>depleted</b> 34:11	32:13, 20 33:21	12:16 13:14, 21, 22	18:20 24:5 31:22
<b>derived</b> 37:14	34:1, 4, 17, 21 35:1,	14:8 16:13 17:8	43:2 54:16
<b>desk</b> 48:19	5, 7, 8, 17 36:2, 4,	21:22 24:6 25:11	<b>facility</b> 14:22
<b>developing</b> 46:3	12, 15, 18 37:1, 3, 6	35:2	16:20, 21 23:17
<b>diabetes</b> 49:5	38:4, 11, 14, 22	<b>emphasizing</b> 49:10	26:7, 11, 14 29:22
<b>diagnostic</b> 39:20	39:3, 5, 10, 12, 14	<b>encrypted</b> 21:4	32:14 34:8
<b>dialogue</b> 52:19	40:23 41:2, 3, 11,	<b>England</b> 5:9	<b>facility-driven</b>
<b>Diego</b> 43:22	17 42:1, 4, 9, 11	<b>enjoy</b> 61:16	40:14
<b>differences</b> 20:5	43:7, 11, 14, 16, 20	<b>enter</b> 17:7 20:18	<b>facing</b> 44:2
<b>different</b> 34:12, 12	45:10, 22 47:3, 7,	34:19	<b>fairly</b> 44:14
36:9	10, 23 48:3, 6, 11,	<b>entertain</b> 41:6	<b>fall</b> 28:1 37:16
<b>direct</b> 10:20	13, 18 49:18, 23	60:21 63:22	46:5 50:1
<b>direction</b> 50:5, 6	50:2, 6, 10, 11, 13,	<b>entity</b> 59:21, 23	<b>far</b> 21:12
<b>directly</b> 14:23	17, 22 51:4, 9, 12,	60:4, 10	<b>faster</b> 34:16
<b>Director</b> 3:12	15 52:2, 5, 21 53:1,	<b>entry</b> 15:4, 12	<b>favor</b> 6:7 36:18
<b>directors</b> 51:11	19 54:7, 12 55:1, 3,	<b>epipens</b> 59:18	38:22 42:4 53:5
<b>disclosure</b> 62:4	6, 12, 19 56:5, 8, 21	<b>error</b> 19:9, 11	55:6 62:22 64:2
<b>discuss</b> 29:19	57:2, 4, 6, 11, 12, 17	<b>errors</b> 18:21 19:2,	<b>fax</b> 15:15 21:2
36:16 44:11 51:14	58:5, 10, 18, 23	22, 23 48:23 49:1,	<b>faxed</b> 16:9, 16
55:17 61:23 62:9	59:20 60:14, 17, 20	2, 3, 20, 20	<b>feasible</b> 27:18
<b>discussed</b> 61:6	61:14 62:11, 17, 20	<b>escorted</b> 20:21	29:17
<b>discussing</b> 60:23	63:1, 3, 5, 7, 15	<b>Establish</b> 2:3 5:23	<b>February</b> 5:17
<b>discussion</b> 36:4	64:2, 7, 9	<b>establishment</b> 6:2	<b>fee</b> 26:7
42:2 54:10 55:4	<b>draw</b> 37:19	<b>et</b> 47:16	<b>feedback</b> 18:16
62:21	<b>drawn-out</b> 51:20	<b>evaluation</b> 40:2, 8	22:4
<b>discussions</b> 61:20	<b>drivers</b> 12:22	<b>everybody</b> 43:6	<b>feel</b> 13:7
<b>dispensing</b> 14:9	<b>Dropbox</b> 10:19	44:6 47:8	<b>feeling</b> 53:1
17:8 23:7	37:11 41:9	<b>everyone's</b> 21:16	<b>felt</b> 22:19
<b>District</b> 45:23	<b>drug</b> 13:18 14:5	<b>exactly</b> 56:2	<b>figure</b> 46:14
50:15	34:5 54:15	<b>examples</b> 19:4	<b>file</b> 15:13 45:3
<b>diversion</b> 44:2	<b>drugs</b> 23:4, 7 34:4	<b>excuse</b> 12:2 15:17	60:9, 10
<b>documentation</b>	<b>due</b> 43:10	<b>executive</b> 2:21, 22	<b>files</b> 46:13
18:1, 14	<b>DUR</b> 14:2	3:11 51:13 60:22	<b>fill</b> 16:12, 13 17:13
<b>doing</b> 14:16 19:15	<b>duty</b> 48:7	61:1, 6 62:6, 9, 12,	60:3, 5
46:5 48:1 51:6, 21	< E >	16 63:8, 12, 16, 21	<b>filling</b> 60:3
<b>Donna</b> 3:7 7:3	<b>early</b> 56:21	<b>exit</b> 20:18	<b>fills</b> 13:22
53:6	<b>Easter</b> 4:19 9:13,	<b>expand</b> 14:18	<b>final</b> 2:17 16:5
<b>doors</b> 20:16	14, 14, 17	<b>expected</b> 37:13	54:18
<b>doubt</b> 59:3	<b>Eddie</b> 3:14 4:7	<b>expedite</b> 30:12	<b>financially</b> 27:18
<b>downtime</b> 21:12	8:13 39:15	<b>expenses</b> 37:16, 17	29:16
<b>downtimes</b> 22:2	<b>efforts</b> 51:18	<b>Expires</b> 65:22	<b>fine</b> 30:23 54:7
<b>DR</b> 5:13, 18 6:7,	<b>either</b> 16:12, 19	<b>explain</b> 40:18	<b>fine-tuned</b> 59:9
13, 22 7:4, 12	17:11 23:13 40:20	47:17	<b>firewalls</b> 25:6
10:10, 12 11:1, 5	45:18 59:3	<b>express</b> 41:2	<b>First</b> 5:22 19:10
22:7, 21 23:1, 4	<b>e-kit</b> 24:21	<b>expression</b> 59:2	30:13 50:16 52:11
24:15 26:6, 12, 16,		<b>extra</b> 44:20	
19, 22 27:3 28:1, 5,			

**five** 22:15, 20  
 24:22 29:2 35:19  
 49:8 50:4  
**floor** 11:1 34:14  
 47:21  
**focus** 11:17  
**folks** 12:21  
**follow** 17:1 18:3  
**following** 56:23  
**follows** 40:16  
**food** 51:1  
**foolish** 59:3  
**force** 40:9  
**foregoing** 65:8, 12  
**Foreman** 4:22  
 9:19, 19  
**form** 31:4 41:18  
 53:7 54:8  
**forming** 20:9  
**forth** 51:18  
**Forum** 47:5, 6, 7  
**forward** 13:15  
 52:20 54:9 62:1  
**forwarded** 55:13  
**found** 43:2  
**four** 33:10 40:1  
 52:6  
**fourth** 54:12  
**fourth-year** 7:11  
**frame** 33:14  
**Francisco** 48:8  
**fresh** 21:15  
**friends** 55:14  
**front** 10:18 49:5, 6  
 56:11  
**full** 21:20  
**function** 22:1  
**functioned** 20:7  
**functions** 16:2, 3  
**further** 53:22 55:4  
 65:14  
**future** 14:19

## &lt; G &gt;

**Garver** 10:12 41:3  
**Gates** 5:8  
**generally** 14:21  
 24:10  
**GenRX** 7:21, 23  
**Gentlemen** 39:17

**getting** 33:7 45:9  
 61:17  
**Ginny** 5:8  
**give** 27:19 36:7  
 44:5 52:14 53:6  
**given** 24:8 48:13  
 58:8  
**giving** 58:20  
**go** 10:15 11:3  
 15:12 24:20 25:5,  
 8 30:8, 15 41:17  
 43:18 45:15 46:13  
 47:18 52:12 53:2  
 57:8 60:22  
**goal** 33:8  
**goals** 16:6 19:17,  
 18  
**goes** 15:4, 17 21:17  
**going** 7:5 19:10  
 28:8, 9 30:20  
 33:22 35:18 36:13  
 38:16 40:2 45:6  
 48:14 50:4 52:3, 8,  
 9, 11, 12, 19 57:9  
 61:10, 21  
**Good** 11:4, 5  
 30:10 38:9 45:5  
 50:8  
**Gray** 44:9, 10 52:3  
**Great** 10:10 44:6  
 46:17 52:1  
**greater** 24:16  
**Greek** 61:11  
**group** 12:2, 3 26:7  
**grow** 36:12  
**guess** 32:13  
**guessing** 56:23  
 57:20  
**guys** 47:10 48:16

## &lt; H &gt;

**hair** 52:3  
**half** 47:20  
**halfway** 40:11  
**hall** 60:16  
**handle** 16:1 45:20  
**handled** 36:8  
 45:21  
**happen** 29:7 33:20

42:23  
**happy** 22:5 38:10  
**harassing** 51:10  
**Harbin** 4:12 8:22,  
 22  
**hard** 14:12  
**Harrison** 9:6, 7, 10  
 10:6  
**Hawaii** 48:8, 12  
**hazardous** 48:7  
**head** 35:7  
**Health** 8:18 9:15  
 20:23 31:23 34:1  
 40:20  
**hear** 7:4  
**hearing** 44:15, 16  
 60:20 64:11 65:8,  
 13  
**hearings** 40:13  
 56:19  
**help** 52:1  
**helping** 50:9  
**Heritage** 8:19  
**Hey** 50:14  
**hi** 61:22  
**high** 25:13  
**highlighted** 31:4  
**HIPAA** 13:1  
 20:11, 13 21:4  
**hire** 13:4 21:5  
**hold** 33:6  
**holidays** 13:12  
**home** 23:20 60:16  
**homes** 12:3  
**Hoover** 1:21 47:21  
**hope** 22:3  
**hopefully** 23:17  
**hospice** 11:17  
**Hospital** 10:9  
 23:11  
**hospitals** 23:19  
**hot** 38:5, 6  
**hours** 13:12 14:7  
 23:17, 19 33:10  
**house** 40:11  
**Hunter** 4:21 9:18,  
 18  
**Hurst** 5:1 10:2, 2

## &lt; I &gt;

**idea** 27:5, 9  
**ideally** 23:18  
**identified** 40:4  
**III** 45:23 50:15  
**immunity** 58:7  
**immunization** 58:20  
**immunizations**  
 58:14  
**impact** 29:14  
 48:23  
**implement** 44:22  
**important** 20:14  
 22:19  
**impose** 29:1  
**improvement** 18:9  
**include** 39:21  
**includes** 39:20  
**income** 37:13, 14  
**incoming** 7:9  
**Incorporated** 8:14  
**increased** 44:3  
**INDEX** 2:1  
**individual** 62:13  
**individuals** 39:20  
 40:7, 14 57:19  
**industry** 33:11  
**inform** 16:21  
**information** 13:18  
 15:3, 9 17:19, 23  
 18:6 20:23 21:10  
 25:10 31:10 45:12  
 50:7  
**informative** 37:6  
**informed** 5:15  
**infusion** 23:20  
**initial** 16:12 25:19  
**inpatient** 40:1  
**inspect** 32:9  
**inspected** 31:23  
 32:15  
**inspections** 42:16  
**Inspector** 3:14  
**inspectors** 33:1  
 38:2  
**Inspector's** 2:12  
 42:13  
**institutional** 54:14  
**insure** 16:15 17:4

20:13 26:23  
**intentionally** 31:6  
**interactions** 14:6  
**interested** 65:16  
**interesting** 5:20  
**intern** 7:8  
**invariably** 61:18  
**inventory** 34:14  
 49:13  
**investigated** 40:12  
**involved** 51:20  
**involves** 38:15  
**Iqbal** 3:17 7:2, 2, 6  
**issue** 25:20 56:9  
**issued** 25:19  
**issues** 28:18, 19  
 44:2, 4 53:22  
**ITEM** 2:2 37:7  
 55:20, 22  
**items** 10:19 19:5  
**its** 61:4  
**IVs** 23:21

## &lt; J &gt;

**Jackson** 5:6 10:8  
**Jennifer** 5:5  
**Jim** 4:19 9:12, 14,  
 17 43:19 51:22  
**job** 21:11  
**John** 4:9 8:17  
**joined** 30:22  
**Jon** 4:8 8:15  
**Journal** 48:21  
**Jr** 4:12 8:22  
**Julie** 4:21 9:18  
**June** 41:22 63:20

## &lt; K &gt;

**keep** 44:8 52:10  
**Kelli** 5:2 10:4  
**Kevin** 5:7  
**key** 20:17  
**kin** 65:15  
**kind** 44:21 53:1  
**kinds** 34:10 46:11  
**kit** 14:9 17:8  
**knew** 46:17  
**know** 6:16, 22  
 17:12, 21 25:6  
 28:7, 16 33:19

34:10 44:14 46:9  
 49:12 50:3, 4, 15  
 51:7 56:11 57:3  
 59:1 60:15 61:15,  
 15, 20, 22  
**knows** 47:8  
**Kudirka** 3:19 7:10,  
 10

## &lt; L &gt;

**labor-intensive**  
 25:14  
**ladies** 39:17  
**lady** 6:16  
**language** 53:14  
**largest** 27:22 49:21  
**law** 58:1, 9, 9, 22  
 60:6 62:7  
**Lawrence** 3:16  
 7:17, 17  
**laws** 13:6 33:13  
**lawyer** 62:7  
**lead** 15:19 16:4  
**leadership** 49:15  
**leading** 49:3  
**leaving** 48:6  
**Lee** 4:22 9:19  
**left** 30:21 31:6, 14  
 48:18  
**legal** 16:2  
**legally** 18:6  
**legislative** 44:11  
**legislature** 58:1  
 59:7  
**letting** 40:21  
**license** 30:3 40:9  
 45:16  
**licensed** 14:15  
 28:3 29:22 62:7  
**licensees** 40:17, 19  
**licensing** 46:2  
**life** 50:7  
**Lincoln** 59:2  
**Lindsay** 5:9  
**line** 11:20 61:13,  
 15  
**lines** 11:12 21:6  
**Linna** 4:8 8:15, 15  
**list** 22:12 25:17  
 31:5 55:20, 22

**listed** 25:20 39:22  
 52:11 56:3  
**lists** 60:6, 6  
**little** 5:20 15:20  
 19:15, 16 37:12  
 57:22 61:10, 19  
**live** 60:12  
**living** 12:2  
**local** 21:18  
**located** 11:14 12:4  
**LOCATION** 1:19  
 21:22  
**locked** 20:17  
**log** 15:6 18:19  
 25:4  
**Logan** 44:9, 10  
**logs** 19:2  
**long** 51:19  
**longer** 19:15, 16  
**long-term** 11:9, 18  
 12:7 13:6 26:6, 10  
 27:12, 13, 16 32:14  
**look** 5:20 29:20  
 33:1, 1 48:23  
 53:17, 22 57:4  
**looked** 39:10  
**looking** 23:16  
**looks** 19:13  
**lot** 14:6 17:2 20:9  
 25:2 27:10, 11, 15  
 28:23 33:16 61:8,  
 19, 21  
**lots** 52:1, 3  
**loud** 6:17  
**LRS** 52:16, 19  
 53:9, 20, 23 55:14  
**LRS's** 52:17

## &lt; M &gt;

**main** 11:17  
**maintain** 14:8  
 18:18 25:3  
**maintains** 11:21  
 23:8  
**major** 23:14 27:12  
 44:14  
**Makayla** 4:3 8:4  
**making** 12:14  
**Maltagon** 56:3, 4, 6,

6, 14 57:3  
**managed** 21:1  
**management** 26:5  
**Mark** 3:23 7:21  
 45:15  
**Martin** 3:4 5:13,  
 18 6:7, 13, 22 7:4  
 10:10 11:1, 5 22:7,  
 21 23:1, 4 24:15  
 26:6, 12, 16, 19, 22  
 27:3 28:5, 7, 13, 16,  
 18 30:8, 11, 23  
 31:3, 11, 16, 21  
 34:4, 17, 21 35:1, 5,  
 8, 17 36:2, 4, 12, 15,  
 18 37:1, 3, 6 38:4,  
 11, 14, 22 39:3, 5,  
 12 40:23 41:2, 17  
 42:1, 4, 9, 11 43:7,  
 11, 14, 16 47:3, 7  
 49:18 50:2, 10, 13  
 51:4, 12, 15 52:2, 5,  
 21 53:1, 19 54:7,  
 12 55:1, 3, 6, 12, 19  
 56:8, 21 57:2, 6, 12,  
 17 58:5, 10, 18, 23  
 59:20 60:14, 17, 20  
 61:14 62:11, 17, 20  
 63:1, 3, 5, 7, 15  
 64:2, 7, 9  
**math** 19:11  
**Matt** 59:8  
**matter** 51:20  
**matters** 61:6  
**Matthew** 4:4 8:7  
 47:14, 17 48:6, 15  
 59:4  
**McConaghy** 3:13  
 9:23, 23  
**McGee** 5:3 10:6, 6  
**McIlwain** 4:18  
 9:11, 11  
**McWhorter** 8:2  
**mean** 29:18 45:18  
 59:1  
**means** 34:18  
 47:13 65:10  
**med** 12:12  
**MedCall** 11:19, 20  
**Medicaid** 10:3, 5

<p><b>medical</b> 12:18, 22, 23 48:21, 23 49:1, 2, 20</p> <p><b>medication</b> 12:13 14:13 15:1, 2 16:1, 9, 20 17:9 18:21, 21 19:2, 21, 23 24:8, 16 33:9 49:1, 20</p> <p><b>medications</b> 12:17 15:10 33:8, 17 34:9 35:2</p> <p><b>medicine</b> 34:15</p> <p><b>meet</b> 17:5 32:5, 21</p> <p><b>MEETING</b> 1:9 2:20 5:13 16:5 41:22 43:22 44:1, 5 46:1, 22 50:15, 16 54:4 55:23 56:10, 18, 19 61:4</p> <p><b>meetings</b> 61:18</p> <p><b>Member</b> 3:7, 8 18:15 41:7</p> <p><b>MEMBERS</b> 3:3 6:1 22:7 27:3 31:18 35:8 42:15 43:21, 23, 23 44:17 46:7, 16 52:21 57:20</p> <p><b>mention</b> 46:21</p> <p><b>mentioned</b> 46:6 47:11 51:17</p> <p><b>met</b> 40:16 44:8, 9 47:21</p> <p><b>middle</b> 23:11</p> <p><b>middle-sized</b> 27:17</p> <p><b>mile</b> 47:20</p> <p><b>mind</b> 52:7</p> <p><b>minds</b> 21:16</p> <p><b>minimizing</b> 49:16</p> <p><b>minutes</b> 2:10 25:8 41:6, 9, 21 53:3 61:2</p> <p><b>Mitzi</b> 41:11</p> <p><b>Modi</b> 4:16 9:7, 7</p> <p><b>money</b> 38:15</p> <p><b>monitor</b> 18:10</p> <p><b>monitored</b> 18:11</p> <p><b>monitoring</b> 39:21 40:18</p>	<p><b>Montgomery</b> 44:10 46:7</p> <p><b>month</b> 5:15, 20 18:16 19:11, 12 41:10, 16 42:12, 20 44:18 54:6 63:17, 20</p> <p><b>monthly</b> 19:3 40:16</p> <p><b>months</b> 43:4</p> <p><b>month's</b> 41:21 57:8</p> <p><b>Mooney-Thompson</b> 5:5</p> <p><b>morning</b> 10:17 11:4, 5 18:8 32:18 47:15 48:19</p> <p><b>Motion</b> 2:4, 7, 9, 17, 21, 23 6:2, 13 35:16 36:5 38:16, 18 39:5 41:18 42:11 53:2, 6, 7, 21 54:8, 18, 21 55:3, 13 60:21 62:12, 13, 14, 15, 17, 20 63:22</p> <p><b>motions</b> 41:6</p> <p><b>Move</b> 6:4 21:21 41:19, 20 52:20 54:1, 9 55:19 62:1</p> <p><b>moved</b> 63:23</p> <p><b>Muscato</b> 4:4 8:7, 7 47:14, 19 48:2, 5, 10, 12, 16 59:9, 12</p> <p>&lt; N &gt;</p> <p><b>NABP</b> 43:22</p> <p><b>naloxone</b> 57:18, 21</p> <p><b>name</b> 6:16 31:4 60:12</p> <p><b>Nance</b> 4:2 8:2, 2</p> <p><b>Nancy</b> 43:1</p> <p><b>narcotics</b> 44:3</p> <p><b>national</b> 11:21 12:21 43:22</p> <p><b>nationally</b> 44:1</p> <p><b>NCPA</b> 56:2, 22</p> <p><b>nearby</b> 12:4</p> <p><b>necessary</b> 17:16, 19 54:5, 9</p>	<p><b>need</b> 5:22 6:2, 17 12:13, 17 15:1 16:17 17:12 20:14 21:3, 10 24:22 28:19 31:1 35:10 36:16 41:5 51:15, 17 53:2, 3 54:2, 17 55:17 56:13 57:8 62:1, 1, 3</p> <p><b>needed</b> 21:23 25:10</p> <p><b>needs</b> 6:16 24:18 32:21 53:20 62:12</p> <p><b>negative</b> 37:18 45:18</p> <p><b>neither</b> 65:14</p> <p><b>Nesmith</b> 4:17 9:9, 9</p> <p><b>network</b> 11:21 12:21 23:8, 10, 14, 15</p> <p><b>never</b> 28:7</p> <p><b>New</b> 2:19 11:13 14:2, 2, 3 20:8 24:7, 17, 19 32:3, 17 33:13 45:1 46:3, 5 48:14 55:20 60:18</p> <p><b>Newman</b> 5:2 10:4, 4</p> <p><b>news</b> 45:5</p> <p><b>nice</b> 41:3</p> <p><b>niche</b> 27:17</p> <p><b>night</b> 23:12</p> <p><b>Nilay</b> 4:16 9:7</p> <p><b>Nnorom</b> 4:1 7:23, 23</p> <p><b>noes</b> 64:7</p> <p><b>normal</b> 10:14</p> <p><b>North</b> 22:14 32:8 50:22</p> <p><b>note</b> 42:18</p> <p><b>notes</b> 30:13</p> <p><b>noteworthy</b> 37:22</p> <p><b>notice</b> 25:17</p> <p><b>noticed</b> 22:11 31:3</p> <p><b>noting</b> 37:12</p> <p><b>NUMBER</b> 2:2 14:22 24:16 25:13</p>	<p>39:19 40:3 48:22 49:8, 9 59:15</p> <p><b>numbers</b> 49:16 52:9 61:8</p> <p><b>Nurses</b> 12:11 13:19 14:22 17:7</p> <p><b>nursing</b> 12:1 54:16</p> <p>&lt; O &gt;</p> <p><b>obtain</b> 16:19 17:11 18:6</p> <p><b>obtaining</b> 12:16</p> <p><b>o'clock</b> 50:18 62:3</p> <p><b>October</b> 2:20 30:14 55:23 56:10, 18 57:12</p> <p><b>officers</b> 31:6</p> <p><b>official</b> 17:23</p> <p><b>officially</b> 56:9</p> <p><b>Oh</b> 31:11 32:7 49:12</p> <p><b>okay</b> 7:5, 6 10:12, 14 11:1 22:11 25:22 27:3 31:16 35:5 36:11 41:14 43:7, 11 50:19 51:3 52:5 55:15 57:13 58:10</p> <p><b>Old</b> 2:14 19:9 52:5 55:15, 16</p> <p><b>Omnicare</b> 9:18</p> <p><b>Omnicares</b> 27:14</p> <p><b>on-call</b> 12:6 27:22</p> <p><b>once</b> 39:14</p> <p><b>online</b> 38:8 50:21</p> <p><b>on-site</b> 34:14</p> <p><b>open</b> 13:10 18:8 23:10, 11, 17, 19</p> <p><b>opening</b> 12:14</p> <p><b>operation</b> 46:3</p> <p><b>opinion</b> 60:1, 5</p> <p><b>opposed</b> 37:1 39:3 42:9 55:12</p> <p><b>oral</b> 54:20</p> <p><b>order</b> 14:3 15:4, 11, 16 16:10 17:6 23:6 24:19 52:7 58:4, 5, 7, 12, 16 59:12, 19</p>
---	---	---	--

<p>orders 14:2 24:7, 16 39:19</p> <p>outside 48:8</p> <p>overall 37:16 49:1</p> <p>overhead 47:16</p> <p>overnight 13:12 26:18</p> <p>oversight 13:9</p> <p>owned 11:10, 12</p> <p>owner 26:2</p> <p>owners 31:5</p> <p>&lt; P &gt;</p> <p>P3 35:3</p> <p>PAGE 2:2</p> <p>pain 33:17</p> <p>paint 38:3</p> <p>Palmer 4:20 9:16, 16</p> <p>Pam 2:6 4:14 9:3</p> <p>paper 21:14, 15</p> <p>Parkway 47:20</p> <p>part 20:10 46:20 53:20</p> <p>particular 33:14</p> <p>parties 65:15</p> <p>partner 11:13</p> <p>Partners 11:14</p> <p>passed 58:1 59:15, 17</p> <p>passes 6:14 37:3 42:11 55:13</p> <p>patient 14:4 15:8, 9, 14, 14 20:3 24:1, 18 33:10, 18 34:11, 16 60:9</p> <p>patients 13:20</p> <p>patient's 32:21</p> <p>Paul 4:6 8:11</p> <p>paying 26:7</p> <p>pays 26:14</p> <p>PBM 11:16 12:4 21:7 23:8</p> <p>PBMs 11:18, 18</p> <p>PDMP 42:19 43:4</p> <p>pending 62:10</p> <p>people 6:15 39:18 44:1, 13 46:21 47:17 49:14 57:13</p>	<p>percent 13:3 22:17, 18 49:22</p> <p>perform 14:1</p> <p>performance 18:17</p> <p>period 32:22 54:19</p> <p>permit 2:7 20:11 22:21 23:2 35:10, 22</p> <p>permits 25:18 59:13</p> <p>perpetual 18:18</p> <p>person 30:19</p> <p>personally 40:17</p> <p>person's 45:3 60:12</p> <p>Ph.D 3:11</p> <p>pharmacies 11:9, 22, 22 12:8 13:23 27:16, 21 49:17</p> <p>pharmacist 15:17, 21 16:18 18:5, 5 22:15 23:23 24:1, 2 25:15 27:19 28:3 29:21 35:23 50:8 58:8</p> <p>pharmacists 13:9, 18 14:1 18:11 22:12 24:9 40:1, 5 46:8 50:1</p> <p>pharmacist-to 16:17</p> <p>pharmacist-to-pharmacist 17:15</p> <p>PHARMACY 1:2, 19 3:13, 15, 16 5:14 7:11, 14, 18, 20 8:3, 8, 10, 12, 16, 20, 23 9:2, 6, 8, 10 10:7 11:7, 8, 23 12:10, 11, 14 13:2, 6, 8, 10, 15 15:6, 7 16:3, 10, 16 17:17 19:6, 14 20:15, 16, 19, 22 21:9, 17, 22, 23 23:1 25:23 26:1, 9, 11, 13 27:18 29:21 32:5, 9 33:2, 2, 11 39:7 40:4, 20, 22 47:3</p>	<p>49:11 63:16</p> <p>PharMedCo 9:20</p> <p>PharMerics 27:14</p> <p>PHI 21:2</p> <p>phones 12:8, 10, 11 13:16 14:21</p> <p>physician 17:11 58:8 60:8</p> <p>physicians 12:12 13:19</p> <p>picked 16:22</p> <p>place 14:12 18:8 20:15</p> <p>placed 33:11 40:19</p> <p>places 36:13</p> <p>plan 42:22</p> <p>planning 44:12 46:22</p> <p>plays 49:14</p> <p>please 6:8 41:2 51:5</p> <p>pleasure 31:18 54:17</p> <p>point 5:19 6:14 10:14 16:8 33:12 35:9 41:6 54:17 60:21</p> <p>policies 20:9 25:4</p> <p>policy 20:11, 13, 20</p> <p>Porter 4:3 8:4, 4</p> <p>portfolio 11:13</p> <p>portion 40:15</p> <p>position 48:7</p> <p>possible 25:15 33:19 62:10</p> <p>possibly 46:12</p> <p>posted 56:6 41:10, 19, 20</p> <p>postponed 2:16</p> <p>PowerPoint 10:22, 23</p> <p>practice 62:7</p> <p>prepared 35:9</p> <p>prescribing 57:21</p> <p>prescription 16:8 17:6, 13 58:3 60:11</p> <p>prescriptions 15:11 20:2 30:7 33:16</p>	<p>PRESENT 3:10 6:1 58:19</p> <p>presentation 10:16 58:2</p> <p>Presentations 2:5 10:16</p> <p>presented 38:19</p> <p>presently 39:18 40:8</p> <p>President 3:4, 5 42:14</p> <p>pretty 21:14</p> <p>previous 30:14 37:20 49:19</p> <p>previously 52:16 53:3</p> <p>prices 50:23</p> <p>primarily 11:7, 20 13:11 14:2 21:2 26:14 43:9</p> <p>printed 39:11</p> <p>prior 12:13</p> <p>probably 24:12 36:14 51:15 58:18</p> <p>problem 41:15 45:5</p> <p>proceed 10:15 35:10</p> <p>process 13:21 14:6, 20 21:15 40:12 45:9, 15, 17 53:14</p> <p>processed 16:4 19:23 45:1</p> <p>processing 18:22 24:7, 7, 18</p> <p>professional 40:21</p> <p>professionals 39:22 40:4, 22</p> <p>profile 15:8</p> <p>program 18:9 39:18</p> <p>progress 50:4</p> <p>projectors 47:16</p> <p>promotion 48:14</p> <p>properly 53:4</p> <p>propose 35:21</p> <p>proposed 54:23</p> <p>prospective 14:1</p> <p>protected 20:23</p>
---	--	---	--

<b>protocol</b> 58:16 59:18	<b>ratio</b> 22:13, 16 23:23 29:1, 14 30:5 35:14 36:1	<b>rep</b> 15:3	<b>responsibility</b> 32:4, 8, 23
<b>provide</b> 11:8, 23 12:5 13:9, 11, 17, 18 16:11 17:6, 15, 18 18:5 21:4, 9 26:22 31:10, 15	<b>read</b> 49:7 52:9, 16	<b>repeat</b> 7:5	<b>responsible</b> 23:23 32:2
<b>provided</b> 32:3 35:22	<b>ready</b> 16:19 35:12 36:15 45:23	<b>Report</b> 2:11, 12, 13 10:13 17:18 19:8 37:8, 11 38:15, 17, 19 39:6, 8 40:16 41:4 42:13 46:20 49:13 50:11 54:3, 6 63:18	<b>restaurant</b> 60:14
<b>provider</b> 27:22	<b>real</b> 57:5 60:12	<b>reported</b> 19:23 20:4	<b>result</b> 65:17
<b>provides</b> 19:7 26:10	<b>really</b> 19:11 23:16 27:11 45:16 46:20 47:18 48:1	<b>REPORTER</b> 1:23 65:7	<b>results</b> 19:8
<b>providing</b> 24:20 34:18 35:1	<b>reasons</b> 46:6 62:6, 8	<b>report-Motion</b> 2:8	<b>resumption</b> 62:2
<b>PTCB</b> 22:10	<b>receive</b> 2:8	<b>represent</b> 6:21, 23 7:19 49:21	<b>retail</b> 11:21, 22 23:8, 10
<b>public</b> 61:4	<b>received</b> 16:16 42:17, 20 45:2	<b>representatives</b> 16:15	<b>returning</b> 40:17, 19
<b>published</b> 48:21	<b>receives</b> 18:15	<b>request</b> 15:1 16:9, 11, 16 17:14	<b>returns</b> 61:4
<b>Publix</b> 9:21	<b>recess</b> 63:11	<b>requested</b> 21:11	<b>revenue</b> 29:12
<b>pull</b> 15:14 25:9 44:20	<b>recognize</b> 17:2 51:17	<b>requests</b> 14:7 15:23 16:1 24:8	<b>review</b> 14:17 15:7, 18 18:13 19:5 30:6
<b>pulled</b> 17:20	<b>record</b> 41:18 43:21 52:16	<b>require</b> 14:10 28:2 62:21	<b>reviewing</b> 18:23 24:10
<b>purchased</b> 26:1, 4 27:21	<b>recorded</b> 18:12, 13	<b>required</b> 14:13 16:18 17:4 18:6 22:2	<b>reviews</b> 19:1
<b>purpose</b> 60:22	<b>records</b> 18:2	<b>requirement</b> 22:16 29:7 32:20	<b>Rhonda</b> 3:15 7:13 45:10
<b>pursuit</b> 38:5	<b>recovering</b> 40:22	<b>requirements</b> 16:7 32:6, 11	<b>right</b> 26:19 28:9 29:10 30:1 32:19, 19 34:17 35:4 37:15 38:7 47:23 48:9 49:4 50:5, 5, 6, 7 57:11 58:1, 3, 23 59:22, 22, 22
<b>put</b> 18:8 41:17 54:8	<b>Recovery</b> 40:11	<b>requires</b> 20:21 42:21	<b>robust</b> 18:9 20:11, 20 21:15
<b>puts</b> 50:22	<b>refer</b> 58:21	<b>Reschedule</b> 2:20	<b>Rocchio</b> 4:9 8:17, 17
< Q >	<b>refill</b> 16:12	<b>rescue</b> 47:15	<b>Rod</b> 4:12 8:22
<b>qualifications</b> 60:23	<b>refills</b> 13:21	<b>research</b> 49:19	<b>role</b> 49:14
<b>qualify</b> 60:4	<b>reflect</b> 52:17	<b>residents</b> 13:20	<b>roll</b> 12:8
<b>quality</b> 18:9	<b>reflected</b> 53:4	<b>resolution</b> 62:10	<b>rolled</b> 14:21
<b>question</b> 28:8 31:20 32:12 36:6 53:8 57:18 59:4	<b>region</b> 48:10, 11	<b>respiratory</b> 49:6	<b>room</b> 49:15
<b>questions</b> 22:5 27:4 35:6 38:9, 11 40:23 43:14 46:11 50:13 52:22 57:20 60:1 65:9	<b>register</b> 50:21	<b>response</b> 36:17 37:2 38:13 39:4 41:1 42:3, 10 43:15 52:23 54:11 55:5, 18 60:19 64:8	<b>rotation</b> 7:12 8:5 9:12, 17
<b>quick</b> 57:5	<b>registered</b> 46:9	<b>responsibilities</b> 49:16	<b>rounds</b> 12:20
<b>quickly</b> 14:21 25:12, 15 33:18	<b>registering</b> 46:5		<b>RPR</b> 1:23 65:6, 21
<b>quite</b> 5:19 43:2	<b>registration</b> 45:9		<b>rule</b> 53:12 54:14, 18
<b>quorum</b> 2:3 5:23 6:2	<b>regular</b> 18:13 60:11		<b>rules</b> 17:1, 3, 5 18:4
< R >	<b>regularly</b> 21:19		<b>Ryan</b> 5:7
<b>Ralph</b> 3:8	<b>regulated</b> 61:1		< S >
	<b>regulations</b> 17:1 18:4		<b>Saeeda</b> 3:17 7:2
	<b>reject</b> 53:9		<b>safeguards</b> 20:14
	<b>related</b> 16:2 28:20		
	<b>remember</b> 47:2		
	<b>remove</b> 17:9 59:3		
	<b>renewal</b> 37:15		
	<b>renewals</b> 37:14		
	<b>Rengering</b> 4:6 8:11, 11		

<b>Samford</b> 7:9 8:5 9:12	<b>serious</b> 61:12	<b>situations</b> 16:4 34:10	<b>spring</b> 51:10, 10
<b>San</b> 43:22 48:8	<b>seriously</b> 33:15	<b>six</b> 43:4 44:17, 20 47:10	<b>Stadium</b> 47:19, 22
<b>Sarah</b> 4:17 9:9	<b>serve</b> 40:21	<b>sixth</b> 44:16	<b>staff</b> 13:1, 7 18:11, 15 19:16 20:17 22:15 29:13 43:21, 23 45:23
<b>satisfactory</b> 19:18	<b>server</b> 21:18	<b>skilled</b> 12:1 54:16	<b>staffed</b> 13:3
<b>saved</b> 39:15	<b>service</b> 12:6, 19 15:3, 22 16:6, 14 19:7 20:6 24:4, 6 25:4 26:10 44:21	<b>skip</b> 52:12	<b>staffing</b> 22:19 30:18
<b>saw</b> 11:19	<b>services</b> 11:8 12:1, 20 13:11, 17 15:22 22:23 23:1 26:13 27:6	<b>skipped</b> 43:17	<b>Stakeholders</b> 47:3
<b>saying</b> 49:1 51:11	<b>servicing</b> 29:8	<b>slide</b> 19:9, 13	<b>stand</b> 6:15
<b>says</b> 30:13 31:4 50:7 60:7	<b>session</b> 2:21, 22 51:13 60:22 61:2, 6 62:6, 9, 12, 16 63:8, 12, 17, 21	<b>slow</b> 52:9	<b>standard</b> 33:12
<b>scheduled</b> 40:13	<b>sessions</b> 18:16	<b>slowed</b> 45:16	<b>standards</b> 32:15 35:23
<b>School</b> 8:3 9:6, 8, 10 10:7 60:13	<b>set</b> 16:19, 23	<b>small</b> 27:15	<b>standing</b> 59:12
<b>score</b> 18:14 19:10	<b>seven</b> 24:9, 9 40:6, 10	<b>Smith</b> 2:6 4:14 9:3, 3 10:23 11:3, 6 22:10, 14, 23 23:3, 6, 13 24:3, 14, 17 25:1, 21, 23 26:9, 13, 17, 21 27:2, 8, 11 28:9, 12, 15 29:6, 11 30:2, 17, 21 31:2, 8, 14 32:7, 19 33:5, 23 34:3, 7, 20, 22 35:4 36:11, 14 37:5	<b>standpoint</b> 20:7
<b>scorecard</b> 18:15	<b>Shakes</b> 35:7	<b>smoothly</b> 45:6	<b>start</b> 6:23 7:1
<b>scorecards</b> 19:1, 6	<b>shape</b> 38:9	<b>software</b> 43:3	<b>started</b> 11:16 21:13
<b>scores</b> 19:17, 18	<b>SHELBY</b> 65:4	<b>Solutions</b> 12:19	<b>starting</b> 44:23
<b>scoring</b> 32:2	<b>shell</b> 5:20	<b>Somebody</b> 10:20 41:19	<b>starts</b> 50:17
<b>Scott</b> 44:9	<b>Sheri</b> 1:23 65:6, 20, 21	<b>SOP</b> 36:8	<b>stat</b> 12:16, 18, 22 24:8 33:15
<b>Scottsdale</b> 7:22 8:1	<b>shift</b> 24:11, 13	<b>Sorrell</b> 3:8 4:13 6:9 9:1, 1 23:9, 22 24:22 35:13, 21 36:21 38:21 39:2 42:7 47:6 55:10 56:13, 16 57:16 62:19, 22, 23 64:5	<b>STATE</b> 1:2, 19 9:23 29:15, 22 31:23 32:23 34:1 57:22 62:8 65:3
<b>screening</b> 39:18	<b>shifts</b> 24:10	<b>Sorry</b> 30:8 43:17 52:8	<b>statement</b> 30:10
<b>script</b> 14:12 15:13 17:10, 16, 21 60:2	<b>shocked</b> 5:21	<b>sort</b> 12:20 14:8, 10 27:17	<b>statements</b> 65:10
<b>scripts</b> 24:12 30:5	<b>short</b> 32:22	<b>space</b> 47:13, 15	<b>states</b> 14:16, 18 17:2 25:18 36:9 44:6 49:2, 4, 19
<b>season</b> 37:15	<b>show</b> 45:3	<b>Special</b> 22:23	<b>statistics</b> 42:16
<b>seat</b> 10:18	<b>showing</b> 36:8	<b>specific</b> 15:23 16:13	<b>status</b> 57:21
<b>Second</b> 6:6 36:2, 3 38:20, 21 41:23 42:2 47:21 53:7 55:1, 2, 4 62:18, 19, 21 64:1	<b>side</b> 46:2	<b>spirit</b> 51:16	<b>stay</b> 57:10
<b>Secretary</b> 3:11	<b>sidebar</b> 57:23	<b>spoken</b> 44:4	<b>steer</b> 34:13
<b>Secretary's</b> 2:13	<b>sign</b> 20:21 40:18		<b>stenotype</b> 65:9
<b>section</b> 54:13	<b>signed</b> 39:19		<b>steps</b> 54:4, 9
<b>see</b> 5:23 10:12 14:3 15:9, 9, 10 19:10 30:12 42:15, 18 44:7 49:12 55:15	<b>significant</b> 48:20 49:14		<b>stock</b> 23:4, 7 34:14
<b>Seeing</b> 38:14 42:4 52:6 55:19	<b>silly</b> 15:20		<b>stored</b> 20:23 21:17
<b>seeking</b> 22:22	<b>similar</b> 19:7 58:13		<b>stores</b> 23:15 29:3
<b>seen</b> 48:19 53:10, 12	<b>simple</b> 43:2		<b>stratify</b> 18:20
<b>segregate</b> 29:3	<b>simply</b> 55:22		<b>Street</b> 1:20 23:19
<b>send</b> 18:7 20:10	<b>single</b> 24:19 49:21		<b>Stringberg</b> 4:15 9:5, 5
<b>sending</b> 45:13	<b>sir</b> 42:14 43:13		<b>stringent</b> 17:3 29:1, 14
<b>Senior</b> 8:15 60:15	<b>sit</b> 61:10		<b>stuck</b> 5:16, 18
<b>separate</b> 25:3	<b>site</b> 23:5		<b>student</b> 7:8, 11
	<b>situation</b> 13:14 16:14 20:3 28:8 35:2 42:23 43:6		

<p>students 40:3, 6  <b>studied</b> 48:22  <b>study</b> 49:9  <b>stupid</b> 59:4  <b>submit</b> 30:15  36:11  <b>submitted</b> 31:9  52:15  <b>substance</b> 14:7  <b>substances</b> 16:23  <b>suite</b> 12:20  <b>summary</b> 44:10  <b>summer</b> 46:1  <b>Sunday</b> 50:16, 18  <b>Super</b> 10:11  <b>Supermarkets</b> 9:22  <b>supervising</b> 29:21  <b>supervisors</b> 18:12  <b>sure</b> 14:5 16:5, 17  17:5 24:3 32:5, 16  33:3, 21 42:23  51:9 56:2 57:23  <b>surplus</b> 37:19  <b>Susan</b> 3:11 28:16  35:6 39:7 40:23  43:17, 18 50:13, 14  51:4, 16 57:2  <b>system</b> 15:7, 15, 16  16:11 17:21 21:9,  16, 17, 23 22:2  25:5, 7, 9 43:5  45:4 50:3  <b>systems</b> 15:6  21:12 25:3</p> <p>&lt; T &gt;  <b>take</b> 25:8 26:7, 17,  20 27:16, 20 28:14,  20 33:15 52:7  53:21 54:4, 8  <b>taken</b> 15:2 31:17  44:17 47:13 48:7  51:7 63:11 65:8  <b>takes</b> 15:3  <b>talk</b> 51:1 61:17  62:9  <b>talked</b> 44:6  <b>talking</b> 47:9  <b>target</b> 37:16</p>	<p><b>team</b> 20:7  <b>tear</b> 38:2  <b>tec</b> 15:21  <b>tech</b> 15:4, 12, 19  16:4 40:2  <b>technician</b> 22:16  25:8 29:1 35:23  44:3 45:1  <b>technicians</b> 13:4, 5  18:10 22:8, 12, 17  24:23 44:23  <b>techs</b> 12:12 25:13  40:1, 6  <b>telephone</b> 21:2  <b>tell</b> 33:6 51:5  53:11 54:3, 4  61:12  <b>ten</b> 25:8 40:5 61:2  <b>term</b> 47:1  <b>Terry</b> 3:16 7:17  <b>Texas</b> 19:7, 14  <b>Thank</b> 6:13 10:10  11:3 22:5 37:3, 5  40:21 42:1 43:16,  20 44:19 48:2, 17  50:12 51:11, 23  60:17 62:11 63:8  <b>thereto</b> 65:10  <b>Thibodeaux</b> 3:18  7:7, 7  <b>thing</b> 5:22 37:22  61:16  <b>things</b> 27:1 38:3  42:22 61:8, 16  <b>think</b> 28:5 29:18,  19 36:12 44:5  46:11, 16 49:11, 13  50:7 51:15 53:15  54:2 56:5 58:4  59:8 60:4  <b>thinking</b> 56:3  <b>thinks</b> 46:16 49:11  <b>third</b> 7:9 49:3  <b>Thomas</b> 5:4 10:8  <b>thought</b> 31:8 52:2  <b>thousands</b> 46:13  <b>three</b> 35:19, 20, 23  43:23 49:9 50:4,  17 54:10</p>	<p><b>three-to-one</b> 30:5  35:13  <b>Tiffany</b> 4:18 9:11  <b>tight</b> 61:15  <b>Tim</b> 3:4  <b>time</b> 13:13 16:19,  21 32:3, 10, 22  33:9, 14 35:11  45:8 50:15 52:20  61:13, 15, 21  <b>Timeout</b> 40:11  <b>times</b> 28:23 33:16  <b>tireless</b> 51:18  <b>title</b> 48:14  <b>today</b> 39:9 46:23  47:11 51:2 55:17  57:7 60:18 61:20  <b>told</b> 59:5  <b>tomorrow</b> 51:2  <b>topics</b> 52:6  <b>total</b> 40:3, 5  <b>totally</b> 24:4 32:4  <b>Trace</b> 47:19, 22  <b>tracking</b> 18:23  <b>Tracy</b> 3:22 7:19  <b>trained</b> 13:1  <b>training</b> 21:4 44:3  <b>transaction</b> 17:18  20:1 21:19 24:15  26:8  <b>transactions</b> 20:1  24:11  <b>transcribe</b> 15:16  <b>transcribed</b> 65:10  <b>transcript</b> 65:13  <b>transcription</b> 65:11  <b>transfer</b> 16:12, 18  17:16, 23  <b>transferred</b> 17:17,  22  <b>transfers</b> 13:22  18:3, 4  <b>translates</b> 24:12  <b>transmit</b> 35:3  <b>Treasurer</b> 3:6  <b>Treasurer's</b> 2:8  37:8, 11 38:15  39:6  <b>treatment</b> 40:1, 2, 3,</p>	<p>7  <b>triage</b> 15:2  <b>trial</b> 47:11  <b>Tripartite</b> 46:22, 23  <b>true</b> 65:12  <b>try</b> 34:13 38:10  53:17 54:5  <b>trying</b> 30:11 35:17  46:11 57:4  <b>tuned</b> 57:10  <b>Turenne</b> 9:19  <b>turnaround</b> 32:10  33:8  <b>two</b> 10:19 18:16  27:21 39:23 40:2,  6 43:23 59:7  <b>type</b> 22:21 27:6  36:7 42:21, 23  <b>types</b> 12:3 32:10  <b>typical</b> 35:19  <b>typically</b> 27:14</p> <p>&lt; U &gt;  <b>UAB</b> 8:21  <b>uh-huh</b> 22:10  24:14  <b>ultra</b> 61:23  <b>umbrella</b> 11:11  <b>uncomfortable</b> 60:2  <b>undecided</b> 40:8  <b>understand</b> 5:21  28:9 44:13 49:18  53:11  <b>unfilled</b> 17:21  <b>Unfortunately</b> 6:18  61:20  <b>United</b> 49:2, 4, 19  <b>University</b> 8:6  9:12, 17  <b>upcoming</b> 44:12  <b>update</b> 52:14  <b>use</b> 21:4, 16 23:19,  20 44:3 47:1  54:15  <b>usually</b> 42:20</p> <p>&lt; V &gt;  <b>vacation</b> 41:11  <b>valid</b> 14:12 15:13  17:6</p>
---	--	---	---

**Vanderver** 4:7  
 8:13, 13  
**verbal** 17:11  
**verbose** 44:15  
**verification** 14:11  
 15:17  
**verify** 15:12 36:10  
 45:12  
**versus** 35:19  
**Vice** 3:5  
**Village** 1:20  
**visitor** 20:20  
**visitors** 20:21  
**voice** 62:13  
**void** 5:18  
**volunteered** 47:15  
**vote** 36:15 61:5  
 62:13 63:7  
  
**< W >**  
**wait** 10:13 41:16  
**waiting** 28:13  
 50:23  
**Walgreens** 8:8, 10,  
 12 47:14  
**walk** 14:20  
**want** 20:13 25:11  
 33:3, 17 34:12  
 35:15 39:16 42:18  
 43:5 50:3 56:9  
**wanted** 47:12  
 57:17  
**wants** 52:10 59:15  
**Ward** 43:17 44:13  
 51:12, 13, 17, 23  
 52:4 53:10, 17  
 54:2 57:23 58:4, 6,  
 12, 15 59:1, 11, 14,  
 22 60:15, 17 61:12  
 62:3, 5  
**way** 13:7 19:18  
 32:1 40:10 45:21  
 58:19 59:17  
**web-based** 22:1  
**website** 50:21  
**Wednesday** 1:11  
**week** 41:12 56:23  
**weekends** 13:12  
**Welcome** 5:13  
 51:23 61:9

**well** 20:18 21:7,  
 18 23:14 24:3  
 25:7 27:15 32:8,  
 16, 17 49:9 52:2  
 53:5, 17 56:22  
 59:18, 19  
**Wellness** 2:11  
 8:22 10:13 39:7  
**went** 22:18  
**We're** 11:10, 11  
 13:16 14:15, 16  
 16:5 20:8 23:16  
 24:6, 7 29:8 35:17,  
 18 37:12, 14, 15, 18  
 38:7, 8 42:12  
 43:10 44:16 46:11  
 48:14 51:20 52:8  
 56:1, 3, 11 61:5, 14,  
 21 64:9  
**We've** 10:19 17:22  
 28:22 37:22 44:15  
 45:21 49:12 59:23  
 62:1  
**wish** 27:8  
**wondering** 32:22  
**work** 18:10 21:7  
 22:13 24:9 25:7,  
 14 39:23 40:9, 15,  
 17 44:18 45:23  
 46:3 61:19  
**worked** 40:4  
**working** 10:21  
 13:20 20:12 40:10  
**workplace** 44:20  
**works** 11:20 40:19  
**worry** 31:1  
**worse** 39:12  
**worth** 6:20 37:12  
**write** 53:12, 12  
**writes** 60:8  
**written** 6:5 17:13  
 33:22 54:19, 22  
 58:7, 11, 12 59:21  
**wrong** 32:14  
  
**< Y >**  
**yada** 49:13, 13  
**y'all** 10:17 38:9  
**Yarborough** 4:5

8:9  
**YARBROUGH** 8:9  
**Yeah** 6:22 26:16  
 30:19, 21 31:2, 2  
 35:15, 17, 21 37:10  
 39:14 41:13 45:19  
 48:10 50:10 56:8,  
 15, 22 58:17 59:11,  
 14, 14 61:14  
**year** 7:9 21:13  
 37:17 38:1 44:11,  
 12 51:6, 8 56:1  
**years** 37:20 59:5, 7  
**Yeatman** 3:7 5:17  
 6:6, 11 24:13 28:4,  
 6 29:5, 18 30:4, 9  
 31:13 36:6, 23  
 38:18, 23 41:14, 23  
 42:2 47:5 52:14,  
 15, 22 53:15 54:1  
 55:2, 9 57:15  
 58:11 63:3, 4 64:1,  
 3  
**young** 6:16  
  
**< Z >**  
**Zach** 4:20 9:16