**Best Practice: Develop a contingency plan with a neighboring pharmacy in the event that**

**one of the pharmacies have to close.**

Discuss the following topics with your local CPESN pharmacies to develop a current action plan for multiple situations that may arise due to COVID-19.

**Situations to Discuss**

Current Local Situation

* Number of current COVID-19 positive cases are in the respective counties
* Health of employees and current use of PPE by employees

Staffing Requirements

* Current staffing model used
* Number of pharmacists and pharmacy technicians
* Roles and responsibilities of current staff (MTM only pharmacists, compounding technicians, medication sync technicians, etc.)

Logistics of Transferring Operations Temporarily to the Alternative Pharmacy

* Ability to forward phones
* Communication plan to prescribers and patients if situation arises
* Medication sync programs running a minimum of one week ahead to prevent disruptions
  + Ensure cross-over as much as possible between pharmacies like patient expectations of phone calls, reviewing med list, etc.
  + As state laws/regulations allow, consider remote continuation of these processes for sync patients by pharmacy sync technicians.
* Transferring of patients if needed
  + Select which patients would be transferred (e.g. medication sync patients due, new prescriptions, refill requests)
  + Mode of transfer of prescriptions
  + Plan to transfer patients back to original pharmacy
* Capacity of alternative pharmacy to handle increased volume
* Current delivery services and capacity to deliver all prescriptions transferred from the temporarily closed pharmacy

Pharmacy Management System

* Ensure both pharmacies have remote access to the pharmacy management system

Slack Resources

* Slack resources available to each respective pharmacy
  + If employees haven’t been affected at the pharmacy closing, disucss ways of working.

**Goals to Achieve**

1. Determine which situation(s) in which staff would be shared
2. Evaluate the logistics of transferring operations to one pharmacy if the other pharmacy must close temporarily
3. Plan for continued, close communication