



## ENFORCEMENT AND COMPOUNDING COMMITTEE CHAIR REPORT

Allen Schaad, Licensee Member, Chair  
 Albert Wong, Licensee Member, Vice Chair  
 Amy Gutierrez, Licensee Member  
 Greg Lippe, Public Member  
 Stan Weisser, Licensee Member  
 Ricardo Sanchez, Public Member

**a. Discussion and Consideration of Possible Board Policy Relating to Transparency Involving the Issuance of Citations and Fines**

**Attachment 1**

Background

During the April 2018 Enforcement Committee meeting, the committee requested that board staff survey all DCA healing arts boards to determine how each of the boards handles general transparency related to the issuance of citations and fines.

Committee Discussion and Consideration

The committee was advised that all DCA healing arts boards were surveyed to determine whether each board posted citations and fines issued to licensees on their websites.

The survey showed that 15 of the 18 DCA healing art boards post citations and fines on their website; however, the duration of the postings varies. It should be noted that most boards surveyed are actively using the BreZE System, which may be programmed to upload citations and fines to their respective sites.

The committee reviewed the below summary chart, whether the board posts citations and fines, the length of time citations and fines are posted, and whether or not the board participates in the BreZE System.

Board	Are Citations & Fines posted on website?	How long is the Citation & Fine posted?	BreZE System participant?
Medical Board	Yes	3 years	Yes
Vocational Nursing & Psychiatric Technicians	Yes	Eternal	Yes
Behavioral Sciences	Yes	\$1500 or more = Eternal Less than \$1500 = 5 years	Yes
Dental Hygiene	Yes	Eternal	Yes
Naturopathic	No		Yes

Occupational Health	Yes	5 Years	Yes
Optometry	Yes	5 Years	Yes
Osteopathic Medical	Yes	3 Years	Yes
Physical Therapy	Yes	3 Years	Yes
Physician Assistant	Yes	Eternal	Yes
Podiatric Medicine	Yes	3 Years	Yes
Psychology	Yes	5 years	Yes
Registered Nursing	No		Yes
Respiratory Care	Yes	5 Years	Yes
Veterinary	Yes	5 Years	Yes
Acupuncture	No		No
Chiropractic	Yes	5 Years	No
Dental	Yes	Eternal	Yes

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**Committee Recommendation (Motion):** Recommend that the committee move forward to direct staff to identify possible parameters on posting mechanisms and conditions under which citations and fines would be posted for 3 years.

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**Attachment 1** includes samples of citations and fines as provided on other DCA websites.

**b. Discussion and Consideration of Laws and Regulations Related to Petitions for Reduction of Penalty (Reinstatement, etc.) of Disciplined Licenses**

**Attachment 2**

Relevant Law

Business and Professions Code section 4309 establishes the conditions under which an individual may petition the board for reinstatement of license that has been revoked or suspended. It also establishes the conditions under which a licensee may petition the board for a modification to a penalty, including modifications to probationary terms or early termination of probation. This section further specifies the time frames that must be satisfied before a petition can be considered including:

1. At least three years for reinstatement of a revoked license.
2. At least two years for early termination of probation of three years or more.
3. At least one year for modification of a condition, or reinstatement of a license revoked for mental or physical illness, or termination of probation of less than three years.

This section also provides that a petition cannot be considered while the individual is under sentence for a criminal offense, including any period in which the individual is on court-imposed probation or parole. In addition, a petition cannot be considered if there are additional accusations or a petition to revoke probation pending with the board.

Background Information

In recent years the board has considered such petitions at specially convened board

meetings where the primary focus of the agenda is consideration of such petitions. Although the law allows for different adjudication processes, the board's policy in this area is to convene these petition matters as part of a board meeting whenever possible and to have the hearing presided over by an administrative law judge (ALJ). Following the hearings, board members meet in closed session with the ALJ to deliberate on the matters presented during open session hearing. Once the board makes its determination, the ALJ drafts the decision on behalf of the board.

In the event a quorum of the board cannot be achieved, the board's policy allows for petitions to be heard by a committee of the board. In such cases, the ALJ will draft a proposed decision for each petition and the decision will then be considered by all members as part of the mail vote process.

Under the law, a third option also exists where petitions are considered by an ALJ independent of the board. In such cases the ALJ renders a proposed decision, which is then considered by all members as part of the mail vote process. (This process is similar to administrative cases.)

In all three scenarios the respondent provides a packet of information and supporting materials intended to provide the board with information in advance of the hearing. Such information includes:

- Personal Information and license history information.
- Letters of recommendation from board licensees.
- Letters of recommendation from citizens.
- Continuing education.

The respondent is also afforded the opportunity to provide oral testimony under oath. In addition to the respondent's testimony, a representative of the Attorney General's Office is present and represents the people of California. The AG's Office is allowed to question the respondent as well as any witnesses. Although not done in all cases, the AG's Office may offer a recommendation to board on the outcome of the petition. Technically the board does not have representation in these petitions, and typically board staff does not offer testimony.

Since July 1, 2015, the board has considered 41 petitions including 26 petitions for early termination, two petitions for modification of penalty and 13 license reinstatements. Decisions are not final for all of the petitions heard, but of those where decisions have been rendered, 13 petitions have been approved and 17 petitions have been denied.

More specific details about these statistics as well as samples of the petitioner applications are included in **Attachment 2**.

#### Committee Discussion and Action

For committee discussion, Chairperson Schaad stated that as provided in law, the board may consider factors including, but not limited to, the following:

1. All the activities of the petitioner since the disciplinary action was taken.

2. The offense for which the petitioner was disciplined.
3. The petitioner's activities during the time the license was in good standing.
4. The petitioner's documented rehabilitative efforts.
5. The petitioner's general reputation for truth and professional ability.

To assist in the collection of the relevant information and to provide guidance to potential petitioners, the board has developed petition packets that detail both required and supplemental materials sought from the petitioners and some FAQs about the process.

Chairperson Schaad stated that the criteria established in the law is very general. Some questions were offered to the committee for consideration including:

1. Is the current process for hearing petitions sufficient, or should the board consider reevaluating its policy?
2. Would it be helpful to have board staff testify regarding compliance with terms and conditions of probation, rehabilitative efforts demonstrated by the respondent, public protection concerns, etc.?
3. Would it be helpful to request additional information in advance of the hearing from the petitioner to aid the board in making its decision?
4. Does the board wish to establish additional parameters a petitioner must satisfy prior to being eligible to petition the board?
5. Should a time frame be established that provides clarity on how long a petitioner has to satisfy the requirements set by the board for reinstatement (i.e., pass the NAPLEX, pass the CPJE, pay fines, etc.)?

As part of the committee discussion, staff was directed to release petition materials to members at least 10 days in advance of the meeting. Further, the committee requested that question 15 on the petition application be rephrased.

Staff also sought guidance from the committee about its interest in amending the statute to include a timeframe for which the provisions of a license a reinstatement must be satisfied. The committee is offering a recommendation, provided below.

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**Committee Recommendation (Motion):** Direct board staff to develop statutory language to establish a requirement for a one year deadline to complete the requirements for reinstatement.

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In response to staff concerns about a lack of guidance on the prioritization of petitions to be heard, the committee is offering a recommendation to allow staff flexibility in considering a petitioner's current compliance status as one of the criteria to determine if a petitioner's request should be considered.

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**Committee Recommendation (Motion):** Authorize board staff to identify ways to prioritize those probationers that are compliant.

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**Attachment 2** includes a copy of the BPC section and the sample petitioner packet.

c. **Discussion and Consideration of Potential Statutory or Regulatory Amendments to Allow a Reverse Distributor to Accept Medications for Destruction in Limited Circumstances from a Previously Licensed Source**

Relevant Law

BPC section 4040.5 provides the definition of a reverse distributor as an entity that among other functions manages the disposition of outdated or nonsalable dangerous drugs or devices. (Note: A reverse distributor is licensed as a wholesaler and must comply with wholesaler requirements unless a specific exemption is provided in the law.)

BPC section 4163 specifies that a wholesaler can only acquire dangerous drugs and devices from a *licensed* source.

For Committee Discussion

The committee considered a request from staff to pursue a change in the law that would create a limited exception to allow for a reverse distributor to remove and arrange for the destruction of the drug products for a limited period of time after a license is cancelled, surrendered or terminated. Should the board agree with the committee's recommendation, staff will work with counsel to develop language.

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**Committee Recommendation (Motion):** Direct board staff to develop a proposal to allow for a reverse distributor to take back some medications.

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d. **Discussion and Consideration of Current Board Investigation Time Frames and Performance Measures**

**Attachment 3**

Background

One of the committee's strategic goals is to implement processes to shorten the cycle times from the initial investigation to the resolution of cases. Below are benchmarks that are currently measured by board staff.

1. Assignment – Measures the time from the date the complaint is received or initiated.
2. Investigation – Measures the duration from the date the matter is assigned to the date the investigation report is submitted.
3. Review Times – Measures the time from the date the investigation is reviewed until review by the supervisor and second level review is completed.
4. Closure times – Measures the duration from the time the investigation report is reviewed until the case is closed.

In addition to the measures tracked by board staff, the department established enforcement performance measures as part of the *Consumer Protection Enforcement Initiative*. This data is typically reported on a quarterly basis for all programs within the DCA. The most recent report available is for the April – June 2017 reporting period;

however, it is board staff's understanding that more recent data should be published in the coming months. When the updated report is available, it will be brought to the committee for review.

Committee Discussion

The committee discussed the average time frames for the benchmarks provided as part of the meeting materials and discussed different way to report the data.

Provided below is a snapshot of the board's current pending investigations, including the average days by the identified benchmarks.

<b>Field Pending Cases, by Status as of 7-1-18</b>			
Field or Desk	Field		
Field Inspectors Only			
	# of Cases	Avg Days at this Status	Avg Days Since Rcvd
Assignment	96	14	26
Under Investigation	1044	162	207
Report Review	188	25	272
2nd Level Report Review	55	11	387
Closure Times	289	37	420
<b>Grand Total</b>	<b>1672</b>	<b>112</b>	<b>246</b>

<b>Desk Pending Cases, by Status as of 7-1-18</b>			
Field or Desk	Desk		
includes CCU, Enforcement, and Complaint staff			
	# of Cases	Avg Days at this Status	Avg Days Since Rcvd
Assignment	10	45	45
Under Investigation	325	87	138
Report Review	17	106	259
2nd Level Report Review	13	26	174
Closure Times	28	37	220
<b>Grand Total</b>	<b>393</b>	<b>81</b>	<b>148</b>

**Attachment 3** includes a three-year comparison of investigation times broken down into milestones.

As indicated in the attachment, in FY 2017/18 case assignments averaged 5 days for desk investigations and 27 days for field investigation. Further investigation times averaged 114 days for desk investigations and 235 days for field investigations. Review times averaged about 70 days. On average, citations are issued within 32 days after the report review is completed, letters of admonishment are issued within 27 days and cases are referred to the AG's Office within 16 days.

The committee did not take action on this item but will continue reviewing workload including investigation times.

e. **Discussion and Presentation of the Administrative Case Process and Case Resolution Times for Matters Referred to the Office of the Attorney General**

As part of a separate agenda item, the board will hear a presentation by Supervising Deputy Attorney General Joshua Room. The committee heard a similar presentation during its committee meeting.

The committee did not take action on this item.

f. **Discussion and Consideration of Implementation Strategy for Anticipated Statutory Changes to Incorporate USP Compounding Chapters**

Background

During its May 2018 board meeting, members voted to pursue a statutory proposal to incorporate USP compounding chapters into the board's requirements for compounding drug preparations. As part of its discussion, the board noted that two of the compounding chapters, <795> and <797>, are in the revision process by USP and USP <800> has been finalized but is not yet in effect.

**Chapter 795**

The proposed revisions for USP <795> were released in March 2018 and an open microphone session was held on April 20, 2018. In addition, on May 1, 2018, Chapter 795 was formally published in *Pharmacopeial Forum* for review and public comment. The public comment period will close on July 31, 2018, and USP indicates that its intended publication date is June 1, 2019 with an anticipated official implementation date of December 1, 2019.

**Chapter 797**

The proposed revisions to USP <797> will be pre-posted by USP on July 27, 2018 and will be formally published on September 4, 2018. An open microphone session will be held on September 5, 2018 and the public comment period will close on November 20, 2018. The intended publication date for this chapter is June 1, 2019, with an anticipated official implementation date of December 1, 2019.

**Chapter 800**

This chapter is in its final form, with an expected official implementation date of December 1, 2019 (to coincide with the anticipate official dates for Chapters 795 and 797).

Committee Discussion and Action

As the revisions for the respective chapters are finalized, it is anticipated that staff will complete a comprehensive review of the new requirements and provide recommendations to the board about necessary changes to the board's regulations. Further, the board's current regulation requirements related to hazardous drug compounding will also need to be reassessed to determine what if any action is necessary.

As part of its discussion the committee heard from members of the public on readiness to meet the December 1, 2019, requirements in USP 800. Based on the information received, it appears that independent retail sterile compounding pharmacies will be compliant with USP 800

requirements by December 1, 2019. The committee requested that information on readiness by other sterile compounding pharmacies be provided at future meetings.

#### Recent Update

In response to public comment and in recognition of the large impending policy work that will be required after finalization of the USP Chapters, President Law has bifurcated the Enforcement and Compounding Committee into two committees. Information on this transition will be provided during the next Enforcement Committee Meeting scheduled for September 8, 2018.

### **g. Discussion and Consideration of the Board's Enforcement Statistics**

#### Committee Discussion and Action

During the meeting, the committee reviewed enforcement statistics. As part of the committee's discussion, staff was directed to incorporate additional reporting elements including:

- Proof of Abatement Orders
- Average Investigation Time
- Strategic Goal Measures
- Cease and Desist orders issued for Unlicensed Activity

#### Recent Update

Some of these changes have been incorporated and are reflected in the three-year comparison statistics provided in the Executive Officer's Report. The additional elements will be brought to the committee for review and consideration during its next meeting.

### **h. Future Committee Meeting Dates**

Enforcement Committee dates for 2018:

- September 5, 2018
- December 13, 2018



# **Attachment 1**



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## BOARD OF CHIROPRACTIC EXAMINERS

<b>Licensee Name:</b>	EGAN MONICA BROOKE
<b>License Type:</b>	Chiropractor
<b>License Number:</b>	31715
<b>License Status:</b>	VALID <a href="#">Definition</a>
<b>Expiration Date:</b>	October 31, 2018
<b>Issue Date:</b>	June 29, 2010
<b>Address:</b>	250 BEL MARIN KEYS BLVD STE D-1
<b>City:</b>	NOVATO
<b>State:</b>	CA
<b>Zip:</b>	94949
<b>County:</b>	MARIN
<b>Actions:</b>	Yes

### Related Licenses/Registrations/Permits

No records returned

### Disciplinary Actions

No information available from this agency

Public Record Action(s)

### CITATIONS

May 16, 2018:	Citation Paid In Full
CCR	303. FAILURE TO FILE CUR ADDRESS
CCR	308. FAIL TO DISPLAY LICENSE
CCR	312. UNLICEN INDIV-ILLEGAL PRACTICE
May 17, 2018:	Compliance obtained from licensee, citation closed
CCR	303. FAILURE TO FILE CUR ADDRESS
CCR	308. FAIL TO DISPLAY LICENSE
CCR	312. UNLICEN INDIV-ILLEGAL PRACTICE
May 30, 2018:	Citation Issued
CCR	303. FAILURE TO FILE CUR ADDRESS
CCR	308. FAIL TO DISPLAY LICENSE
CCR	312. UNLICEN INDIV-ILLEGAL PRACTICE

#### Disclaimer for Disciplinary Action Summary

The reports contained as part of this web site represent summaries of those formal disciplinary orders issued by the Department of Consumer Affairs (DCA) and its participating programs, boards, committees, and commissions, imposing suspension, revocation or other discipline. Disciplinary proceedings which are resolved by dismissal of the accusation or otherwise result in no actual discipline of a license are not reported at this web site. The lack of a summary for a particular licensed person does not mean that the licensee has never been the subject of an accusation or administrative discipline.

Summary information on recent orders is prepared approximately ninety (90) days after the final decision date of a disciplinary case. Therefore, although this web site may presently lack any such report, some licensees will actually be named in accusations, or be subject to disciplinary orders.

The brief summaries offered at this web site are not intended as substitutes for the actual decisions and orders issued by the Department of Consumer Affairs. Copies of those decisions and orders are available at no cost by writing to the designated address for each program or board.

Also, the actions reported here may not be final and may not reflect any judicial action to stay or modify the administrative order. You should not take any action based on information contained in these summaries without verifying the information and determining whether the administrative order has been stayed or modified by a court.

As used in this summary, the term "accusation" is a formal document that notifies a licensee of the agency's charges against the licensee, and that requests a disciplinary order. The licensee is entitled to contest the charges in a formal hearing before an administrative law judge. An accusation is usually resolved by an agency decision following such a hearing or by an agency decision pursuant to a

received by an agency decision following such a hearing or by an agency decision pursuant to a

settlement agreement. Often there is a considerable period of time between the date of filing an accusation and the resolution of the accusation.

The term "suspended" means that the licensee's right to practice has been suspended for a period of time, usually for a specified number of days or months. A suspended licensee may not practice during the period of suspension. A suspension will usually be imposed in conjunction with a lengthy period of probation of two or more years.

The term "revoked" means that the licensee's right to practice has been completely taken away. Revocation is not necessarily permanent, however. A person whose license is revoked has the right, one year or more after the revocation, to apply for reinstatement. Some applications are successful. The applicant for reinstatement must, however, demonstrate to the BOARD OF CHIROPRACTIC EXAMINERS that the applicant is rehabilitated and is fit to resume practice.

For more information regarding these actions, please write to the BOARD OF CHIROPRACTIC EXAMINERS at the following address:

901 P Street, Suite 142A  
Sacramento, CA 95814  
Attn: Enforcement Unit

This information is updated Monday through Friday - Last updated: MAY-30-2018

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# **Attachment 2**

## **Business and Professions Code section 4309**

(a) A person whose license has been revoked or suspended or who has been placed on probation may petition the board for reinstatement or modification of penalty, including modification or termination of probation, after not less than the following minimum periods have elapsed from the effective date of the decision ordering disciplinary action:

(1) At least three years for reinstatement of a revoked license.

(2) At least two years for early termination of probation of three years or more.

(3) At least one year for modification of a condition, or reinstatement of a license revoked for mental or physical illness, or termination of probation of less than three years.

(b) The petition shall state any facts required by the board, and the petition shall be accompanied by two or more verified recommendations from holders of licenses issued by the board to which the petition is addressed, and two or more recommendations from citizens, each having personal knowledge of the disciplinary penalty imposed by the board and the activities of the petitioner since the disciplinary penalty was imposed.

(c) The petition may be heard by the board sitting with an administrative law judge, or a committee of the board sitting with an administrative law judge, or the board may assign the petition to an administrative law judge. Where the petition is heard by a committee of the board sitting with an administrative law judge or by an administrative law judge sitting alone, the decision shall be subject to review by the board pursuant to Section 11517 of the Government Code.

(d) In considering reinstatement or modification of penalty, the board, committee of the board, or the administrative law judge hearing the petition may consider factors including, but not limited to, all of the following:

(1) All the activities of the petitioner since the disciplinary action was taken.

(2) The offense for which the petitioner was disciplined.

(3) The petitioner's activities during the time the license was in good standing.

(4) The petitioner's documented rehabilitative efforts.

(5) The petitioner's general reputation for truth and professional ability.

(e) The hearing may be continued from time to time as the board, committee of the board, or the administrative law judge designated in [Section 11371 of the Government Code](#) finds necessary.

(f) The board, committee of the board, or administrative law judge may impose necessary terms and conditions on the licensee in reinstating the license.

(g) No petition under this section shall be considered while the petitioner is under sentence for any criminal offense, including any period during which the petitioner is on court-imposed probation or parole. No petition shall be considered while there is an accusation or petition to revoke probation pending against the person. The board may deny without a hearing or argument any petition filed pursuant to this section within a period of two years from the effective date of the prior decision following a hearing under this section.

(h) Nothing in this section shall be deemed to amend or otherwise change the effect or application of [Sections 822](#) and [823](#) .

(i) The board may investigate any and all matters pertaining to the petition and documents submitted with or in connection with the application.

PETITIONS HEARD				
FY	Petition Type	Early Termination	Modification of Penalty	Reinstatement
15/16	Pharmacist	4		2
	Pharmacy Technician	3		2
	Intern Pharmacist			
	Pharmacy	1		
	<b>Total</b>	<b>8</b>	<b>0</b>	<b>4</b>
16/17	Pharmacist	1	2	1
	Pharmacy Technician	1		2
	Intern Pharmacist	1		
	Pharmacy	1		
	<b>Total</b>	<b>4</b>	<b>2</b>	<b>3</b>
17/18	Pharmacist	13		6
	Pharmacy Technician			
	Intern Pharmacist			
	Pharmacy	1		
	<b>Total</b>	<b>14</b>	<b>0</b>	<b>6</b>

PETITION OUTCOMES							
FY	Petition Type	Early Termination		Modification of Penalty Granted		Reinstatement Granted	
		Granted	Denied	Granted	Denied	Granted	Denied
15/16	Pharmacist	2	2	1	1		2
	Pharmacy Technician	1	2			1	1
	Intern Pharmacist						
	Pharmacy		1				
	<b>Total</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>
16/17	Pharmacist	1		1	1		1
	Pharmacy Technician	1				1	1
	Intern Pharmacist	1					
	Pharmacy		1				
	<b>Total</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>
17/18*	Pharmacist	2	1			1	3
	Pharmacy Technician						
	Intern Pharmacist						
	Pharmacy						
	<b>Total</b>	<b>2</b>	<b>1</b>			<b>1</b>	<b>3</b>

\*For FY 17/18 includes all petitions heard through December 12, 2017.



**California State Board of Pharmacy**

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BUSINESS, CONSUMER SERVICES AND HOUSING AGENCY

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNOR EDMUND G. BROWN JR.

## PETITION FOR EARLY TERMINATION OF PROBATION

Section 4309 of the Business and Professions Code states that a licensee may petition the Board of Pharmacy for early termination of probation of his or her license if they meet the following requirements:

1. Two years of a three year or more probationary period has elapsed from the effective date of the decision ordering disciplinary action or one year has elapsed for termination of probation of less than three years; or
2. Two years has elapsed since a petition was previously filed pursuant to section 4309 of the Business and Professions Code and the petitioner was afforded a hearing; or
3. A petitioner is not currently under sentence or on court-imposed probation or parole for any criminal offense. **IF YOU ARE NO LONGER ON CRIMINAL PROBATION, YOU MUST SUBMIT PROOF OF TERMINATION OF PROBATION;** and
4. There is currently no accusation or petition to revoke probation pending against the petitioner with the board.

If you meet the above requirements, you may petition the board for the early termination of your probation by completing and submitting the attached petition form. When completing your petition, please refer to the attached "Guidelines for Petitions for Reinstatement, Reduction of Penalty, and Early Termination of Probation." These guidelines outline the rehabilitation criteria the board has determined a petitioner should meet when petitioning for license reinstatement, reduction of disciplinary penalty, or early termination of probation. In addition, early termination of probation may not be considered unless the petitioner has been in compliance at all times with the terms and conditions of his or her probation.

The petition form **must** be accompanied by two or more verifiable letters of recommendations addressed to the board from holders of licenses issued by the Board of Pharmacy, and by two or more letters of recommendations from citizens. The letters must be within the last year from the date you are submitting your petition. Each author must indicate in their letter that they have personal knowledge of the disciplinary penalty imposed by the board and your activities since the disciplinary penalty was imposed. The board suggests that letters of recommendation include facts that demonstrate an author's personal knowledge of the subject's penalty and the petitioner's activities. Examples of activities may include employment, community service, volunteer work, etc. A board representative may contact you or anyone who has submitted a letter on your behalf.

Also, required is documentation of **30 hours of Board approved continuing education** (acquired within the last two years from the date of your application is received by the board). Photocopies of the certificates of completion should be sent and the original certificates retained for your records.



Submit the petition with the required documents to the address above, to the attention of the enforcement unit. The petition will be processed and evaluated for scheduling at the next available board meeting. Please be advised that you should allow 90 days for the processing of your petition, and the petition set for hearing. Below is a schedule of board meeting dates with the cut-off date for submission of a petition.

You will be notified in writing of the hearing date. At the hearing, you will be afforded the opportunity to present both oral and written evidence of your rehabilitation; and you may, but need not be, represented by counsel. In deciding the case, the board will take into consideration the petition, all recommendations, and any oral or written evidence. The board will be represented by the Attorney General's Office and an administrative law judge will preside over the hearing.

<b>BOARD MEETING DATES</b>	<b>CUT-OFF DATES</b>	<b>LOCATION</b>
February 6-7, 2018	December 6, 2017	Sacramento
March 27, 2018	January 27, 2018	TBD
May 2-3, 2018	March 2, 2018	TBD
June 6, 2018	April 6, 2018	TBD
July 24-25, 2018	May 24, 2018	TBD
September 6, 2018	July 6, 2018	TBD
October 23-24, 2018	August 23, 2018	TBD
December 12, 2018	October 12, 2018	TBD

17R10 (Rev. 1/2018)



## **GUIDELINES FOR PETITIONS FOR REINSTATEMENT, REDUCTION OF PENALTY OR EARLY TERMINATION OF PROBATION**

In petitioning for reinstatement and early termination of probation under Business and Professions Code section 4309 or reduction of penalty under Government Code section 11522, the petitioner has the burden of demonstrating any rehabilitative or corrective measures he or she has taken since the revocation action and, that he or she has the necessary and current qualifications and skills to safely engage in the practice of pharmacy within the scope of current law, and accepted standards of practice. In reaching its determination the board considers various factors including the following:

- (a) The original violation(s) for which action was taken against the petitioner's license including:
  1. The type, severity, number, and length of violations.
  2. Whether the violation involved intentional, negligent or other unprofessional conduct.
  3. Actual or potential harm to the public, patients, or others.
  4. The length of time since the violation(s) was committed.
  
- (b) Prior disciplinary and criminal actions also taken against the petitioner by the board, and state, local or federal agency or court including:
  1. The petitioner's compliance with all terms of probation, parole, previous discipline or other lawfully imposed sanctions including any order of restitution.
  2. Whether the petitioner is currently on or has been terminated from probation or other lawfully imposed sanction.
  3. The petitioner's legal and regulatory history to and since the violation(s).
  
- (c) The petitioner's attitude toward his or her commission of the original violation(s) and his or her attitude in regard to compliance with legal sanctions and rehabilitative efforts.

- (d) The petitioner's documented rehabilitative efforts including:
1. Efforts to maintain and/or upgrade professional skills and knowledge through continuing education or other methods.
  2. Efforts to establish safeguards to prevent repetition of the original violation(s) including changes or modifications in policies, structure, systems, or methods of behavior applicable to the petitioner's pharmacy practice.
  3. Service to community or charitable groups.
  4. Voluntary restitution to those affected by the original violation(s).
  5. Use of appropriate professional medical or psychotherapeutic treatment.
  6. Participation in appropriate self-help and/or rehabilitation groups.
  7. Use of appropriate peer review mechanisms.
  8. Participation in professional pharmacy organizations or associations.
- (e) Assessment of petitioner's rehabilitative and corrective efforts including:
1. Whether the efforts relate to the original violation(s).
  2. The date rehabilitative efforts were initiated.
  3. The length, time, and expense associated with rehabilitative efforts or corrective actions.
  4. The assessment and recommendations of qualified professionals directly involved in the petitioner's rehabilitative efforts or acting at the request of the board, including their description of the petitioner's progress and their prognosis of the petitioner's current ability to practice pharmacy.
  5. The petitioner's reputation for truth, professional ability and good character since the commission of the original violation(s).
  6. The nature and status of ongoing and continuing rehabilitative efforts.

In addition, the board may consider other appropriate and relevant matters not listed in the above guidelines.

Please note that all statements to be introduced at hearing must be made in person or pursuant to Government Code section 11514 (evidence by affidavit). All other statements not made in person or pursuant to Government Code section 11514 must be under oath and will be considered only as administrative hearsay.



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STATE AND CONSUMER SERVICES AGENCY  
 DEPARTMENT OF CONSUMER AFFAIRS  
 GOVERNOR EDMUND G. BROWN JR.

### PETITION FOR EARLY TERMINATION OF PROBATION

No petition for early release from probation will be entertained until one year after the effective date of the Board's disciplinary action. The decision will be made by the full board in accordance with section 4309 of the Business and Professions Code.

Early release from probation will be provided only in exceptional circumstances, such as when the board determines that the probationary terms imposed have been excessive, considering both the violation of law charged and the supporting evidence, or when there is sustantive evidence that there is no more need for probationary supervision. As a rule, no early termination will be granted unless the probationer has at all times been in compliance with the terms of probation.

Please print or type

1. Name	2. Date of Birth	3. California License Number
---------	------------------	------------------------------

4. Residence Address	Street and Number	City	State	Zip Code
----------------------	-------------------	------	-------	----------

5. Telephone Number  Hm ( ) _____  Wk ( ) _____	6. Are you licensed in any other state? yes <input type="checkbox"/> no <input type="checkbox"/>		
	State	Date of Issuance	Status of License

7. University, College or School of Pharmacy you attended.			
Name of School	Dates Attended	Graduation Date	Degree
	From To		

8. List years, location, and type of practice for 5 years prior to the revocation of your California License.			
Dates		Location	Type of Practice
From	To		

9. If your license is restored, what type of pharmacy do you intend to practice?

\_\_\_\_\_

\_\_\_\_\_

10. Are you or have you ever been addicted to the use of narcotics or hypnotics? Yes  No
11. Are you or have you ever been habitually intemperate in the use of alcohol or other drugs? Yes  No
12. Have you ever been or are you currently under observation or treatment for mental disorders, alcoholism, narcotic or hypnotic drug addiction? Yes  No
13. Have you ever been convicted of or pled no contest to a violation of any law of a foreign country, the United States, any state or a local ordinance? You must include all misdemeanor and felony convictions, regardless of the age of the offense, including those which have been set aside under Penal Code section 1203.4 (which includes diversion programs). Yes  No
14. Are you now on probation or parole for any criminal or administrative violations in this state or any other state? (Attach certified copies of all disciplinary or court documents.) Yes  No
15. Have you ever had disciplinary action taken against your pharmacist license in this state or any other state? Yes  No

If the answer to any questions, 10 through 15, is yes you must attach a statement of explanation giving full details.

ON AN ATTACHED SHEET OF PAPER ANSWER THE FOLLOWING QUESTIONS

16. List the date of revocation of your license and explain fully the cause of the disciplinary action.
17. Explain fully why you feel your license should be restored.
18. Describe fully your activities and occupation since the date of the revocation of your license; include dates, employers, and locations.
19. Describe any rehabilitative or corrective measures you have taken since your license revocation to prepare yourself for reinstatement. List dates, nature of programs, and current status. You may include any community service or volunteer work.
20. List all post-graduate or refresher courses, with dates, location and type of course, you have taken since your license was revoked.
21. List all pharmaceutical literature you have studied during the last year.
22. List all continuing education courses you have completed since your license was revoked. Attach copies of the certificates.
23. List names, addresses, and telephone numbers of persons submitting the letters of recommendation accompanying this petition.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE \_\_\_\_\_ Signature \_\_\_\_\_

**NOTICE**

Pursuant to Business and Professions Code section 4309(b) et seq., all items of information requested in this application are mandatory. Failure to provide any of the requested information will result in the petition being rejected as incomplete. The information will be used to determine qualifications for reinstatement under the California Pharmacy Law. The official responsible for information maintenance is the Executive Officer, telephone (916) 445-5014, 400 R Street, Sacramento, California 95814-6237. The information may be transferred to another governmental agency, if necessary, for it to perform its duties. Each individual has the right to review the files or records maintained on them by our agency, unless the records are



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## INSTRUCTIONS FOR FILING A PETITION

These instructions should be followed when filing a petition with the Board of Pharmacy to reinstate your pharmacist license after it has been revoked or to reduce a Board-imposed penalty.

The burden of proof is on you to establish clear and convincing evidence that you are entitled to have your petition granted under California law. **It is your responsibility**, as the petitioner, to provide the Board with sufficient evidence to establish that it will be safe for consumers if your petition is granted. You must show that you are sufficiently rehabilitated and competent to safely practice pharmacy.

### PROCESS FOR FILING A PETITION

Q. How do I file a petition with the Board of Pharmacy?

A. Filing a petition with the Board of Pharmacy is a two-step process:

1. Submit the following items to the Board.
  - The attached petition form completed and signed.
  - Documents to support your current competence and rehabilitation.
2. Appear at the hearing before the Board to present evidence of your rehabilitation and competency.

### EVIDENCE

Evidence is the information that you submit to substantiate your request, including documentation and testimony.

Q. How can I support that my evidence is authentic and valid?

A. You should submit original, dated signed evidence if at all possible. Documents should be on official letterhead whenever appropriate, such as letters from employers, health care professionals and other official sources. Any letters or statements should contain the following "Penalty of Perjury" statement at the end: "I declare, under penalty of perjury, under the laws of the State of California, that the foregoing is true and correct." The statement should be signed and dated by the writer.

Q. What kinds of evidence are appropriate to present?

A. The following documents are examples of appropriate evidence, which may be helpful in demonstrating your rehabilitative efforts and competency. Documents should be recent and dated. The list is not intended to be comprehensive, and you are not limited to these examples. You should submit evidence that is relevant to the violation that led to the discipline of your license and your subsequent rehabilitation.

- Written statements from employers and persons in positions of authority who have on-the-job knowledge of your work performance. For probationers and out-of-state licensees who have practiced pharmacy subsequent to their disciplinary action, the statements should report on your current competency. (Include Penalty of Perjury statement.)
- Performance evaluation(s) from your current and recent employers.
- Letters from counselors regarding your participation in rehabilitation or recovery program, where appropriate. These should include a description of the program, frequency of sessions, diagnosis and prognosis in relation to safety to practice, current state of rehabilitation (or improvement), the counselor's basis for determining improvement, and credentials of counselor, and any other relevant information he or she can provide.
- Letters describing your participation in support groups, e.g. Alcoholics Anonymous, Narcotics Anonymous, Pharmacist Support Groups, etc... Where appropriate. Letters should include dates and frequency of attendance and documentation of attendance such as sign in-sheets. (Include Penalty of Perjury statement.)
- Laboratory analyses or drug screen reports, where appropriate.
- Physical and/or mental examination or assessment report by a licensed physician, psychiatrist, or psychologist related to your rehabilitation and safety to practice. If your license was revoked as a result of impairment due to mental or physical illness, the law requires competent evidence of the absence or control of the condition, which caused the action taken by the board.
- Certificates of completion or transcripts of courses related to pharmacy, which you may have completed since your license was disciplined.
- Letters or proof of community and volunteer work or other activities, which may be appropriate or relevant to demonstrating rehabilitation from the acts which, led to discipline. (Include Penalty of Perjury statement.)

- Q. Must these documents be original documents?
- A. Yes, original documents should be submitted as evidence with the petition packet. (Always keep a copy of these originals for your records.) All documents that are submitted with the petition packet must be clear and readable.
- Q. Will the board contact people who submit documents on my behalf?
- A. Yes, the board reserves the right to contact individuals who submit documents on your behalf to verify the information. A list of names, addresses, and phone numbers for everyone submitting documents on you behalf must be included with your petition packet.

## **HEARING**

The Board hears the petitioner in a formal administrative hearing that resembles a court proceeding. At your hearing you have an opportunity to present evidence of your rehabilitation and competency.

- Q. How is the hearing conducted?
- A. An Administrative Law Judge will preside over the hearing proceedings. The Members of the Board of Pharmacy will hear and rule on your petition. You will sit at a table in front of the Board Members and the Administrative Law Judge. A Deputy Attorney General (DAG) from the Office of the California Attorney General will represent the State. The DAG will make a preliminary statement outlining all disciplinary actions, which have been taken against your license, and describe the documents you have submitted into evidence. The DAG may ask you questions about your violation and discipline, and efforts you have undertaken to rehabilitate yourself.
- Q. What will I be expected to do?
- A. You will be sworn under oath by the judge who will ask you to state in your own words what you have done to rehabilitate yourself and to maintain current pharmacy knowledge and skills. **Be prepared to make an oral presentation at this point, which includes such a statement.** The Board Members, the Administrative Law Judge and the Deputy Attorney General may ask questions to clarify your statement or elicit additional information regarding your rehabilitation and current competency.



Q. May I be represented by an attorney at the hearing?

A. Yes, but it is not required. You may represent yourself or an attorney may represent you.

Q. May I have persons come to speak on my behalf?

A. Yes, However, their testimony and yours should be directed specifically toward your pharmacy competence and/or rehabilitation. You may choose to bring family members or friends for support even if they do not testify.

Q. May I submit documents at the time of the hearing?

A. It is preferable and to your advantage to make every effort to submit all relevant documents with your petition 90 days prior to your hearing. This gives the Board Members a reasonable amount of time to review and study them beforehand. If you do submit something at the hearing, you must bring dated original documents. Please be aware that submitting documents at the last minute often causes delays in the processing and may result in a continuance in order to provide the Board Members with an opportunity to fully evaluate your documentation.

Q. How is the date and place for my hearing decided?

A. Enclosed is a schedule of Board meetings, dates and final filing dates for petitions. Petitions are scheduled during the closed session portion of each Board meeting. If the docket for petitions is not already filled, you will be scheduled for the Board meeting that you request.

Q. When will I know the exact date, time, and location for the hearings?

A. Approximately ten days prior to the Board meeting you will receive a formal "NOTICE OF PETITION HEARING" stating the date, time, and place at which you are to appear. Several cases may be scheduled on the hearing docket and it is not possible to know how long each case will last. Therefore, you need to be prepared to remain throughout the day depending on the number and length of cases and in which order they are scheduled.

## **THE BOARD'S DECISION**

- Q. When will I be notified of the Board's decision regarding my petition?
- A. The Board's decision to grant or deny your petition will be mailed to you within approximately six weeks. The decision is not final until this legal document is mailed to you.
- Q. If the Board does not grant my petition, may I petition again?
- A. Yes. You may petition again one year after the effective date of the Board's decision to deny your petition. However, if you apply after one year has elapsed, it is at the board's discretion whether a hearing will be held.



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BUSINESS, CONSUMER SERVICES AND HOUSING AGENCY

DEPARTMENT OF CONSUMER AFFAIRS

GOVERNOR EDMUND G. BROWN JR.

## PETITION FOR REDUCTION OF PENALTY

Section 11522 of the Government Code states that a licensee may petition the Board of Pharmacy for a reduction of penalty if he or she meets the following requirements:

1. One year has elapsed from the effective date of the decision ordering disciplinary action; or
2. One year has elapsed from the denial of similar petition was filed;

In addition, Section 4309 of the Business and Professions code states that a licensee may petition the board for a modification of his penalty if he or she meets the following requirements:

3. **If you have been on probation or parole for any criminal offense, you must submit certified documentation of your release from probation or parole;** and
4. There is currently no accusation or petition to revoke probation against the petitioner with the board.

Petition the board for a modification of the terms and conditions of your probation by completing and submitting the attached petition form. When completing your petition, please refer to the attached "Guidelines for Petitions for Reinstatement, Reduction of Penalty, and Early Termination of Probation." These guidelines outline the rehabilitation criteria the board has determined a petitioner should meet when petitioning for license reinstatement, reduction of disciplinary penalty, or early termination of probation. In addition, modification of a disciplinary penalty or reduction or penalty may not be considered unless the petitioner has met all the requirements.

The petition form **must** be accompanied by **two** or more verifiable letters of recommendations addressed to the board from holders of licenses issued by the Board of Pharmacy, and by **two** or more letters of recommendations from citizens. The letters must be within the last year from the date you are submitting your petition. Each author must indicate in their letter that they have personal knowledge of the disciplinary penalty imposed by the board and your activities since the disciplinary penalty was imposed. The board suggests that letters of recommendation include facts that demonstrate an author's personal knowledge of the subject's penalty and the petitioner's activities. Examples of activities may include employment, community service, volunteer work, etc. A board representative may contact you or anyone who has submitted a letter on your behalf.

Also, required is documentation of **30 hours of Board approved continuing education** (acquired within the last two years from the date your application is received by the board). Photocopies of the certificates of completion should be sent and the original certificates retained for your records.

Submit the petition with the required documents to the address above, to the attention of the enforcement unit. The petition will be processed and evaluated for scheduling at the next available board meeting. Please be advised that you should allow **90** days for the processing of your petition, and the petition set for hearing. Below is a schedule of board meeting dates with the cut-off date for submission of a petition.

You will be notified in writing of the hearing date. At the hearing, you will be afforded the opportunity to present both oral and written evidence of your rehabilitation; and you may, but need not be, represented by counsel. In deciding the case, the board will take into consideration the petition, all recommendations, and any oral or written evidence. The board will be represented by the Attorney General's Office and an administrative law judge will preside over the hearing.

<b>BOARD MEETING DATES</b>	<b>CUT-OFF DATES</b>	<b>LOCATION</b>
February 6-7, 2018	December 6, 2017	Sacramento
March 27, 2018	January 27, 2018	TBD
May 2-3, 2018	March 2, 2018	TBD
June 6, 2018	April 6, 2018	TBD
July 24-25, 2018	May 24, 2018	TBD
September 6, 2018	July 6, 2018	TBD
October 23-24, 2018	August 23, 2018	TBD
December 12, 2018	October 12, 2018	TBD

17R12 (1/2018)



## **GUIDELINES FOR PETITIONS FOR REINSTATEMENT, REDUCTION OF PENALTY OR EARLY TERMINATION OF PROBATION**

In petitioning for reinstatement and early termination of probation under Business and Professions Code section 4309 or reduction of penalty under Government Code section 11522, the petitioner has the burden of demonstrating any rehabilitative or corrective measures he or she has taken since the revocation action and, that he or she has the necessary and current qualifications and skills to safely engage in the practice of pharmacy within the scope of current law, and accepted standards of practice. In reaching its determination the board considers various factors including the following:

- (a) The original violation(s) for which action was taken against the petitioner's license including:
  1. The type, severity, number, and length of violations.
  2. Whether the violation involved intentional, negligent or other unprofessional conduct.
  3. Actual or potential harm to the public, patients, or others.
  4. The length of time since the violation(s) was committed.
  
- (b) Prior disciplinary and criminal actions also taken against the petitioner by the board, and state, local or federal agency or court including:
  1. The petitioner's compliance with all terms of probation, parole, previous discipline or other lawfully imposed sanctions including any order of restitution.
  2. Whether the petitioner is currently on or has been terminated from probation or other lawfully imposed sanction.
  3. The petitioner's legal and regulatory history to and since the violation(s).
  
- (c) The petitioner's attitude toward his or her commission of the original violation(s) and his or her attitude in regard to compliance with legal sanctions and rehabilitative efforts.

- (d) The petitioner's documented rehabilitative efforts including:
1. Efforts to maintain and/or upgrade professional skills and knowledge through continuing education or other methods.
  2. Efforts to establish safeguards to prevent repetition of the original violation(s) including changes or modifications in policies, structure, systems, or methods of behavior applicable to the petitioner's pharmacy practice.
  3. Service to community or charitable groups.
  4. Voluntary restitution to those affected by the original violation(s).
  5. Use of appropriate professional medical or psychotherapeutic treatment.
  6. Participation in appropriate self-help and/or rehabilitation groups.
  7. Use of appropriate peer review mechanisms.
  8. Participation in professional pharmacy organizations or associations.
- (e) Assessment of petitioner's rehabilitative and corrective efforts including:
1. Whether the efforts relate to the original violation(s).
  2. The date rehabilitative efforts were initiated.
  3. The length, time, and expense associated with rehabilitative efforts or corrective actions.
  4. The assessment and recommendations of qualified professionals directly involved in the petitioner's rehabilitative efforts or acting at the request of the board, including their description of the petitioner's progress and their prognosis of the petitioner's current ability to practice pharmacy.
  5. The petitioner's reputation for truth, professional ability and good character since the commission of the original violation(s).
  6. The nature and status of ongoing and continuing rehabilitative efforts.

In addition, the board may consider other appropriate and relevant matters not listed in the above guidelines.

Please note that all statements to be introduced at hearing must be made in person or pursuant to Government Code section 11514 (evidence by affidavit). All other statements not made in person or pursuant to Government Code section 11514 must be under oath and will be considered only as administrative hearsay.



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### PETITION FOR REDUCTION OF PENALTY

No petition to modify the terms of probation will be entertained until one year after the effective date of the Board's disciplinary action. The decision on the petition will be made by the full Board and in accordance with Government Code section 11522.

Modification of the terms of probation will be provided only in exceptional circumstances, such as when the board determines that the penalty imposed has been excessive, considering both the violation of the law charged and the supporting evidence, or when there is substantive evidence that there is no more need for the degree of probationary supervision as set forth in the original terms and conditions. As a rule, no reduction of penalty will be granted unless the probationer has at all times been in compliance with the terms of probation.

Please print or type

1. Name		2. Date of Birth		3. California License Number	
4. Residence Address		Street and Number	City	State	Zip Code
5. Telephone Number  Hm ( ) _____  Wk ( ) _____		6. Are you licensed in any other state? yes <input type="checkbox"/> no <input type="checkbox"/>			
		State	Date of Issuance	Status of License	
7. University, College or School of Pharmacy you attended.					
Name of School		Dates Attended		Graduation Date	Degree
		From	To		
8. List years, location, and type of practice for 5 years prior to the revocation of your California License.					
Dates		Location		Type of Practice	
From	To				
9. How should the penalty be reduced/modified? _____ _____					

10. Are you or have you ever been addicted to the use of narcotics or hypnotics? Yes \_\_\_ No \_\_\_
11. Are you or have you ever been habitually intemperate in the use of alcohol or other drugs? Yes \_\_\_ No \_\_\_
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14. Are you now on probation or parole for any criminal or administrative violations in this state or any other state? (Attach certified copies of all disciplinary or court documents.) Yes \_\_\_ No \_\_\_
15. Have you ever had disciplinary action taken against your pharmacist license in this state or any other state? Yes \_\_\_ No \_\_\_

**If the answer to questions 10 through 15 is yes, you must attach a statement of explanation giving full details.**

ON AN ATTACHED SHEET OF PAPER ANSWER THE FOLLOWING QUESTIONS

16. List the date of disciplinary action taken against your license and explain fully the cause of the disciplinary action.
17. Explain fully why you feel your license should be restored, or the disciplinary penatly reduced.
18. Describe fully your activites and occupation since the date of the disciplinary action; include dates, employers, and locations.
19. Describe any rehabilitative or corrective measures you have taken since your license was disciplined to support your petition. List dates, nature of programs, and current status. You may include any community service or volunteer work.
20. List all post-graduate or refresher courses, with dates, location and type of course, you have taken since your license was disciplined.
21. List all pharmaceutical literature you have studied during the last year.
22. List all continuing education courses you have completed since your license was disciplined. Attach copies of the certificates.
23. List names, addresses, and telephone numbers of persons submitting the letters of recommendation accompanying this petition.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_

**NOTICE**

This information is requested pursuant to the provisions of Business and Professions Code section 4309(b). All items of information requested in this application are mandatory. Failure to provide any of the requested information will result in the petition being rejected as incomplete. The information will be used to determine qualifications for reinstatement under the California Pharmacy Law. The official responsible for information maintenance is the executive officer, telephone (916) 445-5014, 400 R Street, Sacramento, California 95814-6237. The information may be transferred to another governmental agency, if necessary, for it to perform its duties. Each individual has the right to review the files or records maintained on them by our agency, unless the records are indentified as confidential information and exempted by section 1798.3 of the Civil Code.





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- A. The Board's decision to grant or deny your petition will be mailed to you within approximately six weeks. The decision is not final until this legal document is mailed to you.
- Q. If the Board does not grant my petition, may I petition again?
- A. Yes. You may petition again one year after the effective date of the Board's decision to deny your petition. However, if you apply after one year has elapsed, it is at the board's discretion whether a hearing will be held.

# **Attachment 3**

## Case Volume and Average Days to Complete

Measure	FY 15-16		FY 16-17		FY 17-18	
	Volume	Average Days	Volume	Average Days	Volume	Average Days
Received	3,776		3,493		3,307	
Cases Closed Without Investigation with Aging Received to Closed	428	20	390	33	469	42
Assignment - Number of Cases Assigned for Investigation with Aging Received to First Assigned:	3,407	25	3,078	19	2,765	17
Desk	1,414	10	1,311	5	1,170	5
Field	1,993	36	1,767	28	1,595	27
Investigations - Number of Investigations with Aging from Date Assigned to Date Report First Submitted:	3,466	141	3,108	201	2,984	185
Desk	1,614	106	1,301	90	1,237	114
Field	1,852	172	1,807	281	1,747	235
Review Time - Average Days from Date Report Submitted for Review to Date 1st and/or 2nd Level Review is Completed.	2,863	38	3,128	63	3,098	70
Close Time - Discipline Processing Time with Aging from Date Investigation Report is Accepted to Date Closed/Referred to AG	2,987	14	3,098	17	3,123	14
Citation Issued	1,050	27	1,021	34	988	32
Letter of Admonishment Issued	82	32	157	38	106	27
Referred to AG	384	11	326	17	345	16
Number Cases Closed by Outcome with Aging from Received to Closed/Referred:	2,386	268	2,664	356	3,176	292
Unsubstantiated	502	254	662	313	1,303	251
Substantiated	1,884	271	2,002	371	1,873	320
Letter of Admonishment Issued	68	282	150	335	106	303
Citation Issued	1,051	282	1,025	319	990	354
Referred to Attorney General for Disciplinary Action	363	300	291	329	349	325