

COMMUNITY PHARMACY BEST PRACTICE

During COVID-19



6 FT APART

1 GENERAL PRACTICES

- List symptoms and encourage both staff and patients not to come in if experiencing them
- Screen body temperature of patients and staff
- Limit those in the store at all times
- Mark the floors - 6ft distance between counters and patients waiting
- Social distancing between employees
- Should train employees on how to use and discard PPE
- Have hand sanitizer accessible for patients at counter



2 AT DROP OFF

- Avoid handling insurance cards
- Encourage EMR, fax, and telephone prescriptions from prescribers
- Encourage 90-day supplies
- If patient is waiting - encourage them to wait in vehicle
- Encourage prescription synchronization for less visits to the pharmacy



3 AT PICK UP

- Encourage Drive-thru, Delivery, or Curbside if available
- If possible, have credit cards on file
- Have pharmacy sign if PBMs are voiding the requirement
- Sanitize applicable areas every 30min or when deemed necessary



4 CONSULTATIONS

- BOP currently allows waiving of consultations
- Encourage patients to call in for a consult



5 LEAVING THE PHARMACY

- Wash hands when leaving the pharmacy
- Remove and sanitize PPE
- Place PPE in brown paper bag to maintain cleanliness