



California State Board of Pharmacy

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STATE AND CONSUMER SERVICES AGENCY
DEPARTMENT OF CONSUMER AFFAIRS
GOVERNOR EDMUND G. BROWN JR.

Date: January 22, 2012

To: Board Members

Subject: Agenda Item IX: Demonstration of Walgreens New Pharmacy Design Model to Promote Patient Access to Pharmacists

FOR INFORMATION AND DISCUSSION:

Walgreens has offered to present its new pharmacy model during this board meeting. This model moves the pharmacist completely out of the pharmacy and into the lobby area in front of the pharmacy's counter. The pharmacist is placed at a work station in the lobby/reception area so as to be completely accessible to patients. Meanwhile, pharmacy functions are done by staff in the secured pharmacy area, under surveillance of cameras and the review of the pharmacist.

The executive officer has seen the model in a pharmacy in Chicago. The new model is also in use in Indiana, Washington DC and perhaps additional locations.