

Frequently Asked Questions About Pharmacies

1. What should be captured in the “exterior” photo?
2. When a pharmacy is located within a supermarket or bigger retail facility, where should I take the “entrance” photo?
3. Do I take a picture of the store’s hours of operation?
4. What do I photograph for DME inventory?
5. What if I can’t find any DME on the store shelves?
6. What if I can’t tell which business stocks the inventory on the store shelves?

Question 1.

Q. What should be captured in the “exterior” photo?

- A. Exterior photos should always include the entirety of the building at the address listed in the job order details. Regardless of the business conducted in the space, the site visit is asking for a photo of the building itself. With all site visits, the photo should be taken from far enough away to capture the entire structure so that the facility type can be determined from the photo alone. Applicable business signage and address markers should be included whenever possible.



Question 2.

Q. When a pharmacy is located within a supermarket or bigger retail facility, where should I take the “entrance” photo?

A. That depends on the facility. If the name on the job order details *matches the name on the exterior of the building*, a photo of the building’s main entrance is sufficient. For example, the job order is for Walgreens where the pharmacy is part of and shares a name with the larger retailer.



If the job order lists a *different business name*, then the photo should be of the pharmacy itself and include appropriate business signage. For example, CVS Pharmacy within a Target store. A photo of the Target store entrance and signage does not apply, so the inspector should go inside to the physical pharmacy space to capture photos.



Question 3.

Q. Do I take a picture of the store's hours of operation?

- A. The hours of operation should be captured for the business listed in the job order details. For example, if the job order is for a Walgreens store, the hours of operation for the store is sufficient. If the job order specifically names the pharmacy (Kroger Pharmacy, CVS, etc.) then the photo should be of the pharmacy's hours. It is important to decipher if the job order is requesting verification for the pharmacy specifically or the larger retailer.



Question 4.

Q. What do I photograph for DME inventory?

- A. In most cases, you do not need to talk to a pharmacist or technician to take a photo of DME inventory. We are only looking to capture evidence of some durable medical equipment that may be sold at the facility. These items are most often found on retail shelves and include items like canes, ankle or knee braces, diabetic testing supplies, heart rate monitors, or blood pressure monitoring equipment.



Question 5.

Q. What if I can't find any DME on the store shelves?

- A. The pharmacist or technician should be able to help. Some pharmacies store items such as glucose testing strips and monitors behind the pharmacy counter. With Site Inspector badge visible and letter of authorization ready, inspectors can introduce themselves and request access to DME items for a simple photo.

As a last resort, if the pharmacy employees state they do not carry any DME, bulk prescription medication in manufacturer packaging is sufficient. However, in that situation, inspectors must take extra caution to not accidentally photograph any filled prescription orders that may include personal information on the labels.

Question 6.

Q. What if I can't tell which business stocks the inventory on the store shelves?

- A. It is not necessary to ask or make note of which entity "owns" the DME inventory or who bills Medicare for the DME items. For example, at a CVS Pharmacy within a Target store, it is acceptable to photograph any DME items on a store shelf. It does not matter if the items belong to Target or CVS.