

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

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

**ENTREGA PHARMACY LLC dba ENTREGA PHARMACY,  
ANGIE HUYNH, CEO/100%  
SHAREHOLDER/PRESIDENT/TREASURER/CFO/MEMBER/MANAGER  
Pharmacy Permit No. PHY 58149,**

**and**

**TIMOTHY PHAN,  
Pharmacist License No. RPH 80237,**

**Respondents.**

**Agency Case No. 7872**

**OAH No. 2024120947**

## 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 June 4, 2025.

It is so ORDERED on May 5, 2025.

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 initial "S" and "O".

Seung W. Oh, Pharm.D.  
Board President

1 ROB BONTA  
Attorney General of California  
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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 **ENTREGA PHARMACY LLC dba**  
14 **ENTREGA PHARMACY, ANGIE**  
15 **HUYNH, CEO/100% SHAREHOLDER/**  
16 **PRESIDENT/TREASURER/CFO/**  
17 **MEMBER/MANAGER**  
18 44469 10th St W, Ste. B  
19 Lancaster, CA 93534

20 Pharmacy Permit Number PHY 58149,

21 **and**

22 **TIMOTHY PHAN**  
23 2628 W. Chanticleer Rd  
24 Anaheim, CA 92804

25 Pharmacist License Number RPH 80237

26 Respondents.

Case No. 7872

OAH No. 2024120947

**STIPULATED SETTLEMENT AND  
DISCIPLINARY ORDER**

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

3 **PARTIES**

4 1. Anne Sodergren (Complainant) is the Executive Officer of the Board of Pharmacy  
5 (Board). She brought this action solely in her official capacity and is represented in this matter by  
6 Rob Bonta, Attorney General of the State of California, by Elaine Yan, Deputy Attorney General.

7 2. Respondent Entrega Pharmacy LLC dba Entrega Pharmacy, Angie Huynh,  
8 CEO/100% Shareholder/President/Treasurer/CFO/Member/Manager (Respondent Entrega  
9 Pharmacy) and Respondent Timothy Phan (Respondent Phan) are represented in this proceeding  
10 by attorney Stanley L. Friedman, whose address is: 9465 Wilshire Blvd., Suite 300, Beverly  
11 Hills, CA 90212.

12 3. On or about April 12, 2021, the Board issued Pharmacy Permit Number PHY 58149  
13 to Respondent Entrega Pharmacy. The Pharmacy Permit was in full force and effect at all times  
14 relevant to the charges brought in Accusation Number 7872, and will expire on April 1, 2026,  
15 unless renewed.

16 4. On or about February 5, 2019, the Board issued Pharmacist License Number RPH  
17 80237 to Respondent Phan. The Pharmacist License was in full force and effect at all times  
18 relevant to the charges brought in Accusation Number 7872, and will expire on November 30,  
19 2026, unless renewed.

20 **JURISDICTION**

21 5. Accusation Number 7872 was filed before the Board, and is currently pending against  
22 Respondents. The Accusation and all other statutorily required documents were properly served  
23 on Respondents on October 21, 2024. Respondents timely filed their Notice of Defense  
24 contesting the Accusation.

25 6. A copy of Accusation Number 7872 is attached as exhibit A and incorporated herein  
26 by reference.

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1 **ADVISEMENT AND WAIVERS**

2 7. Respondents have carefully read, fully discussed with counsel, and understand the  
3 charges and allegations in Accusation Number 7872. Respondents have also carefully read, fully  
4 discussed with counsel, and understand the effects of this Stipulated Settlement and Disciplinary  
5 Order.

6 8. Respondents are fully aware of their legal rights in this matter, including the right to a  
7 hearing on the charges and allegations in the Accusation; the right to confront and cross-examine  
8 the witnesses against them; the right to present evidence and to testify on its own behalf; the right  
9 to the issuance of subpoenas to compel the attendance of witnesses and the production of  
10 documents; the right to reconsideration and court review of an adverse decision; and all other  
11 rights accorded by the California Administrative Procedure Act and other applicable laws.

12 9. Respondents voluntarily, knowingly, and intelligently waive and give up each and  
13 every right set forth above.

14 **CULPABILITY**

15 10. Respondents admit the truth of each and every charge and allegation in Accusation  
16 Number 7872.

17 11. Respondent Entrega Pharmacy agrees that its Pharmacy Permit is subject to discipline  
18 and agrees to be bound by the Board's probationary terms as set forth in the Disciplinary Order  
19 below.

20 12. Respondent Phan agrees that his Pharmacist License is subject to discipline and  
21 agrees to be bound by the Board's probationary terms as set forth in the Disciplinary Order below.

22 **CONTINGENCY**

23 13. This stipulation shall be subject to approval by the Board of Pharmacy. Respondents  
24 understand and agree that counsel for Complainant and the staff of the Board of Pharmacy may  
25 communicate directly with the Board regarding this stipulation and settlement, without notice to  
26 or participation by Respondents or their counsel. By signing the stipulation, Respondents  
27 understand and agree that they may not withdraw its agreement or seek to rescind the stipulation  
28 prior to the time the Board considers and acts upon it. If the Board fails to adopt this stipulation

1 as its Decision and Order, the Stipulated Settlement and Disciplinary Order shall be of no force or  
2 effect, except for this paragraph, it shall be inadmissible in any legal action between the parties,  
3 and the Board shall not be disqualified from further action by having considered this matter.

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

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

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

16 **DISCIPLINARY ORDER**

17 IT IS HEREBY ORDERED that Pharmacy Permit Number PHY 58149 issued to  
18 Respondent Entrega Pharmacy LLC dba Entrega Pharmacy, Angie Huynh, CEO/100%  
19 Shareholder/ President/Treasurer/CFO/Member/Manager is revoked. However, the revocation is  
20 stayed and Respondent Entrega Pharmacy is placed on probation for two (2) years on the  
21 following terms and conditions:

22 **1. Definition: Respondent**

23 For the purposes of these terms and conditions, “respondent” shall refer to Entrega  
24 Pharmacy LLC dba Entrega Pharmacy, Angie Huynh, CEO/100% Shareholder/  
25 President/Treasurer/CFO/Member/Manager. All terms and conditions stated herein shall bind and  
26 be applicable to the licensed premises and to all owners, managers, officers, administrators,  
27 members, directors, trustees, associates, or partners thereof. For purposes of compliance with any  
28 term or condition, any report, submission, filing, payment, or appearance required to be made by

1 respondent to or before the Board shall be made by an owner or executive officer with authority  
2 to act on behalf of and legally bind the licensed entity.

3 **2. Obey All Laws**

4 Respondent shall obey all state and federal laws and regulations.

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

- 7 • an arrest or issuance of a criminal complaint, information, or indictment;
- 8 • a plea of guilty, or nolo contendere, no contest, or similar, in any state or federal criminal  
9 proceeding to any criminal complaint, information or indictment;
- 10 • a conviction of any crime; or
- 11 • discipline, citation, or other administrative action filed by any state or federal agency.

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

13 **3. Report to the Board**

14 Respondent shall report to the Board quarterly, on a schedule as directed by the Board. The  
15 report shall be made either in person or in writing, as directed. Among other requirements,  
16 respondent shall state in each report under penalty of perjury whether there has been compliance  
17 with all the terms and conditions of probation. Failure to submit timely reports in a form as  
18 directed shall be considered a violation of probation. Any period(s) of delinquency in submission  
19 of reports as directed may be added to the total period of probation. Moreover, if the final  
20 probation report is not made as directed, probation shall be automatically extended until such time  
21 as the final report is made and accepted by the Board.

22 **4. Interview with the Board**

23 Upon receipt of reasonable prior notice, respondent shall appear for interviews with the  
24 Board, at such intervals and locations as are determined by the Board. Failure to appear for any  
25 scheduled interview without prior notification to Board staff, or failure to appear for two (2) or  
26 more scheduled interviews with the Board during the period of probation, shall be considered a  
27 violation of probation.

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1           **5. Cooperate with Board Staff**

2           Respondent shall timely cooperate with the Board's inspection program and with the  
3 Board's monitoring and investigation of respondent's compliance with the terms and conditions of  
4 the probation, including but not limited to: timely responses to requests for information by Board  
5 staff; timely compliance with directives from Board staff regarding requirements of any term or  
6 condition of probation; and timely completion of documentation pertaining to a term or condition  
7 of probation. Failure to timely cooperate shall be considered a violation of probation.

8           **6. Reimbursement of Board Costs**

9           As a condition precedent to successful completion of probation, respondent shall pay to the  
10 Board its costs of investigation and prosecution in the amount of \$8,476.50. Respondent shall be  
11 permitted to pay these costs in a payment plan approved by the Board, so long as full payment is  
12 completed no later than one (1) year prior to the end date of probation. Failure to pay costs by the  
13 deadline(s) as directed shall be considered a violation of probation.

14           **7. Probation Monitoring Costs**

15           Respondent shall pay any costs associated with probation monitoring as determined by the  
16 Board each and every year of probation. Such costs shall be payable to the Board on a schedule as  
17 directed by the Board. Failure to pay such costs by the deadline(s) as directed shall be considered  
18 a violation of probation.

19           **8. Status of License**

20           Respondent shall, at all times while on probation, maintain a current Pharmacy Permit with  
21 the Board. Failure to maintain current licensure shall be considered a violation of probation.

22           If respondent's permit expires or is cancelled by operation of law or otherwise at any time  
23 during the period of probation, including any extensions thereof or otherwise, upon renewal or  
24 reapplication respondent's permit shall be subject to all terms and conditions of this probation not  
25 previously satisfied.

26           **9. License Surrender While on Probation/Suspension**

27           Following the effective date of this decision, should respondent wish to discontinue  
28 business, respondent may tender the premises license to the Board for surrender. The Board shall

1 have the discretion whether to grant the request for surrender or take any other action it deems  
2 appropriate and reasonable. Upon formal acceptance of the surrender of the license, respondent  
3 will no longer be subject to the terms and conditions of probation.

4 Respondent may not apply for any new license from the Board for three (3) years from the  
5 effective date of the surrender. Respondent shall meet all requirements applicable to the license  
6 sought as of the date the application for that license is submitted to the Board.

7 Respondent further stipulates that it shall reimburse the Board for its costs of investigation  
8 and prosecution prior to the acceptance of the surrender.

9 **10. Sale or Discontinuance of Business**

10 During the period of probation, should respondent sell, trade or transfer all or part of the  
11 ownership of the licensed entity, discontinue doing business under the license issued to  
12 respondent, or should practice at that location be assumed by another full or partial owner,  
13 person, firm, business, or entity, under the same or a different premises license number, the Board  
14 shall have the sole discretion to determine whether to exercise continuing jurisdiction over the  
15 licensed location, under the current or new premises license number, and/or carry the remaining  
16 period of probation forward to be applicable to the current or new premises license number of the  
17 new owner.

18 **11. Notice to Employees**

19 Respondent shall, upon or before the effective date of this decision, ensure that all  
20 employees involved in permit operations are made aware of all the terms and conditions of  
21 probation, either by posting a notice of the terms and conditions, circulating such notice, or both.  
22 If the notice required by this provision is posted, it shall be posted in a prominent place and shall  
23 remain posted throughout the probation period. Respondent shall ensure that any employees hired  
24 or used after the effective date of this decision are made aware of the terms and conditions of  
25 probation by posting a notice, circulating a notice, or both. Additionally, respondent shall submit  
26 written notification to the Board, within fifteen (15) days of the effective date of this decision,  
27 that this term has been satisfied. Failure to timely provide such notification to employees, or to  
28 timely submit such notification to the Board shall be considered a violation of probation.

1 "Employees" as used in this provision includes all full-time, part-time, volunteer,  
2 temporary and relief employees and independent contractors employed or hired at any time  
3 during probation.

4 **12. Owners and Officers: Knowledge of the Law**

5 Respondent shall provide, within thirty (30) days after the effective date of this decision,  
6 signed and dated statements from its owners, including any owner or holder of ten percent (10%)  
7 or more of the interest in respondent or respondent's stock, and all of its officer, stating under  
8 penalty of perjury that said individuals have read and are familiar with state and federal laws and  
9 regulations governing the practice of pharmacy. The failure to timely provide said statements  
10 under penalty of perjury shall be considered a violation of probation.

11 **13. Premises Open for Business**

12 Respondent shall remain open and engaged in its ordinary business as a pharmacy in  
13 California for a minimum of 120 hours per calendar month. Any month during which this  
14 minimum is not met shall toll the period of probation, i.e., the period of probation shall be  
15 extended by one month for each month during which this minimum is not met. During any such  
16 period of tolling of probation, respondent must nonetheless comply with all terms and conditions  
17 of probation, unless respondent is informed otherwise in writing by the Board. If respondent is  
18 not open and engaged in its ordinary business as a pharmacy for a minimum of 120 hours in any  
19 calendar month, for any reason (including vacation), respondent shall notify the Board in writing  
20 within ten (10) days of the conclusion of that calendar month. This notification shall include at  
21 minimum all of the following: the date(s) and hours respondent was open; the reason(s) for the  
22 interruption or why business was not conducted; and the anticipated date(s) on which respondent  
23 will resume business as required. Respondent shall further notify the Board in writing within ten  
24 (10) days following the next calendar month during which respondent is open and engaged in its  
25 ordinary business as a pharmacy in California for a minimum of 120 hours. Any failure to timely  
26 provide such notification(s) shall be considered a violation of probation.

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1           **14. Posted Notice of Probation**

2           Respondent shall prominently post a probation notice provided by the Board in a place  
3 conspicuous to and readable by the public within two (2) days of receipt thereof from the Board.  
4 Failure to timely post such notice, or to maintain the posting during the entire period of probation,  
5 shall be considered a violation of probation.

6           In addition, respondent shall prominently post a probation notice, similar to that provided  
7 by the Board, on respondent’s website in a place that is likely to be frequented by California  
8 consumers and health care providers.

9           Respondent shall not, directly or indirectly, engage in any conduct or make any statement  
10 which is intended to mislead or is likely to have the effect of misleading any patient, customer,  
11 member of the public, or other person(s) as to the nature of and reason for the probation of the  
12 licensed entity.

13           **15. Violation of Probation**

14           If a respondent has not complied with any term or condition of probation, the Board shall  
15 have continuing jurisdiction over respondent, and probation shall be automatically extended, until  
16 all terms and conditions have been satisfied or the Board has taken other action as deemed  
17 appropriate to treat the failure to comply as a violation of probation, to terminate probation, and  
18 to impose the penalty that was stayed. The Board shall post a notice of the automatic extension of  
19 the probation period on its website.

20           If respondent violates probation in any respect, the Board, after giving respondent notice  
21 and an opportunity to be heard, may revoke probation and carry out the disciplinary order that  
22 was stayed. If a petition to revoke probation or an accusation is filed against respondent during  
23 probation, or the preparation of an accusation or petition to revoke probation is requested from  
24 the Office of the Attorney General, the Board shall have continuing jurisdiction and the period of  
25 probation shall be automatically extended until the petition to revoke probation or accusation is  
26 heard and decided.

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1           **16. Completion of Probation**

2           Upon written notice by the Board indicating successful completion of probation,  
3 respondent’s license will be fully restored.

4           **17. Board’s One-Day Training Program**

5           Within the first year of probation, respondent shall enroll in the Board’s one-day, six (6)  
6 hour training program, “*Preventing Prescription Drug Abuse and Drug Diversion.*” Respondent  
7 shall provide proof of enrollment within five (5) days of enrollment. Within five (5) days of  
8 completion of this training program, respondent shall submit a copy of the certificate of  
9 completion to the Board. Failure to enroll in and successfully complete the training program  
10 before the end of the second year of probation, or to timely submit proof of completion to the  
11 Board as required by this section, shall be considered a violation of probation.

12           IT IS HEREBY ALSO ORDERED that Pharmacist License Number RPH 80237 issued to  
13 Respondent Timothy Phan is revoked. However, the revocation is stayed and Respondent Phan is  
14 placed on probation for two (2) years on the following terms and conditions:

15           **1. Obey All Laws**

16           Respondent shall obey all state and federal laws and regulations.

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

- 19           • an arrest or issuance of a criminal complaint, information, or indictment for  
20 violation of any state and federal laws  
21           • a plea of guilty, or nolo contendere, no contest, or similar, in any state or federal  
22 criminal proceeding to any criminal complaint, information or indictment  
23           • a conviction of any crime  
24           • the filing of a disciplinary pleading, issuance of a citation, or initiation of another

25           administrative action filed by any state or federal agency.

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

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1           **2. Report to the Board**

2           Respondent shall report to the Board quarterly, on a schedule as directed by the Board. The  
3 report shall be made either in person or in writing, as directed. Among other requirements,  
4 respondent shall state in each report under penalty of perjury whether there has been compliance  
5 with all the terms and conditions of probation.

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

11           **3. Interview with the Board**

12           Upon receipt of reasonable prior notice, respondent shall participate as directed for  
13 interviews with the Board, at such intervals and locations as are determined by the Board. Failure  
14 to appear for any scheduled interview without prior notification to Board staff, or failure to  
15 appear for two (2) or more scheduled interviews with the Board during the period of probation,  
16 shall be considered a violation of probation.

17           **4. Cooperate with Board Staff**

18           Respondent shall timely cooperate with the Board's inspection program and with the  
19 Board's monitoring and investigation of respondent's compliance with the terms and conditions of  
20 their probation, including but not limited to: timely responses to requests for information by  
21 Board staff; timely compliance with directives from Board staff regarding requirements of any  
22 term or condition of probation; and timely completion of documentation pertaining to a term or  
23 condition of probation. Failure to timely cooperate shall be considered a violation of probation.

24           **5. Continuing Education**

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

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

2           During the period of probation, respondent shall notify all present and prospective  
3 employers of the decision in case number 7872 and the terms, conditions and restrictions imposed  
4 on respondent by the decision, as follows:

5           Within thirty (30) days of the effective date of this decision, and within ten (10) days of  
6 undertaking any new employment, respondent shall report to the Board in writing the name,  
7 physical address, and mailing address of each of their employer(s), and the name(s), telephone  
8 number(s), and email address(es) of all of their direct supervisor(s), as well as any pharmacist(s)-  
9 in- charge, designated representative(s)-in-charge, responsible manager, or other compliance  
10 supervisor(s) and the work schedule, if known. Respondent shall also include the reason(s) for  
11 leaving the prior employment and the last day worked. Respondent shall sign and return to the  
12 Board a written consent authorizing the Board to communicate with all of respondent's  
13 employer(s) and supervisor(s), and authorizing those employer(s) or supervisor(s) to  
14 communicate with the Board, concerning respondent's work status, performance, and monitoring.  
15 Failure to comply with the requirements or deadlines of this condition shall be considered a  
16 violation of probation.

17           Within thirty (30) days of the effective date of this decision, and within fifteen (15) days of  
18 respondent undertaking any new employment, respondent shall cause (a) their direct supervisor,  
19 (b) their pharmacist-in-charge, designated representative-in-charge, responsible manager, or other  
20 compliance supervisor, and (c) the owner or owner representative of their employer, to report to  
21 the Board in writing acknowledging that the listed individual(s) has/have read the decision in case  
22 number 7872, and the terms and conditions imposed thereby. If one person serves in more than  
23 one role described in (a), (b), or (c), the acknowledgment shall so state. It shall be the  
24 respondent's responsibility to ensure that these acknowledgment(s) are timely submitted to the  
25 Board. In the event of a change in the person(s) serving the role(s) described in (a), (b), or (c)  
26 during the term of probation, respondent shall cause the person(s) taking over the role(s) to report  
27 to the Board in writing within fifteen (15) days of the change acknowledging that they have read  
28 the decision in case number 7872, and the terms and conditions imposed thereby.

1 If respondent works for or is employed by or through an employment service, respondent  
2 must notify the person(s) described in (a), (b), and (c) above at every entity licensed by the Board  
3 of the decision in case number 7872, and the terms and conditions imposed thereby in advance of  
4 respondent commencing work at such licensed entity. A record of this notification must be  
5 provided to the Board upon request.

6 Furthermore, within thirty (30) days of the effective date of this decision, and within fifteen  
7 (15) days of respondent undertaking any new employment by or through an employment service,  
8 respondent shall cause the person(s) described in (a), (b), and (c) above at the employment service  
9 to report to the Board in writing acknowledging that they have read the decision in case number  
10 7872, and the terms and conditions imposed thereby. It shall be respondent's responsibility to  
11 ensure that these acknowledgment(s) are timely submitted to the Board.

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

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

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

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

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

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

25 During the period of probation, respondent may remain the pharmacist-in-charge of  
26 Respondent Entrega Pharmacy. Outside of this exception, during the period of probation,  
27 respondent shall not supervise any intern pharmacist, be the pharmacist-in-charge, designated  
28 representative-in-charge, responsible manager, supervising pharmacist, quality manager,

1 designated individual (as defined in the United States Pharmacopeia (USP), including an  
2 individual responsible and accountable for the performance and operations of the facility and  
3 personnel in the preparation of compounded sterile products), or other supervisor of any entity  
4 licensed by the Board, nor serve as a consultant of any entity licensed by the Board. Assumption  
5 of any such unauthorized supervision responsibilities shall be considered a violation of probation.

6 **9. Reimbursement of Board Costs**

7 As a condition precedent to successful completion of probation, respondent shall pay to the  
8 Board its costs of investigation and prosecution in the amount of \$5,651.00. Respondent shall be  
9 permitted to pay these costs in a payment plan approved by the Board, so long as full payment is  
10 completed no later than one (1) year prior to the end date of probation. Failure to pay costs by the  
11 deadline(s) as directed shall be considered a violation of probation.

12 **10. Probation Monitoring Costs**

13 Respondent shall pay any costs associated with probation monitoring as determined by the  
14 Board each and every year of probation. Such costs shall be payable to the Board on a schedule  
15 as directed by the Board. Failure to pay such costs by the deadline(s) as directed shall be  
16 considered a violation of probation.

17 **11. Status of License**

18 Respondent shall, at all times while on probation, maintain an active, current Pharmacist  
19 License with the Board, including any period during which suspension or probation is tolled.  
20 Failure to maintain an active, current Pharmacist License shall be considered a violation of  
21 probation.

22 If respondent's Pharmacist License expires or is cancelled by operation of law or otherwise  
23 at any time during the period of probation, including any extensions thereof due to tolling or  
24 otherwise, upon renewal or reapplication respondent's license shall be subject to all terms and  
25 conditions of this probation not previously satisfied.

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

27 Following the effective date of this decision, should respondent cease practice due to  
28 retirement or health, or be otherwise unable to satisfy the terms and conditions of probation,

1 respondent may relinquish their license, including any indicia of licensure issued by the Board,  
2 along with a request to surrender the license. The Board shall have the discretion whether to  
3 accept the surrender or take any other action it deems appropriate and reasonable. Upon formal  
4 acceptance of the surrender of the license, respondent will no longer be subject to the terms and  
5 conditions of probation. This surrender constitutes a record of discipline and shall become a part  
6 of the respondent's license history with the Board.

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

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

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

20       If respondent does not practice as a pharmacist in California for the minimum number of  
21 hours in any calendar month, for any reason (including vacation), respondent shall notify the  
22 Board in writing within ten (10) days of the conclusion of that calendar month. This notification  
23 shall include at least: the date(s), location(s), and hours of last practice; the reason(s) for the  
24 interruption or reduction in practice; and the anticipated date(s) on which respondent will resume  
25 practice at the required level. Respondent shall further notify the Board in writing within ten (10)  
26 days following the next calendar month during which respondent practices as a pharmacist in  
27 California for the minimum of 80 hours. Any failure to timely provide such notification(s) shall  
28 be considered a violation of probation.

1 It is a violation of probation for respondent's probation to be extended pursuant to the  
2 provisions of this condition for a total period, counting consecutive and non-consecutive months,  
3 exceeding thirty-six (36) months. The Board may post a notice of the extended probation period  
4 on its website.

5 **14. Violation of Probation**

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

12 If respondent violates probation in any respect, the Board, after giving respondent notice  
13 and an opportunity to be heard, may revoke probation and carry out the disciplinary order that  
14 was stayed. If a petition to revoke probation or an accusation is filed against respondent during  
15 probation, or the preparation of an accusation or petition to revoke probation is requested from  
16 the Office of the Attorney General, the Board shall have continuing jurisdiction and the period of  
17 probation shall be automatically extended until the petition to revoke probation or accusation is  
18 heard and decided.

19 **15. Completion of Probation**

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

22 **16. Remedial Education**

23 Within thirty (30) days of the effective date of this decision, respondent shall complete the  
24 training titled "Pharmacist-in-Charge: Overview and Responsibilities," provided by the Board at  
25 <https://pharmed.thinkific.com/courses/pic>.

26 In addition, within thirty (30) days of the effective date of this decision, respondent shall  
27 submit to the Board, for prior approval, an appropriate program of remedial education related to  
28 pharmacy law and operations. The program of remedial education shall consist of at least four (4)

1 hours, which shall be completed within six months at respondent's own expense. All remedial  
2 education shall be in addition to, and shall not be credited toward, continuing education (CE)  
3 courses used for license renewal purposes for pharmacists. For the purposes of this section,  
4 “successfully completed” shall mean respondent personally attended each educational program or  
5 course (“course”) and completed all required course hours and work as determined by the  
6 remedial education provider, including the taking and passing of any required examination(s).

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

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

16 **17. Board’s One-Day Training Program**

17 Within the first year of probation, respondent shall enroll in the Board’s one-day, six (6)  
18 hour training program, *“Preventing Prescription Drug Abuse and Drug Diversion.”* Respondent  
19 shall provide proof of enrollment within five (5) days of enrollment. Within five (5) days of  
20 completion of this training program, respondent shall submit a copy of the certificate of  
21 completion to the Board. Failure to enroll in and successfully complete the training program  
22 before the end of the second year of probation, or to timely submit proof of completion to the  
23 Board as required by this section, shall be considered a violation of probation.

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**ACCEPTANCE**

I have carefully read the above Stipulated Settlement and Disciplinary Order and have fully discussed it with my attorney, Stanley L. Friedman. I understand the stipulation and the effect it will have on my Pharmacy Permit. I enter into this Stipulated Settlement and Disciplinary Order voluntarily, knowingly, and intelligently, and agree to be bound by the Decision and Order of the Board of Pharmacy.

DATED: \_\_\_\_\_  
ENTREGA PHARMACY LLC DBA ENTREGA  
PHARMACY, ANGIE HUYNH  
*Respondent*

I have carefully read the above Stipulated Settlement and Disciplinary Order and have fully discussed it with my attorney, Stanley L. Friedman. I understand the stipulation and the effect it will have on my Pharmacist License. I enter into this Stipulated Settlement and Disciplinary Order voluntarily, knowingly, and intelligently, and agree to be bound by the Decision and Order of the Board of Pharmacy.

DATED: \_\_\_\_\_  
TIMOTHY PHAN  
*Respondent*

I have read and fully discussed with Respondent Entrega Pharmacy and Respondent Phan the terms and conditions and other matters contained in the above Stipulated Settlement and Disciplinary Order. I approve its form and content.

DATED: \_\_\_\_\_  
STANLEY L. FRIEDMAN  
*Attorney for Respondent*

ACCEPTANCE

I have carefully read the above Stipulated Settlement and Disciplinary Order and have fully discussed it with my attorney, Stanley L. Friedman. I understand the stipulation and the effect it will have on my Pharmacy Permit. I enter into this Stipulated Settlement and Disciplinary Order voluntarily, knowingly, and intelligently, and agree to be bound by the Decision and Order of the Board of Pharmacy.

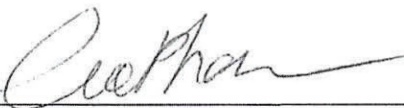
DATED: 3-21-2025



ENTREGA PHARMACY LLC DBA ENTREGA  
PHARMACY, ANGIE HUYNH  
*Respondent*

I have carefully read the above Stipulated Settlement and Disciplinary Order and have fully discussed it with my attorney, Stanley L. Friedman. I understand the stipulation and the effect it will have on my Pharmacist License. I enter into this Stipulated Settlement and Disciplinary Order voluntarily, knowingly, and intelligently, and agree to be bound by the Decision and Order of the Board of Pharmacy.

DATED: 3-21-2025



TIMOTHY PHAN  
*Respondent*

I have read and fully discussed with Respondent Entrega Pharmacy and Respondent Phan the terms and conditions and other matters contained in the above Stipulated Settlement and Disciplinary Order. I approve its form and content.

DATED: March 21, 2025



STANLEY L. FRIEDMAN  
*Attorney for Respondent*

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**ENDORSEMENT**

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

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

Respectfully submitted,  
  
ROB BONTA  
Attorney General of California  
THOMAS L. RINALDI  
Supervising Deputy Attorney General

ELAINE YAN  
Deputy Attorney General  
*Attorneys for Complainant*

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**ENDORSEMENT**

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

DATED: 03/24/2025

Respectfully submitted,

ROB BONTA  
Attorney General of California  
~~THOMAS L. RINALDI~~  
Supervising Deputy Attorney General



ELAINE YAN  
Deputy Attorney General  
*Attorneys for Complainant*

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**Exhibit A**

**Accusation No. 7872**

1 ROB BONTA  
Attorney General of California  
2 THOMAS L. RINALDI  
Supervising Deputy Attorney General  
3 ELAINE YAN  
Deputy Attorney General  
4 State Bar No. 277961  
300 So. Spring Street, Suite 1702  
5 Los Angeles, CA 90013  
Telephone: (213) 269-6683  
6 Facsimile: (916) 731-2126  
E-mail: Elaine.Yan@doj.ca.gov  
7 *Attorneys for Complainant*

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

12 In the Matter of the Accusation Against:

Case No. 7872

13 **ENTREGA PHARMACY LLC**  
14 **dba ENTREGA PHARMACY, ANGIE**  
15 **HUYNH, CEO/100% SHAREHOLDER/**  
**PRESIDENT/TREASURER/CFO/MEMBE**  
16 **R/MANAGER**

**ACCUSATION**

17 44469 10<sup>th</sup> St W, Ste B  
Lancaster, CA 93534

18 Pharmacy Permit Number No. PHY 58149,

19 **and**

20 **TIMOTHY PHAN**  
2628 W Chanticleer Rd  
Anaheim, CA 92804

21 Pharmacist License No. RPH 80237

22 Respondents.  
23  
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1 **PARTIES**

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

4 2. On or about April 12, 2021, the Board of Pharmacy (Board) issued Pharmacy Permit  
5 Number PHY 58149 to Entrega Pharmacy LLC, dba Entrega Pharmacy, Angie Huynh,  
6 CEO/100% Shareholder/President/Treasurer/CFO/Member/Manager (Entrega Pharmacy). The  
7 Pharmacy Permit Number was in full force and effect at all times relevant to the charges brought  
8 herein and will expire on April 1, 2025, unless renewed.

9 3. On or about February 5, 2019, the Board issued Pharmacist License Number RPH  
10 80237 to Timothy Phan (Phan). The Pharmacist License was in full force and effect at all times  
11 relevant to the charges brought herein and will expire on November 30, 2024, unless renewed.

12 4. Since November 30, 2021, Phan has been the Pharmacist-in-Charge at Entrega  
13 Pharmacy.

14 **JURISDICTION**

15 5. This Accusation is brought before the Board, under the authority of the following  
16 laws. All section references are to the Business and Professions Code (Code) unless otherwise  
17 indicated.

18 6. Code section 4011 states:

19 The board shall administer and enforce this chapter and the Uniform Controlled Substances  
20 Act (Division 10 (commencing with Section 11000) of the Health and Safety Code).

21 7. Code section 4300, subdivision (a), provides that every license issued by the Board  
22 may be suspended or revoked.

23 8. Code section 4300.1 states:

24 The expiration, cancellation, forfeiture, or suspension of a board-issued license by  
25 operation of law or by order or decision of the board or a court of law, the placement  
26 of a license on a retired status, or the voluntary surrender of a license by a licensee  
27 shall not deprive the board of jurisdiction to commence or proceed with any  
28 investigation of, or action or disciplinary proceeding against, the licensee or to render  
a decision suspending or revoking the license.

///

1 9. Code section 4307, subdivision (a), states:

2 Any person who has been denied a license or whose license has been revoked or is  
3 under suspension, or who has failed to renew his or her license while it was under  
4 suspension, or who has been a manager, administrator, owner, member, officer,  
5 director, associate, partner, or any other person with management or control of any  
6 partnership, corporation, trust, firm, or association whose application for a license has  
7 been denied or revoked, is under suspension or has been placed on probation, and  
8 while acting as the manager, administrator, owner, member, officer, director,  
9 associate, partner, or any other person with management or control had knowledge of  
10 or knowingly participated in any conduct for which the license was denied, revoked,  
11 suspended, or placed on probation, shall be prohibited from serving as a manager,  
12 administrator, owner, member, officer, director, associate, partner, or in any other  
13 position with management or control of a licensee as follows:

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

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

11 **STATUTORY PROVISIONS**

12 10. Code section 4301 states, in pertinent part:

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

...

(j) The violation of any of the statutes of this state, of 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 by any other state or federal regulatory  
agency.

21 11. Code section 4058 states:

22 Every person holding a license issued under this chapter to operate a premises shall display  
23 the original license and current renewal license upon the licensed premises in a place where it  
24 may be clearly read by the public.

25 12. Code section 4104, subdivision (b), states:

26 Every pharmacy shall have written policies and procedures for addressing chemical,  
27 mental, or physical impairment, as well as theft, diversion, or self-use of dangerous drugs, among  
28 licensed individuals employed by or with the pharmacy.

1 13. Code section 4105 states:

2 (a) All records or other documentation of the acquisition and disposition of dangerous  
3 drugs and dangerous devices by any entity licensed by the board shall be retained on  
the licensed premises in a readily retrievable form.

4 (b) The licensee may remove the original records or documentation from the licensed  
5 premises on a temporary basis for license-related purposes. However, a duplicate set  
of those records or other documentation shall be retained on the licensed premises.

6 (c) The records required by this section shall be retained on the licensed premises for  
7 a period of three years from the date of making.

8 (d)(1) Any records that are maintained electronically shall be maintained so that the  
9 pharmacist-in-charge, or the pharmacist on duty if the pharmacist-in-charge is not on  
duty, shall, at all times during which the licensed premises are open for business, be  
able to produce a hardcopy and electronic copy of all records of acquisition or  
10 disposition or other drug or dispensing-related records maintained electronically.

11 (2) In the case of a veterinary food-animal drug retailer, wholesaler, or third-party  
12 logistics provider, any records that are maintained electronically shall be maintained  
so that the designated representative-in-charge or the responsible manager, or the  
designated representative on duty or the designated representative-3PL on duty if the  
designated representative-in-charge or responsible manager is not on duty, shall, at all  
13 times during which the licensed place of business is open for business, be able to  
produce a hardcopy and electronic copy of all records of acquisition or disposition or  
14 other drug or dispensing-related records maintained electronically.

15 (e)(1) Notwithstanding subdivisions (a), (b), and (c), the board may, upon written  
16 request, grant to a licensee a waiver of the requirements that the records described in  
subdivisions (a), (b), and (c) be kept on the licensed premises.

17 (2) A waiver granted pursuant to this subdivision shall not affect the board's authority  
18 under this section or any other provision of this chapter.

19 (f) When requested by an authorized officer of the law or by an authorized  
representative of the board, the owner, corporate officer, or manager of an entity  
20 licensed by the board shall provide the board with the requested records within three  
business days of the time the request was made. The entity may request in writing an  
extension of this timeframe for a period not to exceed 14 calendar days from the date  
21 the records were requested. A request for an extension of time is subject to the  
approval of the board. An extension shall be deemed approved if the board fails to  
22 deny the extension request within two business days of the time the extension request  
was made directly to the board.

23  
24 14. Code section 4113, subdivision (c), states:

25 The pharmacist-in-charge shall be responsible for a pharmacy's compliance with all state  
26 and federal laws and regulations pertaining to the practice of pharmacy.

27 ///

28 ///

1 15. Code section 4115, subdivision (f)(1), states:

2 A pharmacy with only one pharmacist shall have no more than one pharmacy  
3 technician performing the tasks specified in subdivision (a). The ratio of pharmacy  
4 technicians performing the tasks specified in subdivision (a) to any additional  
5 pharmacist shall not exceed 2:1, except that this ratio shall not apply to personnel  
6 performing clerical functions pursuant to Section 4116 or 4117. This ratio is  
7 applicable to all practice settings, except for an inpatient of a licensed health facility,  
8 a patient of a licensed home health agency, as specified in paragraph (2), an inmate of  
9 a correctional facility of the Department of Corrections and Rehabilitation, and for a  
10 person receiving treatment in a facility operated by the State Department of State  
11 Hospitals, the State Department of Developmental Services, or the Department of  
12 Veterans Affairs.

13 **REGULATORY PROVISIONS**

14 16. California Code of Regulations, title 16, section 1707.5, subsections (a) and (d),  
15 states, in relevant part:

16 (a) Labels on drug containers dispensed to patients in California shall conform to the  
17 following format:

18 (1) Each of the following items, and only these four items, shall be clustered into one  
19 area of the label that comprises at least 50 percent of the label. Each item shall be  
20 printed in at least a 12-point sans serif typeface, and listed in the following order:

21 (A) Name of the patient

22 (B) Name of the drug and strength of the drug. For the purposes of this section,  
23 "name of the drug" means either the manufacturer's trade name of the drug, or the  
24 generic name and the statement "generic for" where the brand name is inserted and  
25 the name of the manufacturer. In the professional judgment of the pharmacist:

26 (i) If the brand name is no longer widely used, the label may list only the generic  
27 name of the drug, and

28 (ii) The manufacturer's name may be listed outside of the patient-centered area.

(C) The directions for the use of the drug.

(D) The condition or purpose for which the drug was prescribed if the condition or  
purpose is indicated on the prescription.

...

(d) The pharmacy shall have policies and procedures in place to help patients with  
limited or no English proficiency understand the information on the label as specified  
in subdivision (a) in the patient's language. The pharmacy's policies and procedures  
shall be specified in writing and shall include, at minimum, the selected means to  
identify the patient's language and to provide interpretive services and translation  
services in the patient's language. The pharmacy shall, at minimum, provide  
interpretive services in the patient's language, if interpretive services in such language  
are available, during all hours that the pharmacy is open, either in person by  
pharmacy staff or by use of a third-party interpretive service available by telephone at  
or adjacent to the pharmacy counter.

1 17. California Code of Regulations, title 16, section 1707.6, subsection (c), states:

2 (c) Every pharmacy, in a place conspicuous to and readable by a prescription drug  
3 consumer, at or adjacent to each counter in the pharmacy where dangerous drugs are  
dispensed or furnished, shall post or provide a notice containing the following text:

4 Point to your language. Interpreter services will be provided to you upon request at  
5 no cost.

6 This text shall be repeated in Arabic, Armenian, Chinese, English, Farsi, Hindi,  
Hmong, Japanese, Korean, Khmer / Cambodian, Punjabi, Russian, Spanish, Tagalog,  
7 Thai, and Vietnamese.

8 Each pharmacy shall use the standardized notice provided or made available by the  
board, unless the pharmacy has received prior approval of another format or display  
9 methodology from the board. The board may delegate authority to a committee or to  
the Executive Officer to give the approval.

10 The pharmacy may post this notice in paper form or on a video screen if the posted  
11 notice or video screen is positioned so that a consumer can easily point to and touch  
the statement identifying the language in which they request assistance. Otherwise,  
12 the notice shall be made available on a flyer or handout clearly visible from and kept  
within easy reach of each counter in the pharmacy where dangerous drugs are  
13 dispensed or furnished, available at all hours that the pharmacy is open. The flyer or  
handout shall be at least 8 ½ inches by 11 inches.

14 18. California Code of Regulations, title 16, section 1711, states, in relevant part:

15 (a) Each pharmacy shall establish or participate in an established quality assurance  
16 program that documents and assesses medication errors to determine cause and an  
appropriate response as part of a mission to improve the quality of pharmacy service  
and prevent errors.

17 ...

18 (c)(1) Each quality assurance program shall be managed in accordance with written  
19 policies and procedures maintained in the pharmacy in an immediately retrievable  
form.

20 19. California Code of Regulations, title 16, section 1714, states, in relevant part:

21 ...

22 (b) Each pharmacy licensed by the board shall maintain its facilities, space, fixtures,  
and equipment so that drugs are safely and properly prepared, maintained, secured  
23 and distributed. The pharmacy shall be of sufficient size and unobstructed area to  
accommodate the safe practice of pharmacy.

24 (c) The pharmacy and fixtures and equipment shall be maintained in a clean and  
25 orderly condition. The pharmacy shall be dry, well-ventilated, free from rodents and  
insects, and properly lighted. The pharmacy shall be equipped with a sink with hot  
and cold running water for pharmaceutical purposes.

26 ...

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1 20. California Code of Regulations, title 16, section 1714.1, subsection (f), states:

2 This section is to ensure that pharmacists are able to have duty free breaks and meal  
3 periods to which they are entitled under Section 512 of the Labor Code and the orders  
4 of the Industrial Welfare Commission, without unreasonably impairing the ability of  
5 a pharmacy to remain open.

6 ...

7 (f) The pharmacy shall have written policies and procedures regarding the operations  
8 of the pharmacy during the temporary absence of the pharmacist for breaks and meal  
9 periods. The policies and procedures shall include the authorized duties of ancillary  
10 staff, the pharmacist's responsibilities for checking all work performed by ancillary  
11 staff and the pharmacist's responsibility for maintaining the security of the pharmacy.  
12 The policies and procedures shall be open to inspection by the board or its designee at  
13 all times during business hours.

14 21. California Code of Regulations, title 16, section 1715, states:

15 (a) The pharmacist-in-charge of each pharmacy as defined under section 4029 or  
16 section 4037 of the Business and Professions Code shall complete a self-assessment  
17 of the pharmacy's compliance with federal and state pharmacy law. The assessment  
18 shall be performed before July 1 of every odd-numbered year. The primary purpose  
19 of the self-assessment is to promote compliance through self-examination and  
20 education.

21 (b) In addition to the self-assessment required in subdivision (a) of this section, the  
22 pharmacist-in-charge shall complete a self-assessment within 30 days whenever:

23 (1) A new pharmacy permit has been issued, or

24 (2) There is a change in the pharmacist-in-charge, and he or she becomes the new  
25 pharmacist-in-charge of a pharmacy.

26 (3) There is a change in the licensed location of a pharmacy to a new address.

27 (c) A pharmacist-in-charge of a community pharmacy shall assess the pharmacy's  
28 compliance with current laws and regulations by using the components of Form 17M-  
13 (Rev. 1/22) entitled "Community Pharmacy Self-Assessment/Hospital Outpatient  
Pharmacy Self-Assessment." As used in this section, a community pharmacy means a  
pharmacy serving retail or outpatient consumers. A pharmacist-in-charge of a  
hospital pharmacy serving inpatient consumers shall assess compliance with current  
laws and regulations using the components of Form 17M-14 (Rev. 01/22) entitled  
"Hospital Pharmacy Self-Assessment." Both forms are hereby incorporated by  
reference, and contain the following components:

(1) The pharmacist-in-charge shall provide identifying information about the  
pharmacy including:

(A) Name and any license number(s) of the pharmacy and their expiration date(s);

(B) Address, phone number, ownership type, and website address, if applicable, of  
the pharmacy;

(C) Federal Drug Enforcement Agency (DEA) registration number, its expiration  
date, and date of most recent DEA inventory;

1 (D) Hours of operation of the pharmacy; and

2 (E) Accreditation by third party, if applicable, and dates of accreditation.

3 (2) The pharmacist-in-charge shall list the name of each licensed staff person  
4 working in the pharmacy at the time the self-assessment is completed, the person's  
license type and number, and the expiration date for each license.

5 (3) The pharmacist-in-charge shall respond "yes", "no," or "not applicable" (N/A)  
6 about whether the pharmacy is, at the time of the self-assessment, in compliance with  
laws and regulations that apply to that pharmacy setting.

7 (4) For each "no" response, the pharmacist-in-charge shall provide a written  
8 corrective action or action plan to come into compliance with the law.

9 (5) The pharmacist-in-charge shall initial each page of the self-assessment with  
original handwritten initials on the self-assessment.

10 (6) The pharmacist-in-charge shall certify on the final page of the self-assessment  
11 that they have completed the self-assessment of the pharmacy of which they are the  
pharmacist-in-charge. The pharmacist-in-charge shall also certify a timeframe within  
12 which any deficiency identified within the self-assessment will be corrected and  
acknowledge that all responses are subject to verification by the Board of Pharmacy.  
13 The certification shall be made under penalty of perjury of the laws of the State of  
California that the information provided in the self-assessment form is true and  
14 correct with an original handwritten signature on the self-assessment.

15 (7) The pharmacy owner or hospital administrator shall certify on the final page of  
the self-assessment that they have read and reviewed the completed self-assessment  
16 and acknowledges that failure to correct any deficiency identified in the self-  
assessment could result in the revocation of the pharmacy's license issued by the  
board. This certification shall be made under penalty of perjury of the laws of the  
17 State of California with an original handwritten signature on the self-assessment.

18 (d) Each self-assessment shall be completed in its entirety and kept on file in the  
pharmacy for three years after it is performed. The completed, initialed, and signed  
19 original must be readily available for review during any inspection by the board.

20 (e) Any identified areas of noncompliance shall be corrected as specified in the  
21 certification.

22 22. California Code of Regulations, title 16, section 1715.65, states, in pertinent part:

23 (a) Every pharmacy, and every clinic licensed under sections 4180 or 4190 of the  
Business and Professions Code, shall perform periodic inventory activities and  
24 prepare inventory reconciliation reports to detect and prevent the loss of federal  
controlled substances. Except as provided in subdivisions (f) and (g), inventory  
25 reconciliation reports shall be prepared on the following ongoing basis:

26 (1) For federal Schedule II controlled substances, at least once every three months.

27 (2) For products containing the following substances in the following strengths per  
tablet, capsule, other unit, or specified volume, at least once every 12 months:

28 (A) Alprazolam, 1 milligram/unit.

1 (B) Alprazolam, 2 milligrams/unit.

2 (C) Tramadol, 50 milligrams/unit.

3 (D) Promethazine/codeine, 6.25 milligrams of promethazine and 10 milligrams of  
4 codeine per 5 milliliters of product.

5 (3)(A) For any controlled substance not covered by paragraph (1) or (2), an inventory  
6 reconciliation report shall be prepared for identified controlled substances lost no  
7 later than three months after discovery of the reportable loss of that controlled  
8 substance. This report shall be completed if the loss is discovered either by the  
9 inventory activities required by subparagraph (B), or in any other manner. The report  
10 shall cover the period from the last physical count of that controlled substance before  
11 the loss was discovered through the date of discovery. At a minimum, a reportable  
12 loss is as specified in section 1715.6, or any pattern(s) of loss(es) identified by the  
13 pharmacist in charge, as defined by the pharmacy's policies and procedures. A  
14 reportable loss shall require an inventory reconciliation report for each pattern of loss  
15 identified.

16 (B) Inventory activities for each controlled substance not covered by paragraph (1) or  
17 (2) shall be performed at least once every two years from the performance of the last  
18 inventory activities. For purposes of this section, "inventory activities" means  
19 inventory and all other functions sufficient to identify loss of controlled substances.  
20 The functions sufficient to identify loss outside of the inventory reconciliation  
21 process shall be identified within the pharmacy's policies and procedures.

22 (b) The pharmacist-in-charge of a pharmacy or consulting pharmacist for a clinic  
23 shall review all inventory activities performed and inventory reconciliation reports  
24 prepared pursuant to this section, and establish and maintain secure methods to  
25 prevent losses of federal controlled substances. Written policies and procedures shall  
26 be developed for performing the inventory activities and preparing the inventory  
27 reconciliation reports required by this section.

28 (c) An inventory reconciliation report prepared pursuant to this section shall include  
all of the following:

(1) A physical count, not an estimate, of all quantities of each federal controlled  
substance covered by the report that the pharmacy or clinic has in inventory, except  
as provided in subdivision (h). The biennial inventory of controlled substances  
required by federal law may serve as one of the mandated inventories under this  
section in the year where the federal biennial inventory is performed, provided the  
biennial inventory was taken no more than three months from the last inventory  
required by this section. An individual who performs the inventory required by this  
paragraph shall sign and date the inventory or the report in which it is included as  
provided in subdivision (e)(1);

(2) A review of all acquisitions and dispositions of each federal controlled substance  
covered by the report since the last inventory reconciliation report covering that  
controlled substance;

(3) A comparison of (1) and (2) to determine if there are any variances;

(4) Identification of all records used to compile the report, which shall be maintained  
in the pharmacy or clinic pursuant to subdivision (e)(2);

1 (5) Identification of each individual involved in preparing the report; and

2 (6) Possible causes of overages.

3 (d) A pharmacy or clinic shall report in writing identified losses and known causes to  
4 the board within 30 days of discovery unless the cause of the loss is theft, diversion,  
5 or self-use in which case the report shall be made within 14 days of discovery. If the  
6 pharmacy or clinic is unable to identify the cause of the loss, further investigation  
7 shall be undertaken to identify the cause and actions necessary to prevent additional  
8 losses of federal controlled substances.

9 (e)(1) An inventory reconciliation report shall be dated and signed by the pharmacist-  
10 in-charge or professional director (if a clinic), in addition to any signature required by  
11 subdivision (c)(1). An individual may use a digital or electronic signature or  
12 biometric identifier in lieu of a physical signature under this section if, in addition,  
13 the individual physically signs a printed statement confirming the accuracy of the  
14 inventory or report. The signature shall be dated, and the signed and dated statement  
15 shall be retained on file pursuant to paragraph (2).

16 (2) The report, and all records used to compile the report, shall be readily retrievable  
17 in the pharmacy or clinic for three years.

18 23. California Code of Regulations, title 16, section 1718 states:

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

22 The controlled substances inventories required by Title 21, CFR, Section 1304 shall  
23 be available for inspection upon request for at least 3 years after the date of the  
24 inventory.

25 24. California Code of Regulations, title 16, section 1776 states:

26 Pharmacies, hospitals/clinics with onsite pharmacies, distributors and reverse  
27 distributors licensed by the board may offer, under the requirements in this article,  
28 specified prescription drug take-back services through collection receptacles and/or  
29 mail back envelopes or packages to provide options for the public to discard  
30 unwanted, unused or outdated prescription drugs. Each entity must comply with  
31 regulations of the federal Drug Enforcement Administration (DEA) and this article.

32 Only California-licensed pharmacies, hospitals/clinics with onsite pharmacies, and  
33 drug distributors (licensed wholesalers and third-party logistics providers) who are  
34 registered with the DEA as collectors and licensed in good standing with the board  
35 may host a pharmaceutical take-back receptacle as authorized under this article.

36 25. California Code of Regulations, title 16, section 1793.7, subsection (d), states:

37 Any pharmacy employing or using a pharmacy technician shall develop a job  
38 description and written policies and procedures adequate to ensure compliance with  
39 the provisions of Article 11 of this Chapter, and shall maintain, for at least three years  
40 from the time of making, records adequate to establish compliance with these  
41 sections and written policies and procedures.

42 ///

1           26. Code of Federal Regulations, title 21, section 1304.11, states, in pertinent part:

2           (a) General requirements. Each inventory shall contain a complete and accurate  
3 record of all controlled substances on hand on the date the inventory is taken, and  
4 shall be maintained in written, typewritten, or printed form at the registered location.  
5 An inventory taken by use of an oral recording device must be promptly transcribed.  
6 Controlled substances shall be deemed to be “on hand” if they are in the possession  
7 of or under the control of the registrant, including substances returned by a customer,  
8 ordered by a customer but not yet invoiced, stored in a warehouse on behalf of the  
9 registrant, and substances in the possession of employees of the registrant and  
10 intended for distribution as complimentary samples. A separate inventory shall be  
11 made for each registered location and each independent activity registered, except as  
12 provided in paragraph (e)(4) of this section. In the event controlled substances in the  
13 possession or under the control of the registrant are stored at a location for which  
14 he/she is not registered, the substances shall be included in the inventory of the  
15 registered location to which they are subject to control or to which the person  
16 possessing the substance is responsible. The inventory may be taken either as of  
17 opening of business or as of the close of business on the inventory date and it shall be  
18 indicated on the inventory.

19           (b) Initial inventory date. Every person required to keep records shall take an  
20 inventory of all stocks of controlled substances on hand on the date he/she first  
21 engages in the manufacture, distribution, or dispensing of controlled substances, in  
22 accordance with paragraph (e) of this section as applicable. In the event a person  
23 commences business with no controlled substances on hand, he/she shall record this  
24 fact as the initial inventory.

25           (c) Biennial inventory date. After the initial inventory is taken, the registrant shall  
26 take a new inventory of all stocks of controlled substances on hand at least every two  
27 years. The biennial inventory may be taken on any date which is within two years of  
28 the previous biennial inventory date.

### **COST RECOVERY**

1           27. Section 125.3 of the Code provides, in pertinent part, that the Board may request the  
2 administrative law judge to direct a licensee found to have committed a violation or violations of  
3 the licensing act to pay a sum not to exceed the reasonable costs of the investigation and  
4 enforcement of the case, with failure of the licensee to comply subjecting the license to not being  
5 renewed or reinstated. If a case settles, recovery of investigation and enforcement costs may be  
6 included in a stipulated settlement.

### **DRUG DESCRIPTIONS**

1           28. Kayexalate (sodium polystyrene sulfonate) is a prescription medication used for high  
2 potassium. It is supplied as a suspension or powder. It can be given orally or rectally. It is a  
3 dangerous drug under Business and Professions Code 4022.

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1 **FACTUAL ALLEGATIONS**

2 29. On March 3, 2023, a Board inspector performed a routine inspection of Entrega  
3 Pharmacy and uncovered numerous violations of Pharmacy Law.

4 **FIRST CAUSE FOR DISCIPLINE**

5 (Failure to have Controlled Substances Inventories)

6 (All Respondents)

7 30. Respondents are subject to disciplinary action under Code section 4301, subdivisions  
8 (j) and (o), in that Respondents committed unprofessional conduct by failing to comply with  
9 California Code of Regulations, title 16, section 1718 and Code of Federal Regulations, title 21,  
10 section 1304.11. During the inspection, Entrega Pharmacy did not have any controlled substance  
11 inventory in the pharmacy. The inventory later provided to the Board inspector was not a count  
12 of all controlled substances in the pharmacy on a given date. Entrega Pharmacy failed to have  
13 three years of controlled substances inventories in the pharmacy.

14 **SECOND CAUSE FOR DISCIPLINE**

15 (Failure to have Reconciliation Reports)

16 (All Respondents)

17 31. Respondents are subject to disciplinary action under Code section 4301, subdivisions  
18 (j) and (o), in that Respondents committed unprofessional conduct by failing to comply with  
19 California Code of Regulations, title 16, section 1715.65, subsection (a). During the inspection,  
20 Entrega Pharmacy did not have three years of quarterly reconciliation reports regarding controlled  
21 substances readily retrievable in the pharmacy. The reconciliation reports later provided to the  
22 Board inspector did not include the records used to compile the reports.

23 **THIRD CAUSE FOR DISCIPLINE**

24 (Failure to have Records Regarding Acquisition and Disposition of Dangerous Drugs and  
25 Dangerous Devices)

26 (All Respondents)

27 32. Respondents are subject to disciplinary action under Code section 4301, subdivisions  
28 (j) and (o), in that Respondents committed unprofessional conduct by failing to comply with

1 Business and Professions Code section 4105. During the inspection, Entrega Pharmacy did not  
2 have the original or any copies of controlled substance inventories and reconciliation reports in  
3 the pharmacy in a readily retrievable form.

4 **FOURTH CAUSE FOR DISCIPLINE**

5 (Failure to have Self-Assessments)

6 (All Respondents)

7 33. Respondents are subject to disciplinary action under Code section 4301, subdivision  
8 (o), in that Respondents committed unprofessional conduct by failing to comply with California  
9 Code of Regulations, title 16, section 1715. During the inspection, Entrega Pharmacy did not  
10 have three years of self-assessments in the pharmacy.

11 **FIFTH CAUSE FOR DISCIPLINE**

12 (Collection of Drugs Without DEA Registration)

13 (All Respondents)

14 34. Respondents are subject to disciplinary action under Code section 4301, subdivisions  
15 (j) and (o), in that Respondents committed unprofessional conduct by failing to comply with  
16 California Code of Regulations, title 16, section 1776. Entrega Pharmacy was not registered with  
17 the Drug Enforcement Administration as a collector of unwanted, unused or outdated prescription  
18 drugs, but it took back bubble cards with medications from facilities.

19 **SIXTH CAUSE FOR DISCIPLINE**

20 (Failure to Properly Maintain Pharmacy)

21 (All Respondents)

22 35. Respondents are subject to disciplinary action under Code section 4301, subdivision  
23 (o), in that Respondents committed unprofessional conduct by failing to comply with California  
24 Code of Regulations, title 16, section 1714, subsections (b) and (c), as follows:

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**NINTH CAUSE FOR DISCIPLINE**

(Failure to have Policies and Procedures Regarding Theft and Impairment)  
(All Respondents)

41. Respondents are subject to disciplinary action under Code section 4301, subdivision (o), in that Respondents committed unprofessional conduct by failing to comply with Business and Professions Code section 4104, subdivision (b). During the inspection, Entrega Pharmacy did not have any written policy and procedure for theft, mental impairment, or physical impairment.

**TENTH CAUSE FOR DISCIPLINE**

(Failure to have Policies and Procedures Regarding Temporary Absence of Pharmacist)  
(All Respondents)

42. Respondents are subject to disciplinary action under Code section 4301, subdivision (o), in that Respondents committed unprofessional conduct by failing to comply with California Code of Regulations, title 16, section 1714.1, subsection (f). During the inspection, Entrega Pharmacy did not have any written policy and procedure regarding the operations of the pharmacy during the temporary absence of the pharmacist for breaks and meal periods.

**ELEVENTH CAUSE FOR DISCIPLINE**

(Failure to have Pharmacy Technician Job Description)  
(All Respondents)

43. Respondents are subject to disciplinary action under Code section 4301, subdivision (o), in that Respondents committed unprofessional conduct by failing to comply with California Code of Regulations, title 16, section 1793.7, subsection (d). During the inspection, Entrega Pharmacy did not have a pharmacy technician job description available.

**TWELFTH CAUSE FOR DISCIPLINE**

(Improper Pharmacist to Pharmacy Technician Ratio)  
(All Respondents)

44. Respondents are subject to disciplinary action under Code section 4301, subdivision (o), in that Respondents committed unprofessional conduct by failing to comply with Business

1 and Professions Code section 4115, subdivision (f)(1). During the inspection, one pharmacist  
2 was present at Entrega Pharmacy, but two pharmacy technicians were filling prescriptions.

3 **THIRTEENTH CAUSE FOR DISCIPLINE**

4 (Failure to have Policies and Procedures Regarding Assisting Patients with Limited or No English  
5 Proficiency)

6 (All Respondents)

7 45. Respondents are subject to disciplinary action under Code section 4301, subdivision  
8 (o), in that Respondents committed unprofessional conduct by failing to comply with California  
9 Code of Regulations, title 16, section 1707.5, subsection (d). During the inspection, Entrega  
10 Pharmacy did not have any policies or procedures in the pharmacy related to assisting patients  
11 with limited or no English proficiency.

12 **FOURTEENTH CAUSE FOR DISCIPLINE**

13 (Failure to Correctly Display the “Point to Your Language” Sign)

14 (All Respondents)

15 46. Respondents are subject to disciplinary action under Code section 4301, subdivision  
16 (o), in that Respondents committed unprofessional conduct by failing to comply with California  
17 Code of Regulations, title 16, section 1707.6, subsection (c). During the inspection, Entrega  
18 Pharmacy did not have a “point to your language” sign adjacent to each counter in the pharmacy  
19 where dangerous drugs are dispensed or furnished where the consumer can easily point to it to  
20 identify their language.

21 **FIFTEENTH CAUSE FOR DISCIPLINE**

22 (Failure to Correctly Display License)

23 (All Respondents)

24 47. Respondents are subject to disciplinary action under Code section 4301, subdivision  
25 (o), in that Respondents committed unprofessional conduct by failing to comply with Business  
26 and Professions Code section 4058. During the inspection, Entrega Pharmacy did not display its  
27 license in a place where it may be clearly read by the public.

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**OTHER MATTERS**

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2           48. Pursuant to Code section 4307, if discipline is imposed on Pharmacy Permit Number  
3 PHY 58149 issued to Entrega Pharmacy LLC, dba Entrega Pharmacy while Angie Huynh has  
4 been an officer and had knowledge of or knowingly participated in any conduct for which the  
5 licensee was disciplined, Angie Huynh shall be prohibited from serving as a manager,  
6 administrator, owner, member, officer, director, associate, or partner of a licensee for five years if  
7 Pharmacy Permit Number PHY 58149 is placed on probation or until Pharmacy Permit Number  
8 PHY 58149 is reinstated if it is revoked.

9           49. Pursuant to Code section 4307, if discipline is imposed on Pharmacy Permit Number  
10 PHY 58149 issued to Entrega Pharmacy LLC, dba Entrega Pharmacy, then Entrega Pharmacy  
11 LLC shall be prohibited from serving as a manager, administrator, owner, member, officer,  
12 director, associate, or partner of a licensee for five years if Pharmacy Permit Number PHY 58149  
13 is placed on probation or until Pharmacy Permit Number PHY 58149 is reinstated if it is revoked.

14           50. Pursuant to Code section 4307, if discipline is imposed on Pharmacist License  
15 Number RPH 80237 issued to Timothy Phan, Timothy Phan shall be prohibited from serving as a  
16 manager, administrator, owner, member, officer, director, associate, partner, or in any other  
17 position with management or control of a licensee for five years if Pharmacist License Number  
18 RPH 80237 is placed on probation or until Pharmacist License Number RPH 80237 is reinstated  
19 if it is revoked.

**PRAYER**

20  
21           WHEREFORE, Complainant requests that a hearing be held on the matters herein alleged,  
22 and that following the hearing, the Board of Pharmacy issue a decision:

23           1. Revoking or suspending Pharmacy Permit Number PHY 58149, issued to Entrega  
24 Pharmacy LLC dba Entrega Pharmacy, Angie Huynh, CEO/100% Shareholder/  
25 President/Treasurer/Chief Financial Officer/Member/Manager.

26           2. Revoking or suspending Pharmacist License Number RPH 80237, issued to Timothy  
27 Phan;

28           ///

1           3.     Prohibiting Timothy Phan from serving as a manager, administrator, owner, member,  
2 officer, director, associate, or partner of a licensee for five years if Pharmacist License Number  
3 RPH 80237 is placed on probation or until Pharmacist License Number RPH 80237 is reinstated  
4 if it is revoked;

5           4.     Prohibiting Angie Huynh from serving as a manager, administrator, owner, member,  
6 officer, director, associate, or partner of a licensee for five years if Pharmacy Permit Number  
7 PHY 58149 is placed on probation or until Pharmacy Permit Number PHY 58149 is reinstated if  
8 it is revoked;

9           5.     Prohibiting Entrega Pharmacy LLC from serving as a manager, administrator, owner,  
10 member, officer, director, associate, or partner of a licensee for five years if Pharmacy Permit  
11 Number PHY 58149 is placed on probation or until Pharmacy Permit Number PHY 58149 is  
12 reinstated if it is revoked;

13           6.     Ordering Respondents Entrega Pharmacy LLC and Timothy Phan to pay the Board of  
14 Pharmacy the reasonable costs of the investigation and enforcement of this case, pursuant to  
15 Business and Professions Code section 125.3; and,

16           7.     Taking such other and further action as deemed necessary and proper.

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19 DATED: 10/10/2024

Sodergren,  
Anne@DCA

Digitally signed by  
Sodergren, Anne@DCA  
Date: 2024.10.10 20:38:35  
-07'00'

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

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