



## Missouri Department of Health and Senior Services

P.O. Box 570, Jefferson City, MO 65102-0570 Phone: 573-751-6400 FAX: 573-751-6010  
RELAY MISSOURI for Hearing and Speech Impaired and Voice dial: 711

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### Online Loss-Theft & Diversion Reporting Instructions

#### **What Gets Reported?**

1. Losses of drugs where the drugs are missing or were lost in transit;
2. Thefts such as burglaries, robberies and diversion by staff;
3. Diversion and unlawful acts by staff where controlled substances were diverted into an unlawful path.

#### **What Does Not Get Reported?**

- A. Drugs lost where there was no theft or unlawful activity. These are insignificant losses such as spilling, breakage, leaking containers, or drug ingredients lost during compounding.
- B. Fraudulent prescriptions submitted by patients are not reported on a loss report form;
- C. When less than 3 dosage units are spilled, dropped or lost down the internal cabinet unit of an automated dispensing machine;
- D. Shortages in a new bottle that is received and opened from a distributor or manufacturer.

These types of incidents listed above get documented and attached to your annual inventory so your records balance.

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[www.health.mo.gov](http://www.health.mo.gov)

**Healthy Missourians for life.**

The Missouri Department of Health and Senior Services will be the leader in promoting, protecting and partnering for health.

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: Services provided on a nondiscriminatory basis.

## Filling Out the Online Form (In order of appearance)

1. At the end of this form, you will be given a return code number to identify this report. Knowing this code will allow you to go back in and make edits and final reports (user needs to save a specific link provided to them at end of the form, for which they will have to use the code provided to them.):

**Enter your email to receive confirmation message?**  
A confirmation email is supposed to be sent to all respondents that have completed the survey, but because your email address is not on file, the confirmation email cannot be sent automatically. If you wish to receive it, enter your email address below.

Enter email address  [Send confirmation email](#)

\* Your email address will not be stored

**You may return to this survey in the future to modify your responses by navigating to the survey URL and entering the code below.**

**Return Code:**

**Download your survey response (PDF):** [Download](#)

**Survey Queue** [Get link to my survey queue](#)

Listed below is your survey queue, which lists any other surveys that you have not yet completed. To begin the next survey, click the 'Begin survey' button next to the title.

Status	Survey Title
✔ Completed	Report of Loss or Theft of Controlled Substances – BNDD Loss Report Demographics – #1: 19, 123456, AB123456, vkuljak@yahoo.com, Vladimir Kuljak, 12-22-2020 <a href="#">+ Click here, if you have another request to submit</a> <a href="#">Edit response</a>

2. Type in your BNDD number, also known as your Missouri Controlled Substances Registration number.
3. Type in your federal DEA number, if you have one.
4. Type in your email address.
5. Type in the name of the registrant who is reporting. This should be the same as it appears on your BNDD certificate.
6. Type in your street address. This should be your registered practice location.
7. Type in the city of your address.
8. The state will always be Missouri and that is locked in. We only accept reports from Missouri registrants.
9. Type in the zip code of your registered practice address.
10. Type in the county of your registered practice location.
11. Type in your telephone number, including the dashes, for ex: 573-555-1212


12. Type in the date you first discovered the loss, theft, or diversion.
13. Type in the date you reported the loss to the DEA, if you reported it.
14. Click on the type of professional license you have.
15. Answer yes or no to whether the loss was reported to law enforcement.  
--If you answer yes, you will be prompted to type in the name of the law enforcement agency.
16. Click the circle to determine the type or category of loss, such as burglary, robbery, employee diversion, lost in transit, or other. If the reason is unknown, you may click on "other" and type in unknown.
  - If you click on "lost in transit" additional fields will appear to type in the name of the carrier who was handling the shipment, the name of the person registrant who was to receive it, the address and zip code and state of the shipper.
17. If there was employee diversion and you are aware of the person's name, you must type in the person's name and licensure type, such as MD, or DO, RPH, RphTech, or RN.
18. Type in a summary of what happened. This is a paragraph to describe when the loss was found, how it was found, what investigation was conducted, and the results and actions taken.
19. Type in the brand name of the drug, if it was a brand name drug.
20. Type in the generic name of the drug, if it was a generic drug.
21. Indicate the dosage strength and form.
22. Type in the quantity missing.
23. The next field will ask you if you want to enter more than one drug in case multiple drugs were lost.
24. Type in the name of the registrant submitting this report.
25. This field allows you to upload any attachments if you would like.
26. Type in your title, such as MD, DO, Director of Pharmacy, etc..

You have now completed the first page. You may scroll down and click on the box to continue to the next page.


When you begin page two, a summary will appear of the information you have entered so far.

27. At the bottom of page two, there is a box to certify that information is accurate. There are other boxes there to return to the first page. You may also save the document if incomplete and return later. If the document is completed, you may click the "submit" button.
28. After you submit the form, the final screen will appear to show your report has been submitted.
  - You may type in an email address to receive verification of receipt.

- You may obtain a printout of what was submitted.
- At end of the form, each user will be provided with a specific code for which will be entered into the box.
- To get to the fillable box, user will need to get a link to their survey queue only known to them. This link is not the same link for the original form listed on BNDD site.
- **RETURN CODE**—There is a return code provided so that you may go back in and amend a report:


 **Enter your email to receive confirmation message?**  
 A confirmation email is supposed to be sent to all respondents that have completed the survey, but because your email address is not on file, the confirmation email cannot be sent automatically. If you wish to receive it, enter your email address below.

\* Your email address will not be stored

 You may return to this survey in the future to modify your responses by navigating to the survey URL and entering the code below.

**Return Code:**

**Download your survey response (PDF):**

 **Survey Queue**

Listed below is your survey queue, which lists any other surveys that you have not yet completed. To begin the next survey, click the 'Begin survey' button next to the title.

Status	Survey Title
✔ Completed	<p><b>Report of Loss or Theft of Controlled Substances</b> – BNDD Loss Report Demographics – #1: 19, 123456, AB123456, vkuljak@yahoo.com, Vladimir Kuljak, 12-22-2020</p> <p style="text-align: center;"> <input type="button" value="+ Click here, if you have another request to submit"/> <span style="float: right;"><input type="button" value="Edit response"/></span> </p>

Once Form is partially submitted (Save and Continue Later), you will receive email (you will have to provide e-mail address and write down the return code) which will be consist message below (below e-mail is just an example):

[This message was automatically generated.]

Thank you for partially completing the survey "Report of Loss or Theft of Controlled Substances". You may continue your progress on this survey by clicking the link below. You will need your return code that was given to you on the survey webpage.

[Report of Loss or Theft of Controlled Substances](#)

If the link above does not work, try copying the link below into your web browser:

[https://redcapbndd.azurewebsites.net/redcap/surveys/?s=3tMiBrQUEH&\\_return=1](https://redcapbndd.azurewebsites.net/redcap/surveys/?s=3tMiBrQUEH&_return=1)