

Overburdened pharmacists at top retail chains say they worry about patient safety

Maia Anderson | Friday, January 24, 2020



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"assume cause-effect relationships" between medication errors and pharmacists' workloads.

There aren't strict reporting requirements for medication errors, and often mistakes don't become public because companies will reach a settlement with affected patients which tend to include a confidentiality agreement. The last comprehensive study of medication errors was in 2006, according to the *Times*.

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supervise, but they aren't always followed, can be difficult to enforce or don't address the bigger problems.

CVS defended itself in a news release, saying "we fundamentally disagree with the recent assertion in *The New York Times* that patient safety is at risk in America's pharmacies."

"Patient safety is our highest priority. Everyone at CVS Health, including our more than 30,000 pharmacists, approaches this responsibility with the utmost seriousness and dedication," the company said.

In a statement to *Becker's Hospital Review*, Walgreens said: "We make it clear to all pharmacists that they should never work beyond what they believe is advisable, in their professional judgment."

"Ensuring that we are providing high quality and trusted pharmacy services to meet the needs of our customers, while also ensuring the well-being of each of our pharmacy staff members, are critical factors in determining staffing needs across our pharmacies," the company said.

Becker's has also reached out to Rite Aid for comment and will update this story accordingly.

Read the full article [here](#).

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The advertisement features a blue background with a puzzle piece graphic on the right side showing a smiling child's face. The text is white and yellow, and there is an orange button with white text.

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