

Below is Rite Aid's response to your questions:

All Rite Aid pharmacists and technicians are trained on counseling policy and procedures which is that every patient should be asked during each new or refill prescription pickup if they have any questions for the pharmacist about their medication. We don't get many complaints about lack of counseling, but if we do we go into the store and retrain pharmacy staff.

All hard copy prescriptions are first scanned into our system before the filling process begins so exactly what the doctor prescribed is always up on the computer screen during the dispensing process. This helps insure the patient is getting the correct prescription. Our dispensing system shows a colored image of the pill being dispensed so that the pharmacist can compare the medication in the bottle to the medication on the screen. The computer system runs a drug utilization review against hundreds of thousands of other prescription drugs, otc remedies and vitamins and herbal supplements to look for possible dangerous drug interactions. If one is found, our pharmacist informs the the doctor immediately. Our biometric technology insures that only a pharmacist can respond to a drug interaction alert during the drug utilization process and complete filling a prescription because the pharmacist has to scan his or her fingerprint, which is on record, to move onto the next step in the process. All of our pharmacists and technicians are trained on our seven-point quality assurance checklist.

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