

# ERRATA

## Corrections to Stipulated Settlement and Disciplinary Order Case No. 7482

Stipulated Settlement and Disciplinary Order Case No. 7482, *CEUTICARE LLC, dba REGAL SPECIALTY PHARMACY, Pharmacy License No. PHY 57876 and SHIRLEY QUYEN PHAM, Pharmacist License No. RPH 84928*, the Decision and Order page mistakenly referenced the ordered date as November 10, 2021, rather than November 10, 2025. This clerical error is hereby corrected as part of the Board's Stipulated Settlement and Disciplinary Order. This Errata page shall become part of Respondent's disciplinary history with the Board. For the purposes of correcting the record, the following changes are hereby made to the Decision and Order:

Decision and Order:

Ordered date: Substitute "November 10, 2021" for "November 10, 2025"

**BEFORE THE  
BOARD OF PHARMACY  
DEPARTMENT OF CONSUMER AFFAIRS  
STATE OF CALIFORNIA**

**In the Matter of the Accusation Against:**

**CEUTICARE LLC, dba REGAL SPECIALTY PHARMACY,  
Pharmacy License No. PHY 57876;**

**and**

**SHIRLEY QUYEN PHAM,  
Pharmacist License No. RPH 84928,**

**Respondents.**

**Agency Case No. 7482**

**OAH No. 2025040858**

## DECISION AND ORDER

The attached Stipulated Settlement and Disciplinary Order is hereby adopted by the Board of Pharmacy, Department of Consumer Affairs, as its Decision in this matter.

This Decision shall become effective at 5:00 p.m. on December 10, 2025.

It is so ORDERED on November 10, 2021.

BOARD OF PHARMACY  
DEPARTMENT OF CONSUMER AFFAIRS  
STATE OF CALIFORNIA

By

A handwritten signature in black ink, appearing to read "Seung W. Oh". The signature is written in a cursive style with a large, sweeping initial "S".

Seung W. Oh, Pharm.D.  
Board President

1 ROB BONTA  
Attorney General of California  
2 GREGORY J. SALUTE  
Supervising Deputy Attorney General  
3 DESIREE I. KELLOGG  
Deputy Attorney General  
4 State Bar No. 126461  
600 West Broadway, Suite 1800  
5 San Diego, CA 92101  
Telephone: (619) 738-9429  
6 Facsimile: (916) 732-7920  
E-mail: Desiree.Kellogg@doj.ca.gov  
7 *Attorneys for Complainant*

8 **BEFORE THE**  
9 **BOARD OF PHARMACY**  
10 **DEPARTMENT OF CONSUMER AFFAIRS**  
11 **STATE OF CALIFORNIA**

12 In the Matter of the Accusation Against:

13 **CEUTICARE LLC, DBA REGAL**  
14 **SPECIALTY PHARMACY**  
15 **1875 California Avenue, Ste. 101**  
16 **Corona, CA 92881**

17 **Pharmacy License No. PHY 57876,**

18 **and**

19 **SHIRLEY QUYEN PHAM**  
20 **17022 Bolero Lane**  
21 **Huntington Beach, CA 92649**

22 **Pharmacist License No. RPH 84928**

23 Respondents.

Case No. 7482

OAH No. 2025040858

**STIPULATED SETTLEMENT AND  
DISCIPLINARY ORDER**

24 IT IS HEREBY STIPULATED AND AGREED by and between the parties to the above-  
25 entitled proceedings that the following matters are true:

26 **PARTIES**

27 1. Anne Sodergren (Complainant) is the Executive Officer of the Board of Pharmacy  
28 (Board). She brought this action solely in her official capacity and is represented in this matter by

1 Rob Bonta, Attorney General of the State of California, by Desiree I. Kellogg, Deputy Attorney  
2 General.

3 2. Respondent Ceuticare LLC, dba Regal Specialty Pharmacy and Shirley Quyen Pham  
4 (Respondent Shirley Pham) (collectively Respondents) are represented in this proceeding by  
5 attorney Ivan Petrzelka, Pharm D., J.D., M.B.A. of California Pharmacy Lawyers, whose address  
6 is: 9090 Irvine Center Drive, Irvine, CA 92618-4658.

7 3. On or about August 14, 2020, the Board of Pharmacy issued Pharmacy Permit  
8 Number PHY 57876 to Ceuticare, LLC, dba Regal Specialty Pharmacy. San Q. Pham and  
9 Shirley Quyen Pham were identified as the Managing Members of Ceuticare, LLC with Patricia  
10 Pham as the Business Manager (Respondent Regal Specialty Pharmacy). The Pharmacy Permit  
11 was in full force and effect at all times relevant to the charges brought herein and will expire on  
12 August 1, 2026, unless renewed.

13 4. On or about August 19, 2021, the Board issued Pharmacist License Number RPH  
14 84928 to Shirley Quyen Pham (Respondent Shirley Pham). The Pharmacist License was in full  
15 force and effect at all times relevant to the charges brought herein and will expire on December  
16 31, 2026, unless renewed.

17 **JURISDICTION**

18 5. Accusation No. 7482 was filed before the Board, and is currently pending against  
19 Respondents. The Accusation and all other statutorily required documents were properly served  
20 on Respondents on September 26, 2024. Respondents timely filed its Notice of Defense  
21 contesting the Accusation.

22 6. A copy of Accusation No. 7482 is attached as Exhibit A and incorporated herein by  
23 reference.

24 **ADVISEMENT AND WAIVERS**

25 7. Respondents have carefully read, fully discussed with counsel, and understand the  
26 charges and allegations in Accusation No. 7482. Respondents have also carefully read, fully  
27 discussed with counsel, and understand the effects of this Stipulated Settlement and Disciplinary  
28 Order.



1 stipulation prior to the time the Board considers and acts upon it. If the Board fails to adopt this  
2 stipulation as its Decision and Order, the Stipulated Settlement and Disciplinary Order shall be of  
3 no force or effect, except for this paragraph, it shall be inadmissible in any legal action between  
4 the parties, and the Board shall not be disqualified from further action by having considered this  
5 matter.

6 14. The parties understand and agree that Portable Document Format (PDF) and facsimile  
7 copies of this Stipulated Settlement and Disciplinary Order, including PDF and facsimile  
8 signatures thereto, shall have the same force and effect as the originals.

9 15. This Stipulated Settlement and Disciplinary Order is intended by the parties to be an  
10 integrated writing representing the complete, final, and exclusive embodiment of their agreement.  
11 It supersedes any and all prior or contemporaneous agreements, understandings, discussions,  
12 negotiations, and commitments (written or oral). This Stipulated Settlement and Disciplinary  
13 Order may not be altered, amended, modified, supplemented, or otherwise changed except by a  
14 writing executed by an authorized representative of each of the parties.

15 16. In consideration of the foregoing admissions and stipulations, the parties agree that  
16 the Board may, without further notice or formal proceeding, issue and enter the following  
17 Disciplinary Orders:

18 **DISCIPLINARY ORDERS**

19 **IT IS HEREBY ORDERED** that Pharmacy Permit No. PHY 57876 issued to Respondent  
20 Ceuticare LLC, dba Regal Specialty Pharmacy is surrendered and accepted by the Board.  
21 However, the surrender shall be stayed for a period of 100 days from the effective date of the  
22 Decision and Order, if this Stipulation is signed within seven days of receipt, by which time the  
23 pharmacy shall be sold or closed.

24 1. In the event that the pharmacy is not sold within the 100-day stay of the surrender set  
25 forth herein, Respondent Ceuticare LLC, dba Regal Specialty Pharmacy shall, within 10 days of  
26 the expired stay period, arrange for the destruction of, the transfer to, sale of or storage in a  
27 facility licensed and approved by the Board of all controlled substances and dangerous drugs  
28 and/or dangerous devices. Respondent Ceuticare LLC, dba Regal Specialty Pharmacy shall

1 further arrange for the transfer of all records of acquisition and disposition of dangerous drugs to  
2 premises licensed and approved by the Board. Respondent Ceuticare LLC, dba Regal Specialty  
3 Pharmacy shall further provide written proof of such disposition and submit a completed  
4 Discontinuance of Business form according to Board guidelines.

5       2. In the event that the pharmacy has not identified a potential buyer within the first 60  
6 days of the 100-day stay of surrender set forth herein, Respondent Ceuticare LLC, dba Regal  
7 Specialty Pharmacy shall immediately begin to arrange for the continuation of care for ongoing  
8 patients of the pharmacy by, at minimum, providing a written notice to ongoing patients that  
9 specifies the anticipated closing date of the pharmacy and that identifies one or more area  
10 pharmacies capable of taking up the patients' care, and by cooperating as may be necessary in the  
11 transfer of records or prescriptions for ongoing patients. Within five days of its provision to the  
12 pharmacy's ongoing patients, Respondent Ceuticare LLC, dba Regal Specialty Pharmacy shall  
13 provide a copy of the written notice to the Board. For the purposes of this provision, "ongoing  
14 patients" means those patients for whom the pharmacy has on file a prescription with one or more  
15 refills outstanding, or for whom the pharmacy has filled a prescription within the preceding ninety  
16 (90) days.

17       3. The surrender of Respondent Ceuticare LLC, dba Regal Specialty Pharmacy's  
18 Pharmacy Permit and the acceptance of the surrendered license by the Board shall constitute the  
19 imposition of discipline against Respondent Ceuticare LLC, dba Regal Specialty Pharmacy. This  
20 stipulation constitutes a record of the discipline and shall become a part of Respondent Ceuticare  
21 LLC, dba Regal Specialty Pharmacy license history with the Board of Pharmacy. Respondent  
22 Ceuticare LLC, dba Regal Specialty Pharmacy understands and acknowledges that, for purposes  
23 of Business and Professions Code section 4307, this stipulated surrender is the same as a  
24 revocation.

25       4. Respondent Ceuticare LLC, dba Regal Specialty Pharmacy shall lose all rights and  
26 privileges as a pharmacy in California at the end of the 100-day stay of surrender set forth herein.

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28 ///

1           5.     Respondent Ceuticare LLC, dba Regal Specialty Pharmacy understands and agrees  
2 that if it ever files an application for licensure or a licensed premises or a petition for  
3 reinstatement in the State of California, the Board shall treat it as a new application for licensure.

4           6.     Respondent Ceuticare LLC, dba Regal Specialty Pharmacy may not reapply for any  
5 license from the Board for three (3) years from the effective date of this decision. Respondent  
6 Ceuticare LLC, dba Regal Specialty Pharmacy stipulates that should it apply for any license from  
7 the Board on or after the effective date of this decision, all allegations set forth in Accusation No.  
8 7482 shall be deemed to be true, correct and admitted by Respondent Ceuticare LLC, dba Regal  
9 Specialty Pharmacy when the Board determines whether to grant or deny the application.  
10 Respondent Ceuticare LLC, dba Regal Specialty Pharmacy shall satisfy all requirements  
11 applicable to that license as of the date the application is submitted to the Board. Respondent is  
12 required to report the surrender as disciplinary action.

13           7.     Respondent Ceuticare LLC, dba Regal Specialty Pharmacy shall relinquish its  
14 pharmacy permit, including any indicia of licensure issued by the Board, within ten (10) days of  
15 the expiration of the 100-day stay of surrender provided for herein. Respondent Ceuticare LLC,  
16 dba Regal Specialty Pharmacy shall relinquish the premises wall license and renewal license to  
17 the Board within ten (10) days of the expiration of the 100-day stay of surrender provided for  
18 herein.

19           8.     Respondents Shirley Quyen Pham and Ceuticare LLC, dba Regal Specialty Pharmacy  
20 and its respective managers, administrators, owners, members, officers, directors, associates,  
21 partners, and any other person with management or control of these entities, are jointly and  
22 severally liable for costs of investigation and prosecution of \$65,000 incurred as to Accusation  
23 Case No. 7482 with those costs payable within sixty (60) dates of the effective date of this  
24 Decision and Order.

25           9.     Pursuant to Business and Professions Code section 4307, Respondents San Q. Pham  
26 and Patricia Pham shall be prohibited from serving as a manager, administrator, owner, member,  
27 officer, director, associate, or partner of any entity licensed by the Board until the Pharmacy  
28

1 Permit issued to Respondent Ceuticare LLC, dba Regal Specialty Pharmacy of which they were  
2 owners, shareholders or managers is reinstated or reissued.

3 **IT IS FURTHER HEREBY ORDERED** that Pharmacist License No. RPH 84928 issued  
4 to Respondent Shirley Quyen Pham is revoked. However, the revocation is stayed and  
5 Respondent Shirley Quyen Pham is placed on probation for thirty-five months on the following  
6 terms and conditions:

7 **1. Obey All Laws**

8 Respondent Shirley Pham shall obey all state and federal laws and regulations.

9 Respondent Shirley shall report any of the following occurrences to the Board, in writing,  
10 within seventy- two (72) hours of such occurrence:

- 11 • an arrest or issuance of a criminal complaint, information, or indictment for violation  
12 of any state and federal laws
- 13 • a plea of guilty, or nolo contendere, no contest, or similar, in any state or federal  
14 criminal proceeding to any criminal complaint, information or indictment
- 15 • a conviction of any crime
- 16 • the filing of a disciplinary pleading, issuance of a citation, or initiation of another  
17 administrative action filed by any state or federal agency.

18 Failure to timely report such occurrence shall be considered a violation of probation.

19 **2. Report to the Board**

20 Respondent Shirley Pham shall report to the Board quarterly, on a schedule as directed by  
21 the Board. The report shall be made either in person or in writing, as directed. Among other  
22 requirements, Respondent Shirley Pham shall state in each report under penalty of perjury  
23 whether there has been compliance with all the terms and conditions of probation.

24 Failure to submit timely reports in a form as directed shall be considered a violation of  
25 probation. Any period(s) of delinquency in submission of reports as directed may be added to the  
26 total period of probation. Moreover, if the final probation report is not made as directed,  
27 probation shall be automatically extended until such time as the final report is made and accepted  
28 by the Board.

1           **3. Interview with the Board**

2           Upon receipt of reasonable prior notice, Respondent Shirley Pham shall participate as  
3 directed for interviews with the Board, at such intervals and locations as are determined by the  
4 Board. Failure to appear for any scheduled interview without prior notification to Board staff, or  
5 failure to appear for two (2) or more scheduled interviews with the Board during the period of  
6 probation, shall be considered a violation of probation.

7           **4. Cooperate with Board Staff**

8           Respondent Shirley Pham shall timely cooperate with the Board’s inspection program and  
9 with the Board’s monitoring and investigation of Respondent Shirley Pham’s compliance with the  
10 terms and conditions of their probation, including but not limited to: timely responses to requests  
11 for information by Board staff; timely compliance with directives from Board staff regarding  
12 requirements of any term or condition of probation; and timely completion of documentation  
13 pertaining to a term or condition of probation. Failure to timely cooperate shall be considered a  
14 violation of probation.

15           **5. Continuing Education**

16           Respondent Shirley Pham shall provide evidence of efforts to maintain skill and knowledge  
17 as a pharmacist as directed by the Board and in compliance with Title 16 California Code of  
18 Regulations section 1732.3.

19           **6. Reporting of Employment and Notice to Employers**

20           During the period of probation, Respondent Shirley Pham shall notify all present and  
21 prospective employers of the decision in case number 7482 and the terms, conditions and  
22 restrictions imposed on Respondent Shirley Pham by the decision, as follows:

23           Within thirty (30) days of the effective date of this decision, and within ten (10) days of  
24 undertaking any new employment, Respondent Shirley Pham shall report to the Board in writing  
25 the name, physical address, and mailing address of each of their employer(s), and the name(s),  
26 telephone number(s), and email address(es) of all of their direct supervisor(s), as well as any  
27 pharmacist(s)-in- charge, designated representative(s)-in-charge, responsible manager, or other  
28 compliance supervisor(s) and the work schedule, if known. Respondent Shirley Pham shall also

1 include the reason(s) for leaving the prior employment and the last day worked. Respondent  
2 Shirley Pham shall sign and return to the Board a written consent authorizing the Board to  
3 communicate with all of Respondent Shirley Pham's employer(s) and supervisor(s), and  
4 authorizing those employer(s) or supervisor(s) to communicate with the Board, concerning  
5 Respondent Shirley Pham's work status, performance, and monitoring. Failure to comply with the  
6 requirements or deadlines of this condition shall be considered a violation of probation.

7       Within thirty (30) days of the effective date of this decision, and within fifteen (15) days of  
8 Respondent Shirley Pham undertaking any new employment, Respondent Shirley Pham shall  
9 cause (a) their direct supervisor, (b) their pharmacist-in-charge, designated representative-in-  
10 charge, responsible manager, or other compliance supervisor, and (c) the owner or owner  
11 representative of their employer, to report to the Board in writing acknowledging that the listed  
12 individual(s) has/have read the decision in case number 7482, and the terms and conditions  
13 imposed thereby. If one person serves in more than one role described in (a), (b), or (c), the  
14 acknowledgment shall so state. It shall be the Respondent Shirley Pham's responsibility to ensure  
15 that these acknowledgment(s) are timely submitted to the Board. In the event of a change in the  
16 person(s) serving the role(s) described in (a), (b), or (c) during the term of probation, Respondent  
17 Shirley Pham shall cause the person(s) taking over the role(s) to report to the Board in writing  
18 within fifteen (15) days of the change acknowledging that they have read the decision in case  
19 number 7482, and the terms and conditions imposed thereby.

20       If Respondent Shirley Pham works for or is employed by or through an employment  
21 service, Respondent Shirley Pham must notify the person(s) described in (a), (b), and (c) above at  
22 every entity licensed by the Board of the decision in case number 7482, and the terms and  
23 conditions imposed thereby in advance of Respondent Shirley Pham commencing work at such  
24 licensed entity. A record of this notification must be provided to the Board upon request.

25       Furthermore, within thirty (30) days of the effective date of this decision, and within fifteen  
26 (15) days of Respondent Shirley Pham undertaking any new employment by or through an  
27 employment service, Respondent Shirley Pham shall cause the person(s) described in (a), (b), and  
28 (c) above at the employment service to report to the Board in writing acknowledging that they

1 have read the decision in case number 7482, and the terms and conditions imposed thereby. It  
2 shall be Respondent Shirley Pham's responsibility to ensure that these acknowledgment(s) are  
3 timely submitted to the Board.

4 Failure to timely notify present or prospective employer(s) or failure to cause the identified  
5 person(s) with that/those employer(s) to submit timely written acknowledgments to the Board  
6 shall be considered a violation of probation.

7 "Employment" within the meaning of this provision includes any full-time, part-time,  
8 temporary, relief, or employment/management service position as a Pharmacist License, or any  
9 position for which a Pharmacist License is a requirement or criterion for employment, whether  
10 the respondent is an employee, independent contractor or volunteer.

11 **7. Notification of Change(s) in Name, Address(es), or Phone Number(s)**

12 Respondent Shirley Pham shall further notify the Board as directed within ten (10) days of  
13 any change in name, residence address, mailing address, e-mail address or phone number.

14 Failure to timely notify the Board of any change in employer, name, address, or phone  
15 number, within 10 days of the change, shall be considered a violation of probation.

16 **8. Restrictions on Supervision and Oversight of Licensed Facilities**

17 During the period of probation, Respondent Shirley Pham shall not supervise any intern  
18 pharmacist, be the pharmacist-in-charge, designated representative-in-charge, responsible  
19 manager, supervising pharmacist, quality manager, designated individual (as defined in the  
20 United States Pharmacopeia (USP), including an individual responsible and accountable for the  
21 performance and operations of the facility and personnel in the preparation of compounded sterile  
22 products), or other supervisor of any entity licensed by the Board, nor serve as a consultant of any  
23 entity licensed by the Board. Assumption of any such unauthorized supervision responsibilities  
24 shall be considered a violation of probation.

25 **9. Reimbursement of Board Costs**

26 As a condition precedent to successful completion of probation, Respondent Shirley Pham  
27 shall pay to the Board its costs of investigation and prosecution in the amount of \$65,000 to be  
28 paid within sixty (60) days of the effective date of this Decision and Order. Respondents Shirley

1 Pham and Ceuticare LLC, Regal Specialty Pharmacy and its respective managers, administrators,  
2 owners, members, officers, directors, associates, partners, and any other person with management  
3 or control of these entities, are jointly and severally liable for costs of investigation and  
4 prosecution of \$65,000. There shall be no deviation from this schedule absent prior written  
5 approval by the Board. Failure to pay costs by the deadline(s) as directed shall be considered a  
6 violation of probation.

7 **10. Probation Monitoring Costs**

8 Respondent Shirley Pham shall pay any costs associated with probation monitoring as  
9 determined by the Board each and every year of probation. Such costs shall be payable to the  
10 Board on a schedule as directed by the Board. Failure to pay such costs by the deadline(s) as  
11 directed shall be considered a violation of probation.

12 **11. Status of License**

13 Respondent Shirley Pham shall, at all times while on probation, maintain an active, current  
14 Pharmacist License with the Board, including any period during which suspension or probation is  
15 tolled. Failure to maintain an active, current Pharmacist License shall be considered a violation  
16 of probation.

17 If Respondent Shirley Pham's Pharmacist License expires or is cancelled by operation of  
18 law or otherwise at any time during the period of probation, including any extensions thereof due  
19 to tolling or otherwise, upon renewal or reapplication Respondent Shirley Pham's license shall be  
20 subject to all terms and conditions of this probation not previously satisfied.

21 **12. License Surrender While on Probation/Suspension**

22 Following the effective date of this decision, should Respondent Shirley Pham cease  
23 practice due to retirement or health, or be otherwise unable to satisfy the terms and conditions of  
24 probation, Respondent Shirley Pham may relinquish their license, including any indicia of  
25 licensure issued by the Board, along with a request to surrender the license. The Board shall have  
26 the discretion whether to accept the surrender or take any other action it deems appropriate and  
27 reasonable. Upon formal acceptance of the surrender of the license, Respondent Shirley Pham  
28 will no longer be subject to the terms and conditions of probation. This surrender constitutes a

1 record of discipline and shall become a part of the Respondent Shirley Pham's license history  
2 with the Board.

3       Upon acceptance of the surrender, Respondent Shirley shall relinquish their pocket and/or  
4 wall license, including any indicia of licensure not previously provided to the Board within ten  
5 (10) days of notification by the Board that the surrender is accepted if not already provided.  
6 Respondent Shirley Pham may not reapply for any license from the Board for three (3) years from  
7 the effective date of the surrender. Respondent Shirley Pham shall meet all requirements  
8 applicable to the license sought as of the date the application for that license is submitted to the  
9 Board, including any outstanding costs.

### 10       **13. Practice Requirement – Extension of Probation**

11       Except during periods of suspension, Respondent Shirley Pham shall, at all times while on  
12 probation, be employed as a Pharmacist in California for a minimum of 80 hours per calendar  
13 month. Any month during which this minimum is not met shall extend the period of probation by  
14 one month. During any such period of insufficient employment, Respondent Shirley Pham must  
15 nonetheless comply with all terms and conditions of probation, unless Respondent Shirley Pham  
16 receives a waiver in writing from the Board.

17       If Respondent Shirley Pham does not practice as a Pharmacist in California for the  
18 minimum number of hours in any calendar month, for any reason (including vacation),  
19 Respondent Shirley Pham shall notify the Board in writing within ten (10) days of the conclusion  
20 of that calendar month. This notification shall include at least: the date(s), location(s), and hours  
21 of last practice; the reason(s) for the interruption or reduction in practice; and the anticipated  
22 date(s) on which Respondent Shirley Pham will resume practice at the required level.  
23 Respondent Shirley Pham shall further notify the Board in writing within ten (10) days following  
24 the next calendar month during which Respondent Shirley Pham practices as a Pharmacist in  
25 California for the minimum of hours. Any failure to timely provide such notification(s) shall be  
26 considered a violation of probation.

27       It is a violation of probation for Respondent Shirley Pham 's probation to be extended  
28 pursuant to the provisions of this condition for a total period, counting consecutive and non-

1 consecutive months, exceeding thirty-six (36) months. The Board may post a notice of the  
2 extended probation period on its website.

#### 3 **14. Violation of Probation**

4 If Respondent Shirley Pham has not complied with any term or condition of probation, the  
5 Board shall have continuing jurisdiction over Respondent Shirley Pham, and the Board shall  
6 provide notice to Respondent Shirley Pham that probation shall automatically be extended, until  
7 all terms and conditions have been satisfied or the Board has taken other action as deemed  
8 appropriate to treat the failure to comply as a violation of probation, to terminate probation, and  
9 to impose the penalty that was stayed. The Board or its designee may post a notice of the  
10 extended probation period on its website.

11 If Respondent Shirley Pham violates probation in any respect, the Board, after giving  
12 Respondent Shirley Pham notice and an opportunity to be heard, may revoke probation, and carry  
13 out the disciplinary order that was stayed. If a petition to revoke probation or an accusation is  
14 filed against Respondent Shirley Pham during probation, or the preparation of an accusation or  
15 petition to revoke probation is requested from the Office of the Attorney General, the Board shall  
16 have continuing jurisdiction and the period of probation shall be automatically extended until the  
17 petition to revoke probation or accusation is heard and decided, and the charges and allegations in  
18 Accusation No. 7482 shall be deemed true, and correct.

#### 19 **15. Completion of Probation**

20 Upon written notice by the Board indicating successful completion of probation,  
21 Respondent Shirley Pham's license will be fully restored.

#### 22 **16. Remedial Education**

23 Within sixty (60) days of the effective date of this decision, Respondent Shirley Pham shall  
24 submit to the Board, for prior approval, an appropriate program of remedial education related to  
25 Pharmacy Law and operations. The program of remedial education shall consist of at least 6  
26 hours, which shall be completed per year of probation at Respondent Shirley Pham's own  
27 expense. All remedial education shall be in addition to, and shall not be credited toward,  
28 continuing education (CE) courses used for license renewal purposes for pharmacists. For the

1 purposes of this section, “successfully completed” shall mean Respondent Shirley Pham  
2 personally attended each educational program or course (“course”) and completed all required  
3 course hours and work as determined by the remedial education provider, including the taking  
4 and passing of any required examination(s).

5 Failure to timely submit for approval or complete the approved remedial education shall be  
6 considered a violation of probation. The period of probation will be automatically extended until  
7 such remedial education is successfully completed and written proof, in a form acceptable to the  
8 Board, is provided to the Board.

9 Following the completion of each course, the Board may require the Respondent, at their  
10 own expense, to take an approved examination to test Respondent Shirley Pham’s knowledge of  
11 the course. If the Respondent Shirley Pham does not achieve a passing score, as determined by  
12 the provider, on the examination that course shall not count towards satisfaction of this term.  
13 Respondent Shirley Pham shall take another course approved by the Board in the same subject  
14 area.

#### 15 **17. Ethics Course**

16 Within sixty (60) calendar days of the effective date of this decision, Respondent Shirley  
17 Pham shall enroll in a course in ethics, at Respondent Shirley Pham’s expense, approved in  
18 advance by the Board or its designee that complies with Title 16 California Code of Regulations  
19 section 1773.5. Respondent Shirley Pham shall provide proof of enrollment upon request.  
20 Respondent is required to complete the 6-month and 12-month ethics follow up courses in order  
21 to be compliant with this condition. Within five (5) days of completion, Respondent Shirley Pham  
22 shall submit a copy of the certificate of completion to the Board or its designee. Failure to timely  
23 enroll in an approved ethics course, to initiate the course during the first year of probation, to  
24 successfully complete it before the end of the second year of probation, or to timely submit proof  
25 of completion to the Board, shall be considered a violation of probation.

#### 26 **18. No Ownership or Management of Licensed Premises**

27 Respondent Shirley Pham shall not own, have any legal or beneficial interest in, nor serve  
28 as a manager, administrator, member, officer, director, trustee, associate, or partner of any

1 business, firm, partnership, or corporation currently or hereinafter licensed by the Board.  
2 Respondent Shirley Pham shall sell or transfer any legal or beneficial interest in any entity  
3 licensed by the Board within ninety (90) days following the effective date of this decision and  
4 shall immediately thereafter provide written proof thereof to the Board. Failure to timely divest  
5 any legal or beneficial interest(s) or provide documentation thereof shall be considered a violation  
6 of probation.

7 **19. Apology Letter**

8 Within sixty (60) calendar days of the effective date of this decision, Respondent Shirley  
9 Pham shall prepare, sign, and submit a letter of apology, addressed to the Board of Pharmacy, for  
10 approval by the Board or its designee, regarding the allegations in case number 7482, and  
11 describing the lessons Respondent Shirley Pham learned concerning the role of a Managing  
12 Member, the importance of properly vetting suppliers, the importance of maintaining accurate  
13 drug inventories and records, compliance with Pharmacy Law and laws regulating drug  
14 distribution, and the prohibition on the purchases of drugs from unlicensed entities. If the letter  
15 submitted by Respondent Shirley Pham is not deemed acceptable by the Board or its designee,  
16 Respondent Shirley Pham shall be required to re-submit the letter until Respondent Shirley Pham  
17 has prepared a form of the letter acceptable to the Board or its designee.

18 The Board or its designee may then edit the letter for length or clarity, redact portions of the  
19 letter, and make any use of the letter, including but not limited to its publication in *The Script* or  
20 other publication(s), distribution or copying, or submission into evidence in other cases. There  
21 shall be no limit to the number of times the Board or its designee may publish or otherwise use  
22 the letter. Failure to timely submit the letter to the Board or its designee, or to timely re-submit  
23 letter drafts until the letter is deemed acceptable, shall be considered a violation of probation.

24 **ACCEPTANCE**

25 I, Shirley Quyen Pham, former managing member and/or officer of Ceuticare LLC, dba  
26 Regal Specialty Pharmacy, am acting on its behalf and in my individual capacity. I have carefully  
27 read the above Stipulated Settlement and Disciplinary Order and have fully discussed it with my  
28 attorney, Ivan Petrzelka. I understand the stipulation and the effect it will have on the Pharmacy

1 Permit issued to the above-named entity and my Pharmacist License. On behalf of myself and of  
2 the above-listed entity as its authorized representative, I enter into this Stipulated Settlement and  
3 Disciplinary Order voluntarily, knowingly, and intelligently, and agree to be  
4 bound by the Decision and Order of the Board of Pharmacy.

5  
6 DATED: \_\_\_\_\_  
7 SHIRLEY QUYEN PHAM for herself and  
8 CEUTICARE LLC, DBA REGAL SPECIALTY  
9 PHARMACY  
10 *Respondents*


11 I, San Q. Pham, current sole managing member and/or officer of Ceuticare LLC, dba Regal  
12 Specialty Pharmacy, am acting on its behalf and in my individual capacity. I have carefully read  
13 the above Stipulated Settlement and Disciplinary Order and have fully discussed it with my  
14 attorney, Ivan Petrzelka. I understand the stipulation and the effect it will have on the Pharmacy  
15 Permit issued to the above-named entity and my ability to own and manage a licensee. On behalf  
16 of myself and of the above-listed entity as its authorized representative, I enter into this Stipulated  
17 Settlement and Disciplinary Order voluntarily, knowingly, and intelligently, and agree to be  
18 bound by the Decision and Order of the Board.

19 DATED: \_\_\_\_\_  
20 SAN Q. PHAM, for himself and CEUTICARE LLC,  
21 DBA REGAL SPECIALTY PHARMACY  
22 *Respondents*

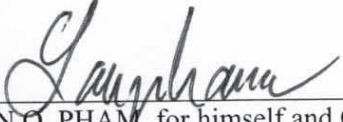
23 I, Patricia Pham have carefully read the above Stipulated Settlement and Disciplinary Order  
24 and have fully discussed it with my attorney, Ivan Petrzelka. I understand the stipulation and the  
25 effect it will have on my ability to own and manage a licensee of the Board. I enter into this  
26 Stipulated Settlement and Disciplinary Order voluntarily, knowingly, and intelligently, and agree  
27 to be bound by the Decision and Order of the Board.

28 DATED: \_\_\_\_\_  
29 PATRICIA PHAM  
30 *Respondent*


1 Permit issued to the above-named entity and my Pharmacist License. On behalf of myself and of  
2 the above-listed entity as its authorized representative, I enter into this Stipulated Settlement and  
3 Disciplinary Order voluntarily, knowingly, and intelligently, and agree to be  
4 bound by the Decision and Order of the Board of Pharmacy.

5 DATED: 9/26/25   
6 SHIRLEY QUYEN PHAM for herself and  
7 CEUTICARE LLC, DBA REGAL SPECIALTY  
8 PHARMACY  
9 Respondents

10 I, San Q. Pham, current sole managing member and/or officer of Ceuticare LLC, dba Regal  
11 Specialty Pharmacy, am acting on its behalf and in my individual capacity. I have carefully read  
12 the above Stipulated Settlement and Disciplinary Order and have fully discussed it with my  
13 attorney, Ivan Petrzelka. I understand the stipulation and the effect it will have on the Pharmacy  
14 Permit issued to the above-named entity and my ability to own and manage a licensee. On behalf  
15 of myself and of the above-listed entity as its authorized representative, I enter into this Stipulated  
16 Settlement and Disciplinary Order voluntarily, knowingly, and intelligently, and agree to be  
17 bound by the Decision and Order of the Board.

18 DATED: 9/26/2025   
19 SAN Q. PHAM, for himself and CEUTICARE LLC,  
20 DBA REGAL SPECIALTY PHARMACY  
21 Respondents

22 I, Patricia Pham have carefully read the above Stipulated Settlement and Disciplinary Order  
23 and have fully discussed it with my attorney, Ivan Petrzelka. I understand the stipulation and the  
24 effect it will have on my ability to own and manage a licensee of the Board. I enter into this  
25 Stipulated Settlement and Disciplinary Order voluntarily, knowingly, and intelligently, and agree  
26 to be bound by the Decision and Order of the Board.

27 DATED: 9/26/2025   
28 PATRICIA PHAM  
Respondent

1 I have read and fully discussed with Respondents Ceuticare LLC, dba Regal Specialty  
2 Pharmacy, San Q. Pham, Patricia Pham, and Shirley Quyen Pham the terms and conditions and  
3 other matters contained in the above Stipulated Settlement and Disciplinary Order. I approve its  
4 form and content.

5  
6 DATED: \_\_\_\_\_  
7 IVAN PETRZELKA  
8 *Attorney for Respondents*

9 **ENDORSEMENT**

10 The foregoing Stipulated Settlement and Disciplinary Order is hereby respectfully  
11 submitted for consideration by the Board of Pharmacy.

12 DATED: \_\_\_\_\_

Respectfully submitted,

13 ROB BONTA  
14 Attorney General of California  
15 GREGORY J. SALUTE  
16 Supervising Deputy Attorney General

17 DESIREE I. KELLOGG  
18 Deputy Attorney General  
19 *Attorneys for Complainant*

20 SD2023800616  
21 85354009

22  
23  
24  
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28

1 I have read and fully discussed with Respondents Ceuticare LLC, dba Regal Specialty  
2 Pharmacy, San Q. Pham, Patricia Pham, and Shirley Quyen Pham the terms and conditions and  
3 other matters contained in the above Stipulated Settlement and Disciplinary Order. I approve its  
4 form and content.

5  
6 DATED: September 26, 2025

  
\_\_\_\_\_  
IVAN PETRZELKA  
*Attorney for Respondents*

7  
8 **ENDORSEMENT**

9 The foregoing Stipulated Settlement and Disciplinary Order is hereby respectfully  
10 submitted for consideration by the Board of Pharmacy.

11 DATED: September 30, 2025

12 Respectfully submitted,

13 ROB BONTA  
14 Attorney General of California  
15 GREGORY J. SALUTE  
16 Supervising Deputy Attorney General

17   
18 DESIREE I. KELLOGG  
19 Deputy Attorney General  
20 *Attorneys for Complainant*

21 SD2023800616  
22 85354009  
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**Exhibit A**

**Accusation No. 7482**

1 ROB BONTA  
Attorney General of California  
2 GREGORY J. SALUTE  
Supervising Deputy Attorney General  
3 DESIREE I. KELLOGG  
Deputy Attorney General  
4 State Bar No. 126461  
600 West Broadway, Suite 1800  
5 San Diego, CA 92101  
P.O. Box 85266  
6 San Diego, CA 92186-5266  
Telephone: (619) 738-9429  
7 Facsimile: (619) 645-2061  
*Attorneys for Complainant*

8  
9 **BEFORE THE**  
10 **BOARD OF PHARMACY**  
11 **DEPARTMENT OF CONSUMER AFFAIRS**  
12 **STATE OF CALIFORNIA**

13 In the Matter of the Accusation Against:

Case No. 7482

14 **CEUTICARE LLC, DBA REGAL**  
15 **SPECIALTY PHARMACY, SHIRLEY Q.**  
16 **PHAM AND SAN Q. PHAM, MANAGING**  
17 **MEMBERS AND PATRICIA PHAM,**  
18 **MANAGER**  
19 **1875 California Avenue, Ste. 101**  
20 **Corona, CA 92881**

**ACCUSATION**

21 **Pharmacy License No. PHY 57876,**

22 **and**

23 **SHIRLEY QUYEN PHAM**  
24 **17022 Bolero Lane**  
25 **Huntington Beach, CA 92649**

26 **Pharmacist License No. RPH 84928**

27 Respondent.

28 **PARTIES**

1. Anne Sodergren (Complainant) brings this Accusation solely in her official capacity as the Executive Officer of the Board of Pharmacy, Department of Consumer Affairs.



1 has been placed on probation, and while acting as the manger, administrator, owner,  
2 member, officer, director, associate, or partner had knowledge or knowingly  
3 participated in any conduct for which the license was denied, revoked, suspended, or  
4 placed on probation, shall be prohibited from serving as a manger, administrator,  
5 owner, member, officer, director, associate, or partner of a licensee as follows:

6 (1) Where a probationary license is issued or where an existing license is placed  
7 on probation, this prohibition shall remain in effect for a period not to exceed five  
8 years.

9 (2) Where the license is denied or revoked, the prohibition shall continue until  
10 the license is issued or reinstated.

### 11 INTRODUCTION

12 9. Respondents are suspected of billing insurance companies for the costs of expensive  
13 drugs which were never dispensed to patients. Indicia of Respondent's suspected fraudulent  
14 activities, include the existence of overages in their drug inventories, prescriptions never recorded  
15 as delivered to patients and prescriptions filled in connection with prescriptions never written by  
16 the prescribers. This case is about Respondent's concealment of their suspected insurance billing  
17 fraud, through their alteration of pharmacy records, creation of false drug acquisition invoices,  
18 lack of security for drugs and records and purchases of drugs from unlicensed sources.

### 19 STATUTORY PROVISIONS

20 10. Code section 4022 states:

21 "Dangerous drug" or "dangerous device" means any drug or device unsafe for  
22 self-use in humans or animals, and includes the following:

23 (a) Any drug that bears the legend: "Caution: federal law prohibits dispensing  
24 without prescription," "Rx only," or words of similar import.

25 (b) Any device that bears the statement: "Caution: federal law restricts this  
26 device to sale by or on the order of a \_\_\_\_\_," "Rx only," or words of similar import,  
27 the blank to be filled in with the designation of the practitioner licensed to use or  
28 order use of the device.

(c) Any other drug or device that by federal or state law can be lawfully  
dispensed only on prescription or furnished pursuant to Section 4006.

11. Code section 4043 states:

'Wholesaler' means and includes a person who acts as a wholesale merchant,  
broker, jobber customs broker, reverse distributor, agent, or a nonresident wholesaler,  
who sells for resale, or negotiates for distribution, or takes possession of, any drug or  
device included in Section 4022. Unless otherwise authorized by law, a wholesaler  
may not store, warehouse, or authorize the storage or warehousing of drugs with any  
person or at any location not licensed by the board.

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12. Code section 4059, subdivision (a) states:

A person may not furnish any dangerous drug, except upon the prescription of a physician, dentist, podiatrist, optometrist, veterinarian, or naturopathic doctor pursuant to Section 3640.7. A person may not furnish any dangerous device, except upon the prescription of a physician, dentist, podiatrist, optometrist, veterinarian, or naturopathic doctor pursuant to Section 3640.7.

13. Section 4081, subdivisions (a) and (b) of the Code states in pertinent part:

(a) All records of manufacture and of sale, acquisition, or disposition of dangerous drugs or dangerous devices shall be at all times during business hours open to inspection by authorized officers of the law, and shall be preserved for at least three years from the date of making. A current inventory shall be kept by every manufacturer, wholesaler, pharmacy, veterinary food-animal drug retailer, physician, dentist, podiatrist, veterinarian, laboratory, clinic, hospital, institution, or establishment holding a currently valid and unrevoked certificate, license, permit, registration, or exemption under Division 2 (commencing with Section 1200) of the Health and Safety Code or under Part 4 (commencing with Section 16000) of Division 9 of the Welfare and Institutions Code who maintains a stock of dangerous drugs or dangerous devices.

(b) The owner, officer, and partner of any pharmacy, wholesaler, or veterinary food-animal drug retailer shall be jointly responsible, with the pharmacist-in-charge or representative-in-charge, for maintaining the records and inventory described in this section.

...

14. Code section 4160, subdivision (a) states:

A person shall not act as a wholesaler or third-party logistics provider of any dangerous drug or dangerous device unless he or she has obtained a license from the board.

15. Code section 4169, subdivisions (a)(1), (a)(2) and (a)(5) state:

(a) A person or entity shall not do any of the following:

(1) Purchase, trade, sell, warehouse, distribute, or transfer dangerous drugs or dangerous devices at wholesale with a person or entity that is not licensed with the board as a wholesaler, third-party logistics provider, or pharmacy.

(2) Purchase, trade, sell, or transfer dangerous drugs that the person knew or reasonably should have known were adulterated, as set forth in Article 2 (commencing with Section 111250) of Chapter 6 of Part 5 of Division 104 of the Health and Safety Code.

...

(5) Fail to maintain records of the acquisition and disposition of dangerous drugs or dangerous devices for at least three years.

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16. Code section 4301 states in pertinent part:

The board shall take action against any holder of a license who is guilty of unprofessional conduct or whose license has been procured by fraud or misrepresentation or issued by mistake. Unprofessional conduct shall include, but is not limited to, any of the following:

...

(f) The commission of any act involving moral turpitude, dishonesty, fraud, deceit, or corruption, whether the act is committed in the course of relations as a licensee or otherwise, and whether the act is a felony or misdemeanor or not.

(g) Knowingly making or signing any certificate or other document that falsely represents the existence or nonexistence of a state of facts.

...

(j) The violation of any of the statutes of this state, or any other state, or of the United States regulating controlled substances and dangerous drugs

...

(o) Violating or attempting to violate, directly or indirectly, or assisting in or abetting the violation of or conspiring to violate any provision or term of this chapter or of the applicable federal and state laws and regulations governing pharmacy, including regulations established by the board or any other state or federal regulatory agency.

...

(q) Engaging in any conduct that subverts or attempts to subvert an investigation of the board.

17. Health and Safety Code section 111250 states:

Any drug or device is adulterated if it consists, in whole or in part, of any filthy, putrid, or decomposed substance.

18. Health and Safety Code section 111255 states:

Any drug or device is adulterated if it has been produced, prepared, packed, or held under conditions whereby it may have been contaminated with filth, or whereby it may have been rendered injurious to health.

19. Health and Safety Code section 111295 states:

It is unlawful for any person to manufacture, sell, deliver, hold or offer for sale any drug or device that is adulterated.

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1 **REGULATORY PROVISIONS**

2 20. Section 1712 of title 16, California Code of Regulations states:

3 (a) Any requirement in this division for a pharmacist to sign or initial a  
4 prescription record or prescription label can be satisfied by recording the identity of  
5 the reviewing pharmacist in a computer system by a secure means. The computer  
used to record the reviewing pharmacist’s identity shall not permit such a record to be  
altered after it is made.

6 (b) The record of the reviewing pharmacist’s identity made in a computer  
7 system pursuant to subdivision (a) of this section shall be immediately retrievable in  
the pharmacy.

8 21. Section 1714, subdivision (d) of title 16, California Code of Regulations states:

9 Each pharmacist while on duty shall be responsible for the security of the  
10 prescription department, including provisions for effective control against theft or  
diversion of dangerous drugs and devices, and records for such drugs and devices.  
11 Possession of a key to the pharmacy where dangerous drugs and controlled  
substances are stored shall be restricted to a pharmacist.

12 22. Section 1717, subdivisions (b)(1) and (3) of title 16, California Code of Regulations  
13 states:

14 (b) In addition to the requirements of Business and Professions Code section  
15 4040, the following information shall be maintained for each prescription on file and  
shall be readily retrievable:

16 (1) The date dispensed, and the name or initials of the dispensing pharmacist.  
17 All prescriptions filled or refilled by an intern pharmacist must also be initialed by the  
supervising pharmacist before they are dispensed.

18 (3) If a prescription for a drug or device is refilled, a record of each refill,  
19 quantity dispensed, if different, and the initials or name of the dispensing pharmacist.

20 23. Section 1718 of title 16, California Code of Regulations states:

21 “Current Inventory” as used in Section 4081 and 4332 of the Business and  
22 Professions Code shall be considered to include complete accountability for all  
dangerous drugs handled by every licensee enumerated in Section 4081 and 4332.

23 The controlled substances inventories required by Title 21, CFR, Section 1304  
shall be available for inspection upon request for at least three years.

24 **COST RECOVERY**

25 24. Section 125.3 of the Code provides, in pertinent part, that the Board may request the  
26 administrative law judge to direct a licentiate found to have committed a violation or violations of  
27 the licensing act to pay a sum not to exceed the reasonable costs of the investigation and  
28 enforcement of the case.

1 **DRUGS**

2 25. Enbrel is an expensive drug used to treat adults with moderate to severe arthritis and  
3 other diseases and a dangerous drug as defined by Business and Professions Code section 4022.

4 26. Evenity is an expensive drug used to treat women with osteoporosis and a dangerous  
5 drug as defined by Business and Professions Code section 4022.

6 27. Humira is an expensive drug used to treat adults with moderate to severe arthritis and  
7 other diseases and a dangerous drug as defined by Business and Professions Code section 4022.

8 28. Orencia is an expensive drug used to treat adults with moderate to severe arthritis and  
9 a dangerous drug as defined by Business and Professions Code section 4022.

10 29. Prolia is an expensive drug used to treat postmenopausal women with osteoporosis at  
11 high risk for fractures and a dangerous drug as defined by Business and Professions Code section  
12 4022.

13 30. Rasuvo is an expensive drug used to treat adults with moderate to severe arthritis and  
14 other diseases and a dangerous drug as defined by Business and Professions Code section 4022.

15 31. Rinvoq is an expensive drug used to treat adults with moderate to severe arthritis and  
16 a dangerous drug as defined by Business and Professions Code section 4022.

17 32. Xeljanz is an expensive drug used to treat arthritis and a dangerous drug as defined by  
18 Business and Professions Code section 4022.

19 **FACTUAL ALLEGATIONS**

20 33. Respondent Regal Specialty Pharmacy is a closed door pharmacy which dispenses  
21 dangerous drugs to patients who reside in long-term care facilities and specialty drugs to patients.

22 34. During the application process to obtain a pharmacy permit, Respondents represented  
23 to the Board that Respondent Regal Specialty Pharmacy would possess all applicable permits and  
24 licenses and contracts to purchase drugs from licensed wholesalers, by August 14, 2020.

25 35. However, that representation was false as Respondent Regal Specialty Pharmacy did  
26 not possess all applicable licenses, registrations and permits and contracts with licensed  
27 wholesalers as of August 14, 2020.

28 ///

1           36. From August 17, 2020 through October 15, 2020, Respondents purchased 543  
2 medication packages from unlicensed entities or individuals, including but not limited to, Prudent  
3 Healthcare, Inc., warehoused those medication packages and dispensed them to patients. The  
4 invoices reflecting these alleged drug purchases identified fake National Drug Codes or had no  
5 National Drug Codes.<sup>1</sup>

6           37. Respondents utilized electronic pharmacy management software to record the  
7 acquisition and disposition of dangerous drugs and devices, including the dispensing of drugs and  
8 the billing of the costs for those drugs to insurance companies.

9           38. From August 14, 2020 through June 29, 2021, Respondents allowed individuals,  
10 using computers or other devices with twenty unknown public and private IP addresses to access  
11 the pharmacy's electronic drug records while Respondent Regal Specialty Pharmacy was closed.

12           39. From August 14, 2020 through June 17, 2022, Respondents did not maintain all  
13 records reflecting its acquisition and disposition of dangerous drugs and current inventories.

14           40. From August 14, 2020 through April 25, 2022, Respondents dispensed and billed  
15 insurance carriers for a larger amount of Humira (CF) 40mg/0.4 ml pens, Humira 40 mg/0.8ml  
16 syringes, Orencia ClickJect autoinjectors 125 mg/ml, Rinvoq ER 15mg tablets, and Xeljanz XR  
17 11 mg tablets than it purchased from licensed wholesalers. The estimated average of the total  
18 dollar amount Respondent Regal Specialty Pharmacy was reimbursed by insurance carriers for  
19 the variances was \$5,283,527.55.

20           41. From August 14, 2020 through June 29, 2021, Respondents dispensed and billed  
21 insurance carriers for a larger amount of Orencia 125 mg/ml syringes, Evenity 210mg  
22 subcutaneous injections, Enbrel Sureclick 50mg/ml injectors, and Enbrel Mini Cartridges  
23 50mg/ml than it purchased from licensed wholesalers.

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27           <sup>1</sup> A National Drug Code is a unique 10-digit, 3 segment number. It is a universal product  
28 identifier for drugs and is present on all dangerous drugs. National Drug Codes are used to  
facilitate the recalls of drugs and for other patient safety purposes.



1 4169, subdivision (a)(2), in that they held or offered for sale dangerous drugs that were  
2 adulterated within the meaning of Health and Safety Code section 111255, which are  
3 incorporated herein by reference in paragraphs 25 through 47.

4 **SECOND CAUSE FOR DISCIPLINE**

5 **(Sold or Delivered Adulterated Drugs)**

6 49. Respondents are subject to disciplinary action under Code section 4301, subdivisions  
7 (j) and (o), for violating Health and Safety Code section 111295 and Code section 4169,  
8 subdivisions (a)(2), in that they sold or delivered dangerous drugs that were adulterated within the  
9 meaning of Health and Safety Code sections 11250 and/or 111255, which are incorporated herein  
10 by reference in paragraphs 25 through 47.

11 **THIRD CAUSE FOR DISCIPLINE**

12 **(Commission of Acts Involving Dishonesty, Fraud or Deceit)**

13 50. Respondents are subject to disciplinary action under Code section 4301, subdivision  
14 (f), for committing acts involving dishonesty, fraud or deceit, as set forth in paragraphs 25  
15 through 47, which are incorporated herein by reference.

16 **FOURTH CAUSE FOR DISCIPLINE**

17 **(Knowingly Making or Signing Document that Falsely Represents Existence or**  
18 **Nonexistence of Facts)**

19 51. Respondents are subject to disciplinary action under Code section 4301, subdivision  
20 (g), for knowingly making or signing any certificate or other document that falsely represents the  
21 existence or nonexistence of a state of facts, as set forth in paragraphs 25 through 47, which are  
22 incorporated herein by reference.

23 **FIFTH CAUSE FOR DISCIPLINE**

24 **(Subversion of Investigation)**

25 52. Respondents are subject to disciplinary action under Code section 4301, subdivision  
26 (q), for engaging in conduct that subverted or attempted to subvert an investigation of the Board,  
27 as set forth in paragraphs 25 through 47, which are incorporated herein by reference.

28 ///

1 **SIXTH CAUSE FOR DISCIPLINE**

2 **(Failure to Maintain Records of Acquisition and Disposition of Dangerous Drugs)**

3 53. Respondents are subject to disciplinary action under Code sections 4301, subdivision  
4 (j) and (o), for violating Code sections 4081, subdivision (a) and 4169, subdivision (a)(5) and the  
5 owners are liable under Code section 4081, subdivision (b), in that they did not maintain  
6 acquisition and disposition records of dangerous drugs open for inspection by authorized officers  
7 of the law and preserve them for at least three years from the date of making, as set forth in  
8 paragraphs 25 through 47 above, which are incorporated herein by reference.

9 **SEVENTH CAUSE FOR DISCIPLINE**

10 **(Failure to Maintain Current Inventory of Dangerous Drugs)**

11 54. Respondents are subject to disciplinary action under Code sections 4301, subdivisions  
12 (j) and (o), for violating Code sections 4081, subdivision (a) and 4169, subdivision (a)(5) and title  
13 16, California Code of Regulations, section 1718 and the owners are liable under Code section  
14 4081, subdivision (b), in that they did not maintain a current inventory of drugs, as set forth in  
15 paragraphs 25 through 47 above, which are incorporated herein by reference.

16 **EIGHTH CAUSE FOR DISCIPLINE**

17 **(Furnishing of Dangerous Drugs Missing Prescriptions)**

18 55. Respondents are subject to disciplinary action under Code sections 4301, subdivisions  
19 (j) and (o), for violating Code section 4059, subdivision (a), in that they furnished dangerous  
20 drugs without prescriptions written by prescribers, as set forth in paragraphs 25 through 47 above,  
21 which are incorporated herein by reference.

22 **NINTH CAUSE FOR DISCIPLINE**

23 **(Purchased and/or Warehoused Dangerous Drugs**

24 **From Unlicensed Wholesalers)**

25 56. Respondents are subject to disciplinary action under Code section 4301, subdivisions  
26 (j) and (o), for violating Business and Professions Code section 4169, subdivision (a)(1), because  
27 they purchased, sold and/or warehoused drugs from unlicensed individuals or organizations, as  
28 described above in paragraphs 25 through 47, which are incorporated herein by reference.

1 **TENTH CAUSE FOR DISCIPLINE**

2 **(Failure to Maintain Security of Pharmacy Records)**

3 57. Respondents are subject to disciplinary action under Code sections 4301, subdivisions  
4 (j) and (o), for violating title 16, California Code of Regulations, section 1714, subdivision (d), in  
5 that they did not maintain the security of pharmacy records for drugs and devices and drugs and  
6 devices, as set forth in paragraphs 25 through 47 above, which are incorporated herein by  
7 reference.

8 **ELEVENTH CAUSE FOR DISCIPLINE**

9 **(Failure to Record Initials of Dispensing Pharmacist(s) in Pharmacy Records)**

10 58. Respondents are subject to disciplinary action under Code sections 4301, subdivisions  
11 (j) and (o), for violating title 16, California Code of Regulations, sections 1712 and 1717,  
12 subdivisions (b)(1) and (3), in that they did not record the initials of the pharmacist(s), if any, who  
13 dispensed dangerous drugs, as set forth in paragraphs 25 through 47 above, which are  
14 incorporated herein by reference.

15 **TWELFTH CAUSE FOR DISCIPLINE**

16 **(Unprofessional Conduct)**

17 59. Respondents are subject to disciplinary action under Code section 4301 for  
18 unprofessional conduct because they engaged in the activities described above in paragraphs 25  
19 through 47, which are incorporated herein by reference.

20 **OTHER MATTERS**

21 60. Pursuant to Code section 4307, if discipline is imposed on Pharmacy Permit No. PHY  
22 57876 issued to Respondent Ceuticare, LLC, dba Regal Specialty Pharmacy, it shall be prohibited  
23 from serving as a manager, administrator, owner, member, officer, director, associate, or partner  
24 of a licensee for five years if Pharmacy Permit Number PHY 57876 is placed on probation or  
25 until the Pharmacy Permit is reinstated if it is revoked.

26 61. Pursuant to Code section 4307, if discipline is imposed on Pharmacy Permit No. PHY  
27 57876 issued to Respondent Ceuticare, LLC, dba Regal Specialty Pharmacy while Respondent  
28 Shirley Quyen Pham has been a manager, administrator, owner, member, officer or director and

1 had knowledge of or knowingly participated in any conduct for which the licensee was  
2 disciplined, she shall be prohibited from serving as a manager, administrator, owner, member,  
3 officer, director, associate, or partner of a licensee for five years if the Pharmacy Permit is placed  
4 on probation or until the Pharmacy Permit is reinstated, if it is revoked.

5 62. Pursuant to Code section 4307, if discipline is imposed on Pharmacy Permit No. PHY  
6 57876 issued to Respondent Ceuticare, LLC, dba Regal Specialty Pharmacy while Respondent  
7 San Q. Pham has been a manager, administrator, owner, member, officer or director and had  
8 knowledge of or knowingly participated in any conduct for which the licensee was disciplined, he  
9 shall be prohibited from serving as a manager, administrator, owner, member, officer, director,  
10 associate, or partner of a licensee for five years if the Pharmacy Permit is placed on probation or  
11 until the Pharmacy Permit is reinstated, if it is revoked.

12 63. Pursuant to Code section 4307, if discipline is imposed on Pharmacy Permit No. PHY  
13 57876 issued to Respondent Ceuticare, LLC, dba Regal Specialty Pharmacy while Respondent  
14 Patricia Pham has been a manager, administrator, owner, member, officer or director and had  
15 knowledge of or knowingly participated in any conduct for which the licensee was disciplined,  
16 she shall be prohibited from serving as a manager, administrator, owner, member, officer,  
17 director, associate, or partner of a licensee for five years if the Pharmacy Permit is placed on  
18 probation or until the Pharmacy Permit is reinstated, if it is revoked.

19 64. Pursuant to Code section 4307, if discipline is imposed on Pharmacist License No.  
20 RPH 84928 issued to Respondent Shirley Quyen Pham, she shall be prohibited from serving as a  
21 manager, administrator, owner, member, officer, director, associate, or partner of a licensee for  
22 five years if the Pharmacist License is placed on probation or until the Pharmacist License is  
23 reinstated, if it is revoked.

24 **PRAYER**

25 WHEREFORE, Complainant requests that a hearing be held on the matters herein alleged,  
26 and that following the hearing, the Board of Pharmacy issue a decision:

27 1. Revoking or suspending Pharmacy License Number PHY 57876, issued to Ceuticare,  
28 LLC, dba Regal Specialty Pharmacy;

1           2.     Revoking or suspending Pharmacist License Number RPH 84928, issued to Shirley  
2 Quyen Pham;

3           3.     Prohibiting Respondent Ceuticare, LLC, dba Regal Specialty Pharmacy from serving  
4 as a manager, administrator, owner, member, officer, director, associate, or partner of a licensee  
5 for five years if Pharmacy Permit Number PHY 57876 is placed on probation or until the  
6 Pharmacy Permit is reinstated, if it is revoked;

7           4.     Prohibiting Respondent Shirley Q. Pham from serving as a manager, administrator,  
8 owner, member, officer, director, associate, or partner of a licensee for five years if Pharmacy  
9 Permit Number PHY 57876 is placed on probation or until the Pharmacy Permit is reinstated, if it  
10 is revoked;

11          5.     Prohibiting Respondent San Pham from serving as a manager, administrator, owner,  
12 member, officer, director, associate, or partner of a licensee for five years if Pharmacy Permit  
13 Number PHY 57876 is placed on probation or until the Pharmacy Permit is reinstated, if it is  
14 revoked;

15          6.     Prohibiting Respondent Patricia Pham from serving as a manager, administrator,  
16 owner, member, officer, director, associate, or partner of a licensee for five years if Pharmacy  
17 Permit Number PHY 57876 is placed on probation or until the Pharmacy Permit is reinstated, if it  
18 is revoked;

19          7.     Prohibiting Respondent Shirley Quyen Pham from serving as a manager,  
20 administrator, owner, member, officer, director, associate, or partner of a licensee for five years if  
21 Pharmacist License Number RPH 84928 is placed on probation or until the Pharmacist License is  
22 reinstated, if it is revoked;

23          8.     Ordering Ceuticare, LLC, dba Regal Specialty Pharmacy and Shirley Quyen Pham to  
24 pay the Board of Pharmacy the reasonable costs of the investigation and enforcement of this case,  
25 pursuant to Business and Professions Code section 125.3; and, if placed on probation, the costs of  
26 probation monitoring; and,

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9. Taking such other and further action as deemed necessary and proper.

DATED: 9/23/2024

**Sodergren,** Digitally signed by  
**Anne@DCA** Sodergren, Anne@DCA  
Date: 2024.09.23  
13:35:52 -07'00'

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ANNE SODERGREN  
Executive Officer  
Board of Pharmacy  
Department of Consumer Affairs  
State of California  
*Complainant*

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