**Public Health communications suggestions**

Over the past few weeks CPESN IOWA has been in contact with IDPH, IPA and others sharing our ability and readiness as COVID vaccine providers. We have also contacted large chain pharmacies and offered to contract as a network for COVID vaccine administration assistance in LTC facilities. Our message to IDPH and to large chain pharmacies was that we have over 100 network pharmacies across the state with over 250 pharmacists and technicians who are experienced, accessible vaccinators.

If you haven’t already, I would encourage each of you to contact your local public health department and offer your assistance to them. From what I have heard to date, every county has been very appreciative of the outreach and began including local pharmacists in their communications and operational plans in some way. Local public health departments (LDPH) are surprised but pleased to hear we already have a system in place for 2nd dose reminders. Most counties are giving postage paid postcards to providers to mail out for a 2nd dose.  As we know, many pharmacies are very capable of easily sending text, phone or email refill reminders out to their patients. Finally, your LPHD may or may not have realized that the Moderna vaccine (10 doses) will need to be used within the first 6 hours of vial puncture following an appointment based model for vaccination can ensure minimal to no waste of valuable vaccine.

**Version 1:** (Assuming the local public health dept does not know you by name.)

My name is \_\_\_\_\_\_\_\_\_\_\_ and I am the (Owner/Manager/Pharmacist/Tech/COVID Vaccine Champion, etc) for \_\_\_\_\_ Pharmacy.  I am helping coordinate our pharmacy’s COVID vaccine response including planning, logistics, coordination, distribution, education/training, etc.  We are registered with IDPH as a COVID vaccine provider (and we are also enrolled with \_\_\_\_\_\_ as our Federal Pharmacy Partner). We would love to work with you and assist in COVID vaccination efforts in whatever way is beneficial to the county.  Highlight any of the below features you provide:

* We have administered vaccines for years in the pharmacy already and already have a system in place for 2nd dose reminders.
* We have #X staff members trained and available to administer COVID vaccines.
* We are capable of sending out electronic text, email, phone calls for 2nd dose reminders.
* We have online scheduling and consent forms available to make the process as streamlined and contactless and efficient as possible.
* We have storage options and are able to take in full lots of (100) vaccine so the county does not have to go through an extensive transfer paperwork process.
* Moderna vaccine must be used within 6 hours of vial puncture and we have a process in place to schedule appointments for patients to ensure minimal to no waste of vaccine once a vial is punctured.

Please let me know how we can help moving forward. If you have any questions or want to include us on additional information distribution please don’t hesitate to contact me directly, via email or my cell is #\_\_\_-\_\_\_-\_\_\_\_.

 **Version 2:** (If you are asked to participate as a vaccinator in the county.)

Thank you for reaching out to our pharmacy to assist with COVID vaccine administration. We would love to partner with you to help in any way that makes sense.  We are part of the Community Pharmacy Enhanced Service Network in IOWA. Some county public health offices have asked other network pharmacies to assist with vaccinating in their vaccination pods.  Or the pharmacy host a “pod” or clinic at the fire dept to vaccinate fire and first responders.  And other county public health offices have asked pharmacies to be an alternate site for HCP who cannot make the pod vaccination date(s).  Certainly as the vaccine becomes more widely available, we are a convenient site for community members.  So, however we can help, we are willing.  Just let us know. We would ask the recipient for their insurance card to attempt to bill an administration fee to the patient’s insurance.  However, if it’s not covered or they don’t have insurance; we will not be charging for the service.  We would not charge the patient or the facility/organization and administration fee.

(Include if true) We have electronic consent forms that the patient would complete ahead of time and then schedule an appointment to come into the pharmacy.  This saves time at the pharmacy, promotes social distancing, and helps space the patients out.  We will be entering them in IRIS, notifying their PCP and have the following procedure for 2nd dose reminder.

1. We will be entering the vaccination in our dispensing systems for record keeping, tracking, etc.  Here we can add a “refill” to the “prescription” and put it in the que to pop up when the 2nd dose is due.  When the 2nd doses pops up in our que, it would prompt us to check to see if the patient has scheduled their 2nd appt yet and if not to reach out to them to get it scheduled.
2. We have a communication platform that we use to send messages to patients via voicemail, text messages or emails.  One day prior to the patient’s scheduled appointment, they will get a reminder of their upcoming vaccination appt the next day.  They will also get a message approximately 1 week before their 2nd dose is due to remind them to fill out a consent form and schedule an appointment for their 2nd dose.
3. If patients do not schedule or respond to our “soft” messages (voice, text, email) then they would get a personal call from one of our staff members to reach out to them to see if they had concerns, questions, transportation issues, etc and to try to get them scheduled.

We appreciate the work that you are doing and the opportunity to collaborate with our local healthcare partners to come together to serve our community.  Thank you for the information.  If you have any questions or want to discuss any additional ways we might be able to help, you can feel free to contact me via email or by phone (could include cell # since the office may need to reach you quickly.)