

How to file complaints if patient is being denied having a valid/on time control substance prescriptions.

If patient is disabled - as determined by SS/Medicare or private insurance disability insurance the patient is covered under ADA (American Disabilities Act).

The ADA parallels the Civil Rights Act of 1964. People who are disabled cannot be discriminated against because of their disabilities.

If a Pharmacist refuses to fill a valid/on time control substance prescription for reasons other than doing so would harm the patient.. because the patient is allergic to the medication, medication would adversely interact with other medications the patient is taking, or the prescribed dose is above recommended dosing. Although some specialists can and do prescribed above normal doses for a patient and it is perfectly legal.

There are three major drug wholesalers, have elected to arbitrarily establish monthly rations which each pharmacy can buy of controlled medications. This may result in a number of patients unable to get their necessary medications.

The failure of the pharmacy/Pharmacist to fill your valid/on time control medications prescriptions is a violation of the patient's civil rights under the ADA. This may happen because of the pharmacy's policies, the Pharmacist's "professional discretion" or the wholesalers rationing the amount of control medications can purchase.

Only the patient can help rectify these issues by filing complaints with a couple of governmental agency. The patient does not need an attorney, but go the listed web sites and complete a complaint form.

Besides a ADA violation.. The permit holder/store owner, Pharmacist in charge, Pharmacist refusing to fill prescriptions and wholesaler are all licensed by the various state Board of Pharmacy, and it is recommended that a complaint for unprofessional conduct be filed against each with the appropriate Board of Pharmacy. Some believe that they are in essence "practicing medicine" a complaint to the state Medical Licensing Board may be appropriate.

If the Rx dept staff has disclosed some of your Private Health Information (PHI) in a matter someone else could overhear.. You may be able to file a HIPAA complaint.

Boards of pharmacy link	http://www.nabp.net/boards-of-pharmacy
ADA complaint form	http://www.hhs.gov/ocr/privacy/hipaa/complaints/index.html
Medical Licensing boards	http://www.ama-assn.org/ama/pub/education-careers/becoming-physician/medical-li-censure/state-medical-boards.page?
HIPAA complaint form	http://www.hhs.gov/ocr/privacy/hipaa/complaints/index.html

Major Drug Wholesalers:

Mc Kesson
Corporate Headquarters
One Post Street
San Francisco, CA 94104
415.983.8300

Cardinal Health
7000 Cardinal Place
Dublin, OH 43017
614.757.5000

AmerisourceBergen Corporation
P.O. Box 959
Valley Forge, PA 19482
610-727-7000