



NEW MEXICO BOARD OF PHARMACY

newsletter to promote pharmacy and drug law compliance

Significant Adverse Drug Events

1. A 67-year-old male patient received metoprolol 25 mg at the point of dispensing; however, this medication was not prescribed for said patient. After taking the medication for approximately three months, the patient reported fatigue. The pharmacist believes the prescription may have been inadvertently attached to the patient's actual prescriptions at the point of dispensing. The pharmacist noted that a numbering system is used to locate prescriptions instead of using the patient's name. As a result of the error, the pharmacist has retrained staff to perform a double check at the point of sale.
2. A 73-year-old male patient was prescribed tramadol 100 mg but was given tramadol 50 mg at the point of dispensing. The patient did not report adverse effects as a result of taking the medication; the patient reported that he took two tablets instead of one so that he was taking 100 mg as prescribed. The pharmacist indicated that the incorrect strength was missed during the initial check by the filling technician and final check by the pharmacist. As a result of the error, the pharmacist has assigned a colored marker to each employee who will now physically place a check mark on each hard copy prescription to indicate that the strength has been verified, both at prescription entry and final check.
3. An 84-year-old female patient was prescribed diltiazem 120 mg extended-release (ER) capsules, but was given diltiazem 180 mg ER capsules at the point of dispensing. The patient reported that she did not realize the difference in strength because the name and appearance of the medication is similar. After

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taking the incorrect dose for approximately three months, the patient reported headaches and dizzy spells, particularly in the morning. The pharmacist believes the error may have occurred due to a change in manufacturer where the National Drug Code (NDC) was manually entered. This is not supposed to occur according to the pharmacist. As a result of the error, the pharmacist has retrained staff to only use interchangeable NDCs that pop up via a drop-down menu.

Disclaimer: These suggestions are made by the pharmacist submitting the Significant Adverse Drug Event Report. *Newsletter* publication of recommendations is not an indication of endorsement by the New Mexico Board of Pharmacy.

Scam Calls Targeting Pharmacists

The Board has received reports from pharmacists of calls from someone claiming to be an agent with the Board. The caller is requesting information related to the pharmacy's primary drug provider or wholesale drug distributor. Calls may be routed to appear on caller ID as being from the Board office (505/841-9102, 505/222-9830). If you receive such a call, please report it to one of the Board investigators.

Naloxone Standing Orders and Dispensing Information

The standing order for registered pharmacist dispensing has been updated to include other Food and Drug Administration-approved opioid antagonists for rescue use. A link to the updated standing order can be found on the New Mexico Department of Health website or the Board website. In addition to the standing order, links to other helpful documents related to opioid antagonists can be found on the Board website. These include, but are not limited to, information on how to use the standing order and dispense opioid antagonists; information on how to safely use opioid antagonists; and a prescription template that can be printed and used by providers. For more information, please visit the Board website [here](#).

Disciplinary Actions

Pamela Chavez, Technician applicant. Default application denial. Respondent did not request a hearing due to alleged violation(s) of the Impaired Healthcare Provider Act. As a result of nonresponse, the Board ordered denial of the application.

Hilsinger Company, dba Hilco Vision (two facilities) – WD00013122 and WD00013123.

Settlement agreement. The respondent(s) agreed to the following disciplinary sanctions and conditions: fines totaling \$2,000 and costs of investigation totaling \$700 to be paid within 90 days. Respondent(s) will obtain and maintain appropriate licensure to deliver prescription medications into New Mexico and must comply with all laws and regulations in New Mexico governing operation of a wholesale drug distributor.

Laura McCleskey – CS00224870. Voluntary surrender. The Board accepted the voluntary surrender of respondent's controlled substance registration.

New Mexico Treatment Services, LLC, multiple facilities. Settlement agreement. With regard to the following licenses – CL00010632 and CS00213255; CL00010631 and CS00213254; and CL00010984 and CS00220023: The respondent(s) agreed to the following disciplinary sanctions and conditions: Fines totaling \$12,000 to be paid within 90 days. Probation by the Board for a period of three years during which time respondent agrees to comply with all Board and Drug Enforcement Administration rules/laws. Reports of compliance must be provided to the Board by each facility’s consultant pharmacist on a bimonthly basis.

Jamie Rosenvold, Pharmacist applicant. Voluntary restriction of license. Respondent agreed to the following stipulations: as a condition of licensure, must meet requirements for obtaining a New Mexico pharmacist license. Must complete a New Mexico Health Professional Wellness Program (NMHPWP) contract and comply fully with terms/conditions. Must receive NMHPWP clearance prior to working as a pharmacist in New Mexico. Will not work as a pharmacist-in-charge, preceptor, or worksite monitor for the first year of working in New Mexico as a pharmacist. Must notify the Board if moving to another state not monitored by NMHPWP and enroll in a similar program.

David Saiz – RP00008576. Settlement agreement. The respondent agreed to the following disciplinary sanctions and conditions: a fine in the amount of \$2,000 and the cost of investigation in the amount of \$125 to be paid within 90 days. Must submit semi-annual reports to Board’s executive director demonstrating appropriate operation, oversight, and accountability with additional terms determined by the executive director based on report results.

Michelle Starr – PT00012564 (suspended). Default revocation. Respondent did not request a hearing due to alleged violation(s) of the Impaired Healthcare Provider Act. As a result of nonresponse, the Board ordered revocation.

Turquoise LTD, dba Del Norte Pharmacy – PH00002394 and CS00207644. Settlement agreement. The respondent agreed to the following disciplinary sanctions and conditions: a fine in the amount of \$10,000 and the cost of investigation in the amount of \$1,800 to be paid within 90 days. Must submit semi-annual reports to Board’s executive director demonstrating appropriate operation, oversight, and accountability with additional terms determined by the executive director, based on report results.

Walgreens Co – PH00004129, PH00003901, and PH00004346. Settlement agreement. The respondent(s) agreed to the following disciplinary sanctions and conditions: fines totaling \$12,000 to be paid within 90 days. Must submit a corrective action plan within 90 days.

2022 Law Update Schedule

Upcoming Albuquerque Pharmacy Law Lecture Dates:

- July 1, 2022
- August 5, 2022
- September 2, 2022
- October 7, 2022
- November 4, 2022
- December 2, 2022

Upcoming Pharmacy Law Lecture Dates (Outside of Albuquerque):

- **August 23, 2022** – Eastern New Mexico University; Roswell Occupational Technology Center; Roswell, NM
- **November 8, 2022** – Carlsbad Medical Center; Carlsbad, NM
- **November 28, 2022** – Memorial Medical Center; Las Cruces, NM
- **November 29, 2022** – MountainView Regional Medical Center; Las Cruces

Because of COVID-19 restrictions, some of the law update reviews may be held as webinars. The most up-to-date information on review format and the full list of law updates can be found on the Board [website](#).

Reminders

Be sure to submit Adverse Drug Event reports to the Board within 15 days of discovery. This is required by regulation and could potentially result in disciplinary action if not compliant. This report **must** include an appropriate root cause analysis with recommendation(s) for improvement.

The New Mexico Board of Pharmacy News is published by the New Mexico Board of Pharmacy and the National Association of Boards of Pharmacy Foundation® (NABPF®) to promote compliance of pharmacy and drug law. The opinions and views expressed in this publication do not necessarily reflect the official views, opinions, or policies of NABPF or the Board unless expressly so stated.

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