

The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Public Health
Bureau of Health Professions Licensure
Board of Registration in Pharmacy
250 Washington Street, Boston, MA 02108-4619

Tel: 617-973-0960
TTY : 617-973-0960
www.mass.gov/dph/boards

The Plan of Correction Process

The Department of Public Health, Bureau of Health Professions Licensure, Board of Registration in Pharmacy ("Board") conducted an inspection of your pharmacy. The deficiencies observed during the inspection have been provided for your review and action on your copy of the Inspection Report.

In accordance with 247 CMR 9.25, you must submit a typed Plan of Correction ("POC"), by mail or fax (617) 973-0985, within fifteen business days of notice of the deficiencies in the Inspection Report. Your POC is due on or before _____.

Your single point of contact with regard to your POC is _____. Please submit a **type-written** POC to the address at the top of the page, to the attention of your point of contact.

The POC must address ALL deficiencies, be signed by the Manager of Record and the licensee who supervises them (if applicable), and must include the following:

- a) The name and address of the licensee;
- b) Specific details as to how the deficiency was corrected, including supporting documentation for each deficiency (i.e. for an unsealed scale, include a photograph of the new seal on the scale, etc.);
- c) The date the deficiency was corrected;
- d) How on-going compliance will be maintained, including the name, title and license number of the person who will be responsible for monitoring, and the frequency of monitoring;
- e) If multiple documents within the POC, a table of contents; and
- f) Blueprints, drawings, diagrams must be legible and clearly labeled.

A template for the plan of correction can be found on the Board's website under "Pharmacy Practice". To access an editable form of the document, click on the Word icon to the right of the link.

The POC must be submitted as a single package or document; the Board will not accept documentation submitted in a piecemeal fashion. For any deficiencies that have not been fully corrected at the time the POC is submitted, please describe in detail:

- a) The reason the deficiency has not been corrected; and
- b) The specific date and details for full compliance.

Please note that in accordance with 247 CMR 9.25, "The timetable and compliance dates shall be consistent with achievement of compliance in the most expeditious manner possible."

Pharmacies may request that POCs requiring significant expenditures be reviewed for preliminary approval prior to commencement of the corrective action. **If your plan of correction requires renovations, you are required to file a Renovation/Expansion Application with the Board.**

The Board will return any POC deemed unacceptable. Failure to promptly correct violations and submit an acceptable POC in a timely manner may result in additional regulatory action regarding the registration and operation of the pharmacy.