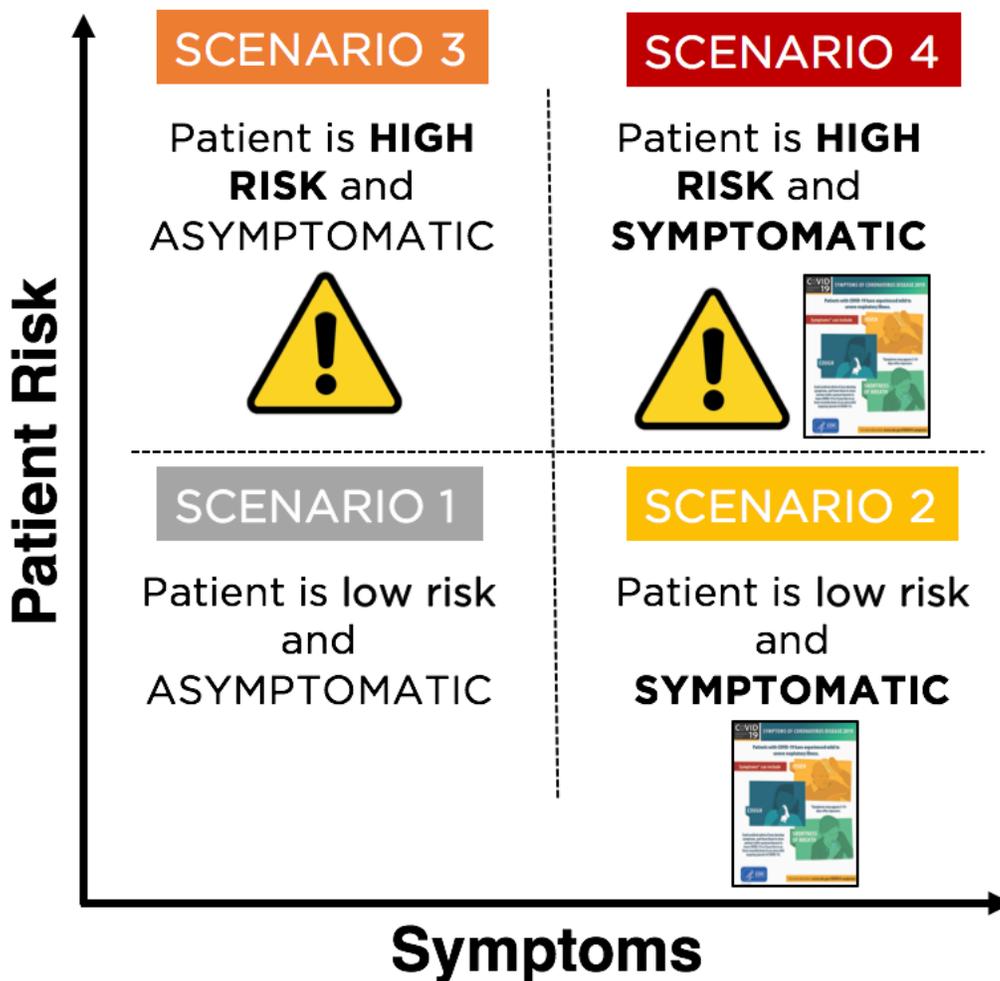


COVID-19 Response: Standard Plan of Care Template

Below is the latest best-practices version of the COVID-19 Response: Standard Plan of Care Template. We welcome feedback and improvements from all community pharmacies and public health officials. Please send to: COVID@cpesn.com. We will continue to re-publish updated versions based on feedback and recommended improvements.





In all Scenarios, Patients and Pharmacy Staff Should Practice the Three C's and Adhere to Social Distancing:

1. Cover your cough and sneeze
2. Clean your hands with warm water and soap—Use hand sanitizer, if you cannot wash
3. Contain your germs by staying home, if you are sick

In all Scenarios, Additional Consideration Should be Made for Adults with Higher Risk:

Those at higher risk includes:

- Older adults (60 years of age and over)
- People who have serious chronic medication conditions like: Heart disease, Diabetes, Lung disease
- People with a weak immune system (immunosuppressed)

Scenario 1: Patient is Low Risk and Asymptomatic

1. Testing is not recommended at this time until tests become more readily available
2. Recommend prevention strategies
3. Provide patient education about COVID-19



Scenario 2: Patient is Low Risk and **SYMPTOMATIC**

1. If possible, patient should be tested

A. If tested positive

- a. Quarantine—patient should minimize contact with others
- b. Enroll patient in medication synchronization if not already to minimize trips to pharmacy
 - i. Medication review via phone to determine if medications are optimized
 - ii. Ongoing monitoring and follow-up— every 3 days
 - iii. Provide supportive treatment strategies
 1. OTC product recommendations
 2. Provision of complementary products when available
 - a. Hand tissues, soap, hand sanitizer, alcohol-based disinfectant
 - iv. Referral if needed
- c. Delivery with precautions
- d. Provide patient education about COVID-19

B. If tested negative

- a. Other testing may be needed (e.g. strep, influenza A)
- b. Precautions should still be followed until patient symptom free
- c. Quarantine—patient should minimize contact with others
- d. Enroll patient in medication synchronization if not already to minimize trips to pharmacy
 - i. Medication review via phone to determine if medications are optimized
 - ii. Ongoing monitoring and follow-up—weekly
 - iii. Provide supportive treatment strategies
 1. OTC product recommendations
 2. Provision of complementary products when available
 - a. Hand tissues, soap, hand sanitizer, alcohol-based disinfectant
 - iv. Referral if needed
- e. Delivery with precautions
- f. Provide patient education about minimizing spread of viruses



Scenario 3: Patient is **HIGH RISK** and Asymptomatic

1. Testing is not recommended at this time until tests become more readily available
2. Recommend prevention strategies
3. Provide patient education about minimizing spread of viruses
4. Enroll patient in medication synchronization if not already to minimize trips to pharmacy
 - a. Utilize the appointment-based model
 - i. Medication review via phone to determine if medications are optimized
 - b. Ongoing monitoring and follow-up at each medication synchronization appointment and as needed based on clinical status
 - c. Provide supportive treatment strategies
 - i. OTC product recommendations
 - ii. Provision of complementary products when available
 1. Hand tissues, soap, hand sanitizer, alcohol-based disinfectant
 - d. Referral if needed based on patient interview



Scenario 4: Patient is **HIGH RISK** and **SYMPTOMATIC**

1. Patient should be tested

A. If tested positive

- a. Quarantine—patient should minimize contact with others
- b. Enroll patient in medication synchronization if not already to minimize trips to pharmacy
 - i. Medication review via phone to determine if medications are optimized
 - ii. Ongoing monitoring and follow-up — every 3 days
 - iii. Provide supportive treatment strategies
 1. OTC product recommendations
 2. Provision of complementary products when available
 - a. Hand tissues, soap, hand sanitizer, alcohol-based disinfectant
 - iv. Referral if needed
- c. Delivery with precautions
- d. Provide patient education about COVID-19

B. If tested negative

- a. Other testing may be needed (e.g. strep, influenza A)
- b. Precautions should still be followed until patient symptom free
- c. Quarantine—patient should minimize contact with others
 - i. Enroll patient in medication synchronization if not already to minimize trips to pharmacy
 1. Medication review via phone to determine if medications are optimized
 2. Ongoing monitoring and follow-up
 3. Provide supportive treatment strategies
 - a. OTC product recommendations
 - b. Provision of complementary products when available
 - i. Hand tissues, soap, hand sanitizer, alcohol-based disinfectant
 4. Referral if needed
- d. Delivery with precautions
- e. Provide patient education about minimizing spread of viruses



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