Days Miami Heights Pharmacy

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v3.0

**COVID 19 Delivery Protocol**

Objective: To protect both our patients and our community health workers

Strategy: Reduce interaction as possible without losing medication supply chain integrity

Tactics:

1. Pharmacists/technicians will target high-risk patients (over 60 years of age [especially over 70] and/or underlying risk factor [HTN, DM, lung disease, immunocompromised]) for deliver/curbside pickup
2. Offer free delivery for these patients
3. Team will ask if patient(s) has any questions for the pharmacist
4. Team will get credit card information over the phone whenever possible for non-house account individuals
5. Team will run credit cards prior to delivery and print an extra receipt. One copy of the receipt can go in the patient’s bag, one will be attached to the documentation sheet as described below. Signature pad at pharmacy will be signed “Delivery”
6. For patients who insist on paying with cash/check, team will instruct patient to leave cash/check in an envelope taped to the door. If change is needed, team must be informed prior to driver leaving the pharmacy.
7. Team will inform patients of this protocol (steps below) prior to delivery
8. Driver will leave delivery on the front porch/assigned area (may have to hang on the door handle etc. -- this is done in consultation with patient)
9. Driver will call patient from driveway to inform delivery is there and ask if patient can get it in real time
10. Driver will document on form attached to receipt of either visually seeing the patient get delivery or document the patient understanding delivery is outside and they are taking ‘control’ and responsibility for medications.
11. Documentation will be kept as normal delivery signature logs are kept.

Documentation sheet on next page

COVID 19 DELIVERY

State and National Emergency calls for adjusting protocols including reducing interactions with high risk patients. This shall serve as signature capture for these deliveries.

Patient(s) Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_ I observed patient retrieve medications from doorstep

\_\_\_ I talked to the patient after leaving medications on doorstep and instructed them to retrieve as soon as possible. Patient understood instructions with verbal confirmation and accepts medications into their control

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