



COVID-19 Change Package #1:

Pharmacy Workforce and Patient Protection, Pharmacy Workflow Strategies, and Patient Communication

Visit www.ncpanet.org and click on *Best Practices from CPESN Pharmacies* within the Coronavirus Information Section to see resources for each of the following sections. **It will be updated Daily by 4PM ET Mon-Fri for latest best practices.**

Objective: Integral to community pharmacies currently is focusing on protecting pharmacy staff and patients. This requires new workflows (practice transformation). Simultaneously, pharmacies need to be communicating the changes to patients.

Tip- Review the [Best Practices from CPESN Pharmacies](#) and determine the pharmacy's needs and the current best practice associated with those needs. If a best practice is lacking, email covid@cpesn.com.

Pharmacy and Patient Workforce Protection

- 1. Determine how patients will be receiving their medications and enhanced services while minimizing COVID-19 exposure for both patients and pharmacy staff**
 - a. Medications
 - i. Curbside and/or Drive-Through Only (Store Front closed) – RECOMMENDED
 - ii. Store front open
 1. Implement social distancing procedures
 2. Utilize personal protective equipment (PPE) as appropriate
 - b. Enhanced services
 - i. Remote counseling and education
 - ii. Remote ongoing monitoring and follow-up

Tip- Reflect on what changes have been made to providing prescriptions in lieu of the COVID-19 Pandemic. What still needs to occur?

- 2. Determine the best ways to decrease potential exposure**
 - a. Implement protocols to manage and control COVID-19 exposure in pharmacy
 - b. Set a timer to remind staff to wash hands and sanitize workstations every hour
 - c. Set expectations for employees to follow social distancing and other precautions outside of work
 - d. Utilize PPE (e.g. gloves, masks, eye protection) as appropriate and available

Tip- Connect with your peers in your community to determine what measures have already been put in place.

Best practices Example for #1 and #2: Click [here](#) and download the Protocol Example for "Reducing Potential Exposure in the Workplace"

3. Determine how you will handle potential exposure

- a. Have a plan for when staff is potentially exposed to COVID-19 or start to exhibit symptoms
- b. All staff should follow guidance, including student pharmacists on rotation

Tip- Review current best practices to see if something could be improved upon.

Best practices Example for #3: Click [here](#) and download the Guidance Example for “Staff Guidance for Potential COVID-19 Exposure”

4. Develop and educate your employees on a COVID-19 policy and procedure

- a. Once you have determined the above protection and workflow strategies above, put this information into a plan to communicate with staff. Update as info changes.
- b. Information to be sure to include: Ways to protect the staff, Prescription Intake Procedures, Curbside Service Procedures, Register Procedures.

Protocol Example for #4: Click [here](#) and download the Protocol Example for “Employee Education”

Pharmacy Workforce Strategies

1. Determine how to best utilize medication synchronization during the COVID-19 pandemic

- a. If possible, move fill dates 2 to 5 days earlier to manage potential drug shortages, patient refills, and provision of enhanced services (e.g. ongoing monitoring and follow-up)
- b. Identify patients who should be enrolled in medication synchronization
 - i. Home delivery patients
 - ii. At-risk patients (≥ 65 yo and any patient with chronic conditions such as cardiovascular disease, diabetes, and chronic lung disorders)

Patient Communication

- 1. Ensure employees understand “the messaging” from the pharmacy so it is evidence-based, accurate, and consistent**
- 2. Encourage patients to receive their normal refill amounts so that drug shortages can be minimized and patients have access to critical medications**
- 3. Keep up with the drug information topics that patients will have questions**
 - a. Potential treatments for COVID-19
 - b. Effectiveness of medications (e.g. ibuprofen)
 - c. Drug shortages
- 4. Update your phone recording (IVR) with COVID-19 Messaging**

Phone Recording with COVID-19 Messaging Example: Click [here](#) and download the “Messaging Example”

- 5. Update your outside marquee sign with appropriate COVID-19 messaging**
- 6. Update your website and/or social media**
 - a. Ask patients to like your Facebook Page to receive updates
 - b. Utilize your Website and/or Facebook page to regularly update patient
 - c. Inform on how to best communicate with the pharmacy, how to pick-up meds, how the delivery process has changed, what OTC products that you have available, etc.
- 7. Develop and distribute a patient flyer/brochure to provide with patients**
 - a. Help alleviate patient worries about continuing to obtain medications, inform of enhanced services that assist (i.e., med sync), share your pharmacy's plan for patients receiving medications
 - b. List available OTC products and keep updated
 - c. Provide to patients upon medication pick-up/delivery

Flyer Example: Click [here](#) and download the “Patient Flyer Example”

- 8. Create Visible Posters**
 - a. A regular 8x10 page to inform patients you are open may be easily overlooked; posters have helped much more.
 - b. Parking lot delivery may be a more patient-friendly term vs. curbside delivery
 - c. Assign designated parking spots