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## E-News Update June 2022

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### Drug Shortage Guidance

Due to supply chain issues, hospitals, clinics, and other healthcare facilities may experience shortages of drugs necessary to care for patients. The Board of Pharmacy has developed a guidance document to assist licensees in obtaining drugs that may not be commercially available from manufacturers or wholesalers from Ohio-licensed outsourcing facilities. This guidance can be accessed by visiting: [www.pharmacy.ohio.gov/DrugShortage](http://www.pharmacy.ohio.gov/DrugShortage).

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### Continuing Education Opportunities in Cultural Competency For Pharmacy Professionals

Although it can be defined in numerous ways, cultural competency in pharmacy practice is generally a complex integration of knowledge, attitudes, and skills that promotes effective communication and appropriate interactions with patients from various ethnic and/or cultural groups.

Cultural competency can foster a greater understanding and appreciation of diverse patient populations, giving pharmacy professionals additional information to enrich patient care. The skills developed with cultural competency allow healthcare providers to understand and respect a patient's cultural identity.

The Board has developed the a guidance document ([www.pharmacy.ohio.gov/cultural](http://www.pharmacy.ohio.gov/cultural)) to assist pharmacy professionals in locating existing continuing education courses addressing cultural competency. While there is no requirement to complete continuing education relating to this subject, the Board strongly encourages its licensees to consider these important learning opportunities.

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### Continuing Education: What Pharmacy Personnel Need to Know about Dispensing Naloxone in Ohio without a Prescription

The Board recently published [a continuing education opportunity on the dispensing of Naloxone without a prescription](#). The continued opioid epidemic across the United States has made it more important than ever to destigmatize opioid addiction and make naloxone products readily available to people in need.

The activity focuses on basic information on the dispensing of naloxone products in pharmacies by registered pharmacists or pharmacy interns in the State of Ohio without a prescription pursuant to a physician-authorized protocol. It also counts for **one credit hour** of continuing education.

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### Healthcare Distribution Alliance Pharmaceutical Cargo Security Coalition Warning on Fraud Incidents

Healthcare Distribution Alliance Pharmaceutical Cargo Security Coalition (PCSC) issued a [warning to the pharmacy industry, issued earlier this year](#), regarding product ordering/recall fraud incidents, several of which have resulted in losses. PCSC recently issued an updated warning to inform licensees of current trends. While there continue to be attempts at fraud, law enforcement and corporate security investigations into these incidents continue on

multiple levels as well.

**Please note the following trends related to the schemes:**

- The perpetrators continue to convince distribution representatives (both in wholesale and retail environments, as well as over the phone and electronically) that they are making legitimate inquiries about drug shipments.
- The credentials the perpetrators are supplying are real, having obtained them through a variety of social engineering techniques.
- A fair number of retail pharmacies are now receiving telephone calls from individuals identifying themselves as being from a state board of pharmacy or a state health department. In these scenarios, the person calling (who is almost always female) asks the pharmacy representative for specific routine and disarming information, such as address, hours of operation, phone numbers, principal contacts, etc.
- The names used by the female callers to identify themselves include "Julie McNeil," "Cynthia," "Beth," "Beth Walton," and "Danielle."
- The caller eventually asks questions about the names of the pharmacy's primary and secondary wholesalers, the type(s) and cadence of their business interactions with their wholesalers, and, in some instances, account numbers.
- On some calls, the perpetrator uses the excuse that the board of pharmacy needs such information because it is responsible for notifications of recalls.

**If a licensee receives such an inquiry, PCSC suggests the following:**

1. Do not answer any questions;
2. Indicate to the caller that someone will call them back;
3. Try to get a name and callback number;
4. Hang up; and
5. Immediately contact the pharmacy's known principal contact at the board of pharmacy or health department to report the incident.

Additionally, PCSC requests these instances be reported to [cforsaith@hda.org](mailto:cforsaith@hda.org) so it can be shared with law enforcement.

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## **2022 Law and Responsible Person Review Virtual Presentations**

The Board recently announced dates for the [2022 Law and Responsible Person Review Virtual Presentations](#), which will highlight the latest developments in pharmacy laws and rules.

These presentations will count for one credit hour towards Pharmacy Jurisprudence Continuing Education. To register, please go to this [link](#) with your name, license type and number, presentation date, NABP/CPE Monitor number, phone number and employer.

**2022 Law Review topics will include:**

- Updated state laws and regulations for terminal distributors of dangerous drugs
- Pharmacy technician updates
- State of Ohio Board of Pharmacy COVID-19 response efforts
- Pharmacy compounding rules

**Responsible Person Roundtable topics will include:**

- Duties of a responsible person
- General provisions of a terminal distributor of dangerous drugs
- Duty to report
- Know your resources

## Who Should Attend?

- Pharmacists, pharmacy interns, registered or certified pharmacy technicians, and pharmacy compliance staff employed in outpatient/community-based pharmacies.

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## ASHP Launches Recruitment for Well-Being Ambassadors

[The ASHP Well-Being Ambassador Program](#) is a grant-funded, curriculum-based, virtual learning community that empowers local action, particularly in tribal, rural, and underserved areas, to mitigate occupational burnout in the pharmacy profession and support local implementation of well-being strategies.

The program consists of pharmacists, pharmacy technicians, pharmacy residents, and pharmacy students. Members complete a professional certificate to inform local strategies that foster well-being and resilience in order to create a network of ambassadors and expert implementation coaches to support local cultures of well-being.

To learn more or sign-up for the ASHP Well-Being Ambassador Program, visit [wellbeing.ashp.org](http://wellbeing.ashp.org).

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