

# Family twice finds errors in prescriptions

BY JONI HUBBED  
STAFF WRITER  
jhubb@oe.com

If it had happened just once, Jeff Zorn probably would have just let it go.

But when pharmacists at a local CVS drug store made significant errors for the second time in a little over a year, the Farmington Hills resident decided to make a little noise. If nothing else, he'd like to warn folks to check their prescriptions before taking any medication, to make sure they've got the right stuff.

"Had we not noticed it, it could have been very serious," Zorn said.

Both times, pharmacists got the medication right, but greatly increased the dosage. The first time, in September, 1998, his son's one milligram prescription was quadrupled.

He had been visiting his parents, and they noticed the error. Zorn isn't sure the teen would have seen the difference.

"Fortunately, he didn't take it, because that would really have sent him for a loop," Zorn said.

When he returned to the pharmacy, he got an apology, but nothing by way of explanation.

According to a CVS corporate representative, Zorn could have

**■ 'I said I'd like somebody to bring out the proper prescription. About a half hour later, the store manager came out with it and a \$25 CVS gift card.'**

Jeff Zorn

—Farmington Hills resident

filed a complaint at that point. Communications director Mike D'Angelis said the company has an established procedure for handling those kinds of situations, which he called "rare."

Normally, when a customer files a complaint, the store will forward a written report to corporate headquarters, where it is investigated, D'Angelis said. CVS has no record of any action taken in 1998, he said.

Zorn said the family really felt the problem was simple human error and just let it drop. But then Izze, one of the Zorn's three cats, needed medication. All three have immune disorders, but Izze and Twigee nearly died last year. Their veterinarian prescribed prednisone, an immune system suppressant that literally keeps them alive.

Normally, Zorn would have gotten Izze's prescription filled at the veterinarian. But Livonia

seemed a long way to drive for just that.

When he got home and looked at the pills, it was easy to see something was very wrong. Izze's prescription was for tiny, 5 milligram pills. Zorn had been given 20 milligram pills, which were much larger.

This time when he called, he was a little more angry.

"I said I'd like somebody to bring out the proper prescription," he recalled. "About a half hour later, the store manager came out with it and a \$25 CVS gift card."

The manager explained the mistake, attributing it to the store being short-staffed. The effort was appreciated, just not really enough. So Zorn called CVS corporate offices. Again, he got an apology.

Again, it just didn't feel like enough.

"I guess there's not much they could do," Zorn admitted. "I wish they'd have said 'we're working on it' or 'we're doing something to fix it.'"

The family has begun to purchase prescriptions through mail order as much as possible. They don't get the personal touch, but so far, everything's been filled correctly.

Zorn pines for the days of the neighborhood drug store, before large chain stores began taking them over.

"You used to know the pharmacist, and it was great," he said. "I can't think of any neighborhood stores still around here."

Despite the errors, the family doesn't plan to switch drug stores. The one they've been going to is convenient and close by.

Besides, Zorn said, with the proliferation of drug stores just like it, "Where am I gonna go?" D'Angelis said his company has no record of a formal complaint filed on either of the Zorn's prescription errors. While he couldn't comment on the specific case, which is now under investigation, he said CVS has a good track record.

"We do 280 million prescriptions a year and a very small amount are incorrect," D'Angelis said.



Protect: Jeff Zorn's son, as well as his cats, Izze on the left, Twigee, on right, had prescriptions filled incorrectly by a local pharmacy.



Incorrect: The pills Jeff Zorn's son and his cats received were the wrong dosages.

## Woman charged with arson

BY TIM SMITH  
STAFF WRITER  
tsmith@oe.com

A 45-year-old Farmington woman was arraigned Monday in 47th District Court on charges that she attempted to set fire to her apartment Feb. 14, while her 49-year-old boyfriend was trapped inside.

Farmington Public Safety Commander Maria Furtak Tuesday said the woman, Darice Thompson, was arraigned on charges of assault with intent to commit murder and arson of a dwelling house. A not-guilty plea was entered on Thompson's behalf, with bond set at \$7,000.

Thompson, who was arrested earlier on Monday, now faces a

preliminary examination in 47th District Court at 8:30 a.m. Monday, March 6.

Police were called to a fire at the Farmington Plaza Apartments complex on Mooney Street near Shiawassee at about 12:45 a.m. Feb. 14.

Firefighters extinguished the fire quickly, although all residents of the complex were evacuated. No serious injuries were reported.

According to police reports, a cigarette lighter was used to set fire to a bathroom door in the couple's apartment.

"It (the door) was damaged from previous incidents, where there were holes in it," said Putt. The door was hollow, which

"assisted in starting the fire," Putt said.

The 49-year-old man apparently was inside the bathroom when fire was set to the bathroom door, Putt said.

Both Thompson and her boyfriend had been drinking, Putt said. The couple's second-floor apartment was destroyed. Apartments on either side sustained smoke damage.

Police, as of Tuesday, were still trying to determine the monetary amount of damage from the insurance company.

Farmington Public Safety Detective Frank Demers' investigation of the case was lauded by Putt. Demers worked with county arson investigators.

## New boundaries under review

BY STACY JENKINS  
STAFF WRITER  
sjenkins@oe.com

Walled Lake school officials are going back to the drawing board after hearing from 200 concerned parents of students who face school boundary changes this fall.

The board of education was expected to review the new boundaries at its meeting Tuesday but the issue was pulled from the agenda.

A spokesperson from Superintendent James Geisler's office said Tuesday the matter was postponed because a newly-formed parent group from Glenary Elementary is meeting with administration to research the options.

Parents of Glenary Elementary students expressed their

### ■ WALLED LAKE

concerns at a hearing last week over being redistricted twice in less than two years.

"They told us last time that they wouldn't redistrict again for three years and now, they're moving our children a year-and-a-half later," said Dana Haynes-Mellett, a Glenary parent.

Uneven populations at two of the district's middle schools has prompted school officials to look at the attendance areas.

Geisler said Walnut Creek Middle School is crowded, according to enrollment figures and projected enrollment, while Sarah Banks Middle School has plenty of space.

The plan, as suggested by the

district's Feasibility Committee, was to shift 46 current Glenary fifth graders from Walnut Creek to Sarah Banks next school. Seventh- and eighth-graders would choose between Banks and Walnut Creek next year.

The plan also called for a choice between the district's high schools for those students.

Geisler said the redistricting plan, this time around, is "pretty modest" compared to previous changes.

But this will not be the last time the school boundaries will be changed. A bond proposal that would fund a new high school is being considered by the board of education and Geisler said a new middle school will be needed in the future. Boundaries must be redrawn every time a new school opens.

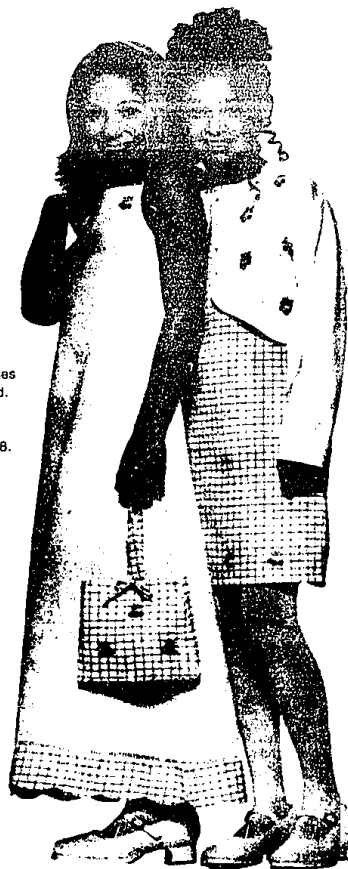
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