COVID-19 BEST PRACTICES

NCPA | **CPESN**

FtP | Community Pharmacy Foundation

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 Monday-Friday 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. Remot e 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. Develop plan based on CDC and local public health department guidance.
   c. All staff should follow guidance, including student pharmacists on rotation

> **TIP →** *Review current best practices to see if something could be improved upon.*

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