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**BOARD OF PHARMACY
DEPARTMENT OF CONSUMER AFFAIRS
STATE OF CALIFORNIA
CITATION**

Citation Number	Name, License No
CI 2020 90096	SHAWN JASON BJORNDAL , RPH 65593

JURISDICTION: Bus. & Prof. Code § 4314; CCR, title 16, § 1775; Bus. & Prof. Code § 4113 subd. (c) B1 & Prof. Code § 4301, subd. (o)

VIOLATION CODE SECTION	OFFENSE
Bus. & Prof. Code § 4301	Unprofessional Conduct...

CONDUCT:

Unprofessional Conduct: Business and Professions Code Section 4301 states the board shall take action against any holder of a license who is guilty of unprofessional conduct or whose license has been issued by mistake. Specifically, between 4/3/2019 and 4/18/2019, and while Shawn Bjordal, RPH65593, was the pharmacist-in-charge, Optum Rx located at 2858 Loker Avenue East, Suite 100, Carlsbad, CA 92010, obstructed WG from speaking to a pharmacist. WG made three attempts to request to speak to a pharmacist, but Optum Rx's Customer Service Advocate denied WG access to a pharmacist until WG stated it was mandated by California Law. When WG was finally transferred to a pharmacist, WG was transferred to Elizabeth Snoddy, a pharmacist licensed in Oklahoma, R-12569, and not licensed in California, who was located at a call center in Oklahoma not licensed in California as a non-resident pharmacy. Obstructing a patient from speaking to a pharmacist, then referring the patient to a pharmacist not licensed in California and located at a call center not licensed in CA as a non-resident pharmacist is unprofessional conduct and a violation of Business and Professions Code Section 4301.

CITATION ISSUED ON: February 10, 2021

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

CITATION AND FINE

Citation Number	Name, License No
CI 2018 84425	OPTUMRX, PHY 47482

JURISDICTION: Bus. & Prof. Code § 4314; CCR, title 16, § 1775; Bus. & Prof. Code § 4301, subd. (o)

VIOLATION CODE SECTION	OFFENSE	AMT OF FINI
Bus. & Prof. Code § 4301	Unprofessional Conduct...	\$5,000.00

CONDUCT:

Unprofessional Conduct: Business and Professions Code Section 4301 states the board shall take action against any holder of a license who is guilty of unprofessional conduct or whose license has been issued by mistake. Specifically, between 4/3/2019 and 4/18/2019, Optum Rx located at 2858 Loker Avenue East, Suite 100, Carlsbad, CA 92010, obstructed WG from speaking to a pharmacist. WG made three attempts to request to speak to a pharmacist, but Optum Rx's Customer Service Advocate denied WG access to a pharmacist until WG stated it was mandated by California Law. When WG was finally transferred to a pharmacist, WG was transferred to Elizabeth Snoddy, a pharmacist licensed in Oklahoma, R-12569 and not licensed in California, who was located at a call center in Oklahoma not licensed in California as a non-resident pharmacy. Obstructing a patient from speaking to a pharmacist, then referring the patient to a pharmacist not licensed in California and located at a call center not licensed in CA as a non-resident pharmacist is unprofessional conduct and a violation of Business and Professions Code Section 4301.

CITATION ISSUED ON: February 10, 2021

TOTAL AMOUNT OF FINE(S): \$5,000.00

PAYMENT OF FINE(S) DUE BY: March 12, 2021

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

CITATION AND FINE

Citation Number	Name, License No
CI 2016 75859	OPTUMRX, PHY 47482

JURISDICTION: Bus. & Prof. Code § 4314; CCR, title 16, § 1775; Bus. & Prof. Code § 4301, subd. (o)

VIOLATION CODE SECTION	OFFENSE	AMT OF FINE
CCR, Title 16, § 1716	Variation from prescription	\$1,000.00

CONDUCT:

Variation from Prescription: California Code of Regulations title 16, section 1716 states, pharmacists shall not deviate from the requirements of a prescription except upon the prior consent of the prescriber. OptumRx PHY 47482, failed to comply. Specifically, on 6/1/2016, pharmacist Robert Santiago, RPH52865, while working at OptumRx located at 2858 Loker Avenue East Suite 100, Carlsbad, CA verified prescription Rx175220502 for DG. The prescription was prescribed on 5/17/2017 by Dr. Shirley Powell for DG for 30 capsules of phentermine 30 mg with directions to take one capsule orally daily in the morning. The prescription was processed by pharmacy technician Carlos Zavala on 5/18/2017 at OptumRx Tucson, AZ and placed on hold. However, the prescription was entered as phenobarbital 30 mg instead of phentermine 30 mg. On 6/1/2017, the prescription was reprocessed for filling and pharmacist Robert Santiago verified the data entry of the prescription but failed to discover that the prescription was entered incorrectly as phenobarbital 30 mg instead of phentermine 30 mg. Consequently, the prescription was filled and then dispensed with the wrong medication, phenobarbital 30 mg instead phentermine 30 mg as prescribed. This was a violation of California Code of Regulation 1716.

CITATION ISSUED ON: September 18, 2018

TOTAL AMOUNT OF FINE(S): \$1,000.00

PAYMENT OF FINE(S) DUE BY: October 18, 2018