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# Breaking HIPAA Articles – Senator Concerned That Walgreens Pharmacists Are Coming Around the Counter To Talk With Customers

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Walgreens Pharmacy has implemented a new store model called Walgreens Well Experience. According to the company, one aspect of the model is to have "pharmacists out front:"

> You've got questions, we now have pharmacists out in front of the counter to more easily provide answers and offer a more personalized experience. At Walgreens we believe nothing should come between you and your health. Including counters.
>
> - *Walgreens*

http://www.walgreens.com/topic/promotion/well-at-walgreens.jsp

Apparently, the dangers of this model couldn't get by the scrutiny of Senator Ed Markey (D) of Massachusetts. On October 14, he sent Walgreens a letter demanding to know how the new store model would comply with HIPAA.

http://www.markey.senate.gov/2013-10-16_MarkeyWalgreens.pdf

I've stood in line at many a pharmacy, including Walgreens, and I'd say that being able to move to the side to talk with the pharmacist may be a whole lot more private that shouting across the counter. In any event, I'm sure Senator Markey will get to the bottom of this critical issue.