



## COVID-19 Change Package #4

### *Considerations for Reopening your Pharmacy*

A step-wise approach is provided below for considerations in reopening community-based pharmacies. These ideas and considerations were developed with guidance from CPESN® USA Luminaries and Leaders. Many pharmacies may not be ready to reopen their pharmacy. However, the steps below can be contemplated when developing a plan for when the time is right to reopen.

#### **STEP 1: Most importantly, know your state/local guidance for the current/future phase(s) of reopening your community.**

- Knowing the COVID-19 data within your county will help guide you

#### **STEP 2: Discuss the idea of your pharmacy's re-opening plan with the entire staff.**

- Your staff needs to feel safe once the pharmacy is re-opened

#### **STEP 3: Determine which considerations are appropriate for your pharmacy and the services that you provide for your patients with the goal of keeping patients and staff healthy.**

- Consider availability of adequate PPE for staff and patients
  - Consider having all pharmacy staff wear face masks
  - Consider having patients wear a mask when entering the pharmacy
- Screen employees for COVID-19 signs and symptoms prior to work
- Install plexiglass at the check-out counter and counseling area to protect staff
- Ensure social distancing is occurring within the pharmacy by putting tape lines on the floor that are 6 ft apart
- Ensure the pharmacy surfaces are being sanitized properly
- Wipe surfaces that patients touch regularly
  - Wiping the surfaces and/or pens after use while the patient is there will show the patient you are going the extra mile to protect them
- Consider posting flyers with instructions for patients
  - CDC Flyer for patients to read before entering: Click [here](#) to download flyer
- Continue to encourage the use of the drive through, curbside pick-up, and home delivery
  - High-risk patients should especially be encouraged to do one of these options
- Consider limitations to, or eliminating the waiting area
  - Remove chairs in waiting area if possible to encourage waiting in cars.
  - Call the patient when the prescription is ready or flag them down outside

**This is a great time to update cell phone numbers in patient profiles.**

- Encourage pharmacy staff to get OTC products for patients
  - Limit the number of patients within the pharmacy based on CDC recommendations and State/Local Reopening Phases
  - Have a plan in place in case a pharmacy staff member comes in contact with a COVID-19 patient or other staff member
  - Determine which enhanced services put you more at risk of COVID-19 exposure and develop a plan for each of the services
    - **Example:** immunizations, blood pressure checks, fitting for CPAP Masks
    - **Immunizations:** Provide the patient with a screening form for COVID-19 related symptoms prior to the patient completing their immunization paperwork
- ➔ Click [here](#) to download an editable example
- **Blood Pressure Checks:** Ensure that you are disinfecting the blood pressure monitoring equipment, surfaces touched by the patient, and the chair (ideally, use of a plastic chair allows for better sanitization)

**Consider having a temporal/infrared thermometer available to take the patient's temperature.**

**STEP 4: Develop and implement the plan based on the above steps.**

- Update as state/local guidance is updated

**STEP 5: Share the completed plan with your pharmacy staff.**

- Also, consider informing local health departments and prescriber offices of your plans for re-opening

**STEP 6: Share parts of your plan (or your complete plan) with your patients/customers.**

- Inform customers/patients via social media/IVR
  - Ensure that people are not caught off guard, and help them feel more comfortable coming back to the pharmacy