



Idaho State Board of Pharmacy

1199 W Shoreline Lane Ste 303 Boise, Idaho 83702-9103 <http://bop.idaho.gov>
P.O. Box 83720 Boise, Idaho 83720-0067 208.334.2356 208.334.3536 fax

Complaint Process

The following explains the current approach for processing informal concerns received by the Board of Pharmacy staff. The Board staff was granted delegated authority from the Board to continue processing concerns according to this approach.

As a concern is received by Board staff an investigation is launched. The investigation results one of the following -

1. No Violation – No discipline; Not public record
 - a. Concern that cannot/should not be addressed (frivolous, without proof, outside of the Board's jurisdiction, insurance billing, pricing, practitioner practice related issues, etc)
 - i. -File closed
 - ii. -Board not notified
 - b. Potential Violation, but not enough evidence to prosecute/no appropriate rule governing allegations per prosecuting attorney
 - i. -File closed
 - ii. -Board not notified
2. Minor Violation – Informal discipline; Not public record
 - a. Investigation reveals evidence indicating a violation of Board's laws or rules in which informal resolution is appropriate per Board staff's delegated authority and prosecuting attorney
 - i. -Warning or Advisory letter sent to licensee
 - ii. -Board not notified
 - a. Investigation reveals evidence indicating a violation of Board's laws or rules in which informal resolution is appropriate per Board staff's delegated authority and prosecuting attorney
 - iii. -Corrective Action Plan (CAP) sent to licensee
 - iv. -Board provided summary of CAP action
3. Violation – Formal discipline; Public record
 - a. Concern that requires additional action by the Board per the prosecuting attorney via:
 - i. -Stipulated resolution (Delegated Authority or Prosecutor)
 - ii. -Contested Case hearing (Board or hearing officer)