



CANADIAN INTERNATIONAL
Pharmacy Association

7254 01 JUN -1 50:49

ADV-Care Pharmacy - Canadian Online Prescription and OTC Drugs - Microsoft Internet Explorer provided by ADV-Care Pharmacy

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print

Address http://www.adv-care.com/ Go Links

Home OTC Drug Price Services Insurance Plans Contact Us Log off

ADV CARE PHARMACY

Customer Login
Doctor Login
Register with us

Registered Customers enjoy:

- Frequent shopper discount
- Convenient list of previous purchases for easy re-ordering
- Shipping to different addresses of your choice
- Automatic drug interaction check for all purchases
- Confidential and secure private transactions for all personal information

VeriSign Secure Site
Click to verify

IBM
an e-business solution

Search Products

[OTC Home](#) | [Register](#) | [Rx Products](#) | [Address Book](#) | [Shopping Cart](#) | [Order Status](#)

Search results for "ALLEGRA"

OTC Search:

PRODUCT NAME	PRICE in US\$	PRICE in CDN\$	SIZE	ADD TO CART
ADV CARE ALLEGRA 24 HOURS 120MG (Rx in US) <small>No Picture</small>	\$ 14.71	\$ 19.11	18 TAB	<input type="button" value="Add"/>
ADV CARE ALLEGRA 24 HOURS 60MG (Rx in US) <small>No Picture</small>	\$ 14.71	\$ 19.11	36 TAB	<input type="button" value="Add"/>

Secure Shopping Guarantee:

We assure that ADV-Care Pharmacy provides a safe and secure shopping experience for all of our valued customers.

Internet

2004N-0115

C26



March 10, 2004

David Holmstorm
Minnesota Board of Pharmacy
Fax: (612) 617 -2212

Subject: ADV-CARE Response to Minnesota Report

Dear Sir:

Pursuant to MINNESOTA DEPARTMENT OF HUMAN SERVICES RFR, ADV-CARE Pharmacy was visited on December 13, 2003 and it's procedures were evaluated against it's RFR and Minnesota's DHS program requirements. The purpose of this response by ADV-CARE is to clarify, rectify and assure Minnesota that all concerns have been addressed.

Circumstances

In order to accommodate the travel plans of the visiting team, ADV-CARE brought in available personnel on **the weekend** to demonstrate functions not within their regular job assignments. Some staff members were utilized in a capacity they were unfamiliar with. As a result, a **shipping clerk** was used as a **line technician** for demonstration purposes only. A newly hired pharmacist, **in training**, demonstrated the final checkout.

The Minnesota Report states ADV-CARE does not fully utilize their automation as claimed in the RFR response, referring to some large American mail order pharmacies using Baker cells. ADV-CARE does not utilize Baker cell technology due to its policy to ship all medications in the original factory sealed containers showing Product Name, Strength, DIN Number, Expiry Date and Lot Number to guarantee product safety and authenticity. This aids in identifying product recalls, eliminates counterfeit concerns and the possibility of tampering during shipping.

ADV-CARE requests a re-evaluation of all systems during regular production hours.



The Company's procedures, which are published on its internal web Bulletin Board are available for inspection at any time.

ACTION PLAN

The following Action Plan addresses the concerns sighted in the Minnesota Report.

ADV-CARE ACTION PLAN

Minnesota Team Concerns	ADV-CARE Response	ADV-CARE Action Taken	Date Completed
Improper Scanning Technique – one bottle scanned six times.	A Shipping Clerk demonstrated our system improperly. His actions were contrary to our written procedures. This Employee was brought in on overtime strictly for demonstration purposes. This function is not part of his regular duties.	All Technicians are required to scan each item individually to verify the order. Please refer to Company's procedures for this task.	In practice.
Pharmacist - Incomplete bar code verification.	A pharmacist, in training , demonstrated the final checking part of the system.	Pharmacists were re-trained in proper procedures. ADV-CARE requires both visual and bar code checking of all shipments. Please refer to Company's procedures for this task.	Re-instructed December, 2003.
Most prescription labels were not affixed to the medications and were placed in the shipping package separately.	In the case of extremely small containers, ADV-CARE did not affix labels in order to avoid concealing product information.	A procedure change is now in effect. Small containers will be placed in larger vials with prescription labels affixed.	Implemented February, 2004
One box containing an order tipped over spilling the contents on the conveyor belt.	This event rarely happens and requires an immediate shipment removal and order recheck.	An adjustment was made to the diverter level in order to minimize this rarely occurring mishap.	December, 2003



Minnesota Team Concerns	ADV-CARE Response	ADV-CARE Action Taken	Date Completed
Dispensing medications in excess of a 3-month supply.	ADV-CARE has shipped medications in sealed manufacturers' containers only.	In cases of excess manufacturer package amounts, ADV-CARE will comply with the 3-month supply standard by dispensing in regular vials. Patients will be advised of this procedure change before filling	February, 2004
Child resistant caps are not supplied.	A large number of manufacturers' containers are supplied with child resistant caps, but not all.	ADV-CARE will ensure all containers are supplied with a child resistant cap.	February, 2004
Mixed product storage.	The Bar code and visual checking eliminates any possible errors.	ADV-CARE has upgraded the storage and picking procedure. Now the system allocates item to bins and picks them by location.	February 27, 2004
Medications requiring a U.S. prescription are being sold OTC on the website.	All OTC products requiring a U.S. prescription are marked as such and are only dispensed with valid US prescriptions.	See our On-Line Ordering Screen - Exhibit 'A' attached.	Not Applicable
Compounding product storage concerns.	Observed products were sealed.	The storage area for all compounding chemicals has been relocated in order to eliminate this concern.	February, 2004
Drug information sheets were not routinely generated and sent to the Patient.	ADV-CARE policy was to supply information sheets upon request.	ADV-CARE will ensure drug information sheets are supplied with all first time orders in addition to personal requests.	On-going
An incomplete Drug Utilization Review by Pharmacist.	ADV-CARE ensures a complete DUR is conducted before dispensing any medication.	Please refer to Company's procedures	On-going
Pharmacist – Technician Ratio	ADV-CARE maintains a Technician to Pharmacy ratio of approximately 2:1.	The safety of the ADV-CARE ratio of 2 Technicians to 1 Pharmacist is enhanced by our bar code assurance system.	On-going



Minnesota Team Concerns	ADV-CARE Response	ADV-CARE Action Taken	Date Completed
No Known Allergies versus Unknown Allergies		Patient profiles is modified to clearly document the allergies provision.	February 15, 2004
Process capacity concerns.	ADV-CARE has stated their facility can dispense 5000 - 6000 prescriptions a day.	ADV-CARE's current volume is nowhere near capacity, and therefore, speculation as to system maximization is theoretical.	
Lighting/Temperature Monitoring Unknown	No measurements were taken.	ADV-CARE exceeds the Ontario Provincial standards for lighting and temperature standards. If enhancements are required for Minnesota, ADV-Care will upgrade.	On-going
Minnesota requires that two Pharmacists check all new prescriptions.	ADV-CARE meets or exceeds the requirements of the Ontario College of Pharmacists.	ADV-CARE will ensure Minnesota compliance if endorsed on the state website.	On-going

The purpose of this response is to clearly indicate to the State of Minnesota that ADV-CARE has addressed all concerns and is prepared to provide the highest quality Canadian medications in the safest possible way to your residents. If further verification of these changes to procedure is required, we welcome an additional onsite review. We request that this review take place during regular business hours.

Sincerely,

**Mona Bannis, B.Sc. Pharm
President
ADV-CARE Pharmacy Inc.**

Cc: Cody Wiberg
Pharmacy Program Manager of DHS,
444 Lafayette,
St. Paul, MN 55155
Cody.C.Wiberg@state.mn.us

Cc: David MacKay
Executive Director
Canadian International Pharmacy
Association
400-250 McDermot Ave
Winnipeg, Manitoba, Canada,
R3B 0S5