**Pharmacy Workforce Protection**

***Employee Education and Protection***

***Standard Operating Procedures***

**Purpose:** The purpose of this SOP is to develop policies and procedures to ensure our employees are safe while maintaining services to our patients and our communities

**Goal:** Minimizing employee exposure to COVID-19

**Process:**

* ***Closing pharmacy lobby, if possible, and limiting medication access to delivery to home, curbside, or drive through***
  + Post appropriate signage to inform public
    - Multiple strategies have been employed to help patients know what to do
      * Pharmacy phone number on sign and patients instructed to phone from inside their cars what they need
      * Pharmacy has staff at door meeting patient on the outside to get patient request, ask them to wait in car, then meet them back at car with completed request
  + Staff should use appropriate precautions during patient encounters
    - Wear appropriate PPE as needed and appropriate (e.g. mask, gloves, eye protection)
    - Leave bags on trunk or hood of care
    - For patient signature if needed, pharmacy signs as per COVID-19 protocol. If signature is needed, sanitize pens after each use.
    - Ask patient consent for pharmacist/technician to sign credit card receipts/counseling attestation.
    - If possible, minimize cash or check payments. Best is to have patient call in with their credit card information.
* ***Personal sanitation***
  + Wash hand as soon as get to work
  + Do not touch any equipment or workstations until hands are washed)
  + Frequent hand washing with soap and water (most effective) or alcohol-based hand sanitizer (at least 60%) including after eating
  + Avoid touching hand, mouth, eyes with unwashed hands
  + Use disposable gloves whenever handling medications (be prudent with supplies and including sanitizing gloves regularly)
  + Follow respiratory etiquette including covering coughs and sneezes
  + Sanitize hands/gloves between customers
* ***Workstations sanitation***
  + Clean workstation at beginning and end of shifts
  + Discourage staff from using other worker’s phones, desks, workstations, or other equipment if possible
  + Food consumption not permitted at workstation.
  + Drinks are allowed at workstation, but with precautions
* ***General sanitation***
  + Regularly disinfect (e.g. every hour on the hour) all surfaces including door handles window latches, computer hardware countertops, phones, and all commonly touched surface with 70% IPA
  + Use gloves for handling payment information at cash register
* ***Handling materials coming from outside the pharmacy***
  + Do not accept old Rx bottles—patient needs to either read Rx number or inform staff of medications needed
  + Do not accept any drug returns during this time
  + Utilize e-Scribe, faxed prescriptions, or verbal orders whenever possible
  + Use gloves whenever handling anything that comes from the outside
    - Either change or sanitize gloves regularly