

**Office of Professional Licensure and Certification  
Enforcement Division  
New Hampshire Board of Pharmacy  
7 Eagle Square  
Concord, N.H. 03301**

**PRIVILEGED AND CONFIDENTIAL**

The information in this report is CONFIDENTIAL and exempt from the provisions of RSA 91-A. Its contents may not be disclosed except as permitted by Statute and the Administrative Rules of this Board. See RSA 318:30, I; Ph 204.08 (a).

**Licensee:** Walmart Pharmacy 14 Bowen St. Claremont New Hampshire 03743  
**License No.:** Walmart Pharmacy 10-1930 Permit 0400  
**OPLC Case No:** 2022-PHA-WALMART-0028  
**Hearing Counsel:** TBD  
**Investigator:** James (Jay) M. Queenan, R.Ph. MBA  
**Date of Report:** September 19, 2022

**REPORT OF INVESTIGATION**

**I. ORIGIN AND NATURE OF ALLEGATIONS**

Mr. Patrick Hayward submitted an email with a primary complaint that the Walmart pharmacy in Claremont New Hampshire would not transfer prescriptions to the Dartmouth Hitchcock Pharmacy in Lebanon. According to Hayward, twice the Dartmouth Hitchcock Pharmacy called and "they {Walmart} are ignoring them." Hayward also lists some other no specific customer service grievances.

**II. SOURCES OF INFORMATION**

**Documents**

1/7/22 Email from Patrick Hayward

**III. RESULTS OF INVESTIGATION**

Enforcement staff emailed Hayward requesting a official compliant and a medical release form with no response. CI Queenan called Mr. Hayward on January 31, 2022, to request that an official compliant be filed and left a message to return the call. Mr. Hayward did not return the call and no other complaint document was filed. There was no investigation.

**IV. LAWS AND RULES FOR CONSIDERATION:**

**Ph 703.04 Transfer of Prescriptions.**

Original prescription drug order information for drugs may be transferred between pharmacies for the purpose of refill dispensing subject to the following:

**V. RECOMMENDATION:**

OPLC Enforcement recommends the Board of Pharmacy dismiss the email complaint without further investigation. There is no state law or administrative rule that requires a pharmacy to transfer a prescription.

**Bonner, Elaine**

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**From:** Patrick Hayward <patrick54333333@gmail.com>  
**Sent:** Friday, January 7, 2022 1:35 PM  
**To:** OPLC: Enforcement Complaints

**EXTERNAL: Do not open attachments or click on links unless you recognize and trust the sender.**

I wish to file a complaint against Walmart Pharmacy in Claremont NH. I am out of my Medicine and I have been trying to change Pharmacist.

The new pharmacy is Dartmouth Hitchcock Pharmacy in Lebanon. They have called the Walmart pharmacy twice to get them to send my medication list to my new pharmacy and they are ignoring them.

I am now back to have to wait to clear my deductible because of the year change and now they have just cost me more money than needed. If they had complied with their own rules I would have been fine and on time.

The biggest reason for me changing is the service. I have gotten the wrong medicine, I have been called telling me my medicine is ready driven to Walmart to find out they are not completed and to find out they have lost a few perception. Even when my doctor calls it in they say they never got it. I than call my doctor and they say they have the printout that it was sent and received.

I have been in line and heard other customers mad as hell because they have had the same issues.

I am concerned that someone is going to have the same problems and someone could get the wrong medicine and be in danger.

This problem has been for sometime and the Walmart is not responding to complaints.

The last order I did I went in to Walmart and my perception were not ready as they said and I spoke to the counter person and told her this place is getting worse. Her reply was yup it is and not a fun place to work.

Please do something before someone gets hurt

Thank you

Patrick Hayward  
603-863-3622