



Matt Blunt
Governor
State of Missouri

David T. Broeker, Director
DIVISION OF PROFESSIONAL REGISTRATION

Department of Insurance
Financial Institutions
and Professional Registration
Linda Bohrer, Acting Director

BOARD OF PHARMACY
3605 Missouri Boulevard
P.O. Box 625
Jefferson City, MO 65102-0625
573-751-0091 PHONE
573-526-3464 FAX
800-735-2966 TTY Relay Missouri
800-735-2466 Voice Relay Missouri

www.pr.mo.gov/pharmacists.asp
e-mail: pharmacy@pr.mo.gov

IMPORTANT INFORMATION CONCERNING YOUR COMPLAINT

Process of a Complaint: The Missouri Board of Pharmacy is an autonomous board within the Division of Professional Registration, Department of Insurance, Financial Institutions and Professional Registration. When a complaint is received, the Executive Director reviews the information submitted and determines if the Board has jurisdiction and if the complaint contains sufficient information to investigate. If so, the case is assigned to a Board investigator and an inquiry begins into the allegations. You may be contacted by the investigator for additional information or evidence. When the investigation is complete, the investigator prepares an investigation report which is forwarded to the Board office for review and assignment to the next Board meeting agenda. Following review, the Board may determine insufficient evidence exists or that no violation of the Pharmacy Practice Act occurred, and the case will be dismissed. If a violation of law occurred but the Board determines not to seek formal disciplinary action, the Board may issue an administrative letter which requires a response by the licensee. The response is reviewed by the Board at the next meeting and the case is then closed if the response is sufficient. Lastly, the Board may determine to refer the case to legal counsel to file formal charges with the Administrative Hearing Commission and/or seek disciplinary action against the licensee. In all three options, you are notified in writing of the disposition of your complaint. The Missouri Board of Pharmacy meets five times per year; therefore, be aware that a delay may occur between the initial contact from the investigator and your receipt of correspondence from the Board office regarding closure of the file.

Confidentiality: Based on state law, the Board cannot guarantee confidentiality of a complainant's identity.

Information Available Concerning the Status of a Complaint: Section 324.001.8, RSMo, states in part, "... complaints, investigatory reports, and information pertaining to any person who is an applicant or licensee ... are confidential and may not be disclosed to the public or any member of the public, except with the written consent of the person whose records are involved." No information can be released until formal disciplinary action has been taken. Because investigations and legal cases differ in complexity, duration, and priority, no definite time frame can be given as to when the complaint process will be completed for any individual case. Generally, cases take a minimum of six months from beginning to end, while others may continue for years. **NOTE: In its response letter to you at the close of the case, because of Section 324.001.8, the Board is restricted to general statements regarding action taken by the Board.**

Penalties for Violations: The authority to impose penalties upon persons violating the Pharmacy Practice Act has been granted to the Missouri Board of Pharmacy by virtue of state law and is delineated in Chapter 338, RSMo. In general, action that can be taken is limited to any holder of any certificate of registration or authority, permit or license, and includes such actions as revocation, suspension, probation, and censure of license. The Board may also refuse to issue any certificate of registration or authority, permit or license based on violations stated in Section 338.055.2. Authority **NOT** given the Board of Pharmacy includes such actions as restitution for damages, forcing a licensee to pay monies to another party, or forcing persons to correct previous acts. These matters are civil in nature and should be addressed to a court with appropriate jurisdiction.