



# COVID-19 – STRATEGIES FOR COMMUNITY PHARMACIES

## Prevent Transmission

- Implement strategies to decrease transmission of infection in all areas of the pharmacy
  - Make frequent, effective handwashing a common practice by staff
    - Wash hands with soap and water for 20 seconds
    - Use alcohol-based hand sanitizer (>60% alcohol) if unable to use soap and water
    - While transmission potential is low, staff should use hand-sanitizer frequently when filling prescriptions. Refrain from directly touching medications.
  - Make hand sanitizer and tissues available for staff and in public areas, such as prescription drop-off and pick-up areas
  - Regularly clean and disinfect surfaces such as counters, door handles, waiting areas, and other spaces where public interaction occurs
    - Use EPA-approved disinfectants
    - Clean prescription filling materials such as counting trays and spatulas frequently
  - Maintain a six-foot distance between patients and staff members
    - Eliminate lines for patients when possible

## Decrease Exposure Risk

- Educate and communicate with patients and staff
  - Use calm, reassuring language when answering questions about COVID-19
  - Have COVID-19 educational materials available for distribution
- Communicate with patients the importance of staying home if they are sick
  - Recommend sending a family member or friend to pharmacy
  - Recommend using the drive-through, if available
  - Promote delivery service, if available
  - Encourage patients to keep cold medicines on hand in case they get sick
- Communicate with staff the importance of staying home if they are sick
  - Monitor staff for sickness regularly
    - Immediately send sick staff members home
      - **Fever (100.4 ° or greater)**
      - **Cough**
      - **Shortness of Breath**

## Plan and Prepare

- Establish processes for those at highest risk like older adults, immune compromised patients, and patients with chronic health conditions
  - Ask them to call in advance and take prescription to car
  - Utilize delivery service when possible



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- Develop communication plan to inform patients about procedure changes in your pharmacy
  - Utilize social media to encourage use of drive through or delivery service
  - Encourage patients to refill prescriptions before they run out
  - Encourage 90-day refills when possible
- Review the Emergency Order for Kentucky Pharmacies put in place by Governor Beshear on March 10, 2020
- Develop emergency plan based on the potential for absenteeism due to staff illness
- Develop plan for acquisition of needed personal protective equipment
  - Work with wholesalers or other vendors to understand process for ordering and timeframe for receiving
  - Contact local health department, emergency manager, or health care coalition to notify of *critical* need for PPE
- Help your pharmacy community by sharing best practices on social media (Follow KPhA Facebook and Twitter @KyPharmAssoc)

## Resources

- **Kentucky COVID 19 Hotline**  
[KYCOVID19.KY.GOV](https://www.ky.gov/covid19)
- **Kentucky Local Health Department Directory**  
<https://chfs.ky.gov/agencies/dph/dafm/LHDInfo/AlphaLHDListing.pdf>
- **Kentucky Emergency Management County Directors**  
<https://kyem.ky.gov/Who%20We%20Are/Pages/County-Directors.aspx>
- **Kentucky Healthcare Coalitions**  
<https://kyepltc.org/hospital-preparedness/coalitions/>
- **Kentucky COVID-19 Hotline 1-800-722-5725**
- **CDC Coronavirus 2019 (COVID-19) Home Page**  
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- **CDC Organization Cleaning and Disinfection Guidance**  
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>
- **EPA Registered COVID-19 Disinfectants**  
<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- **APhA Pharmacist Guide To Coronavirus**  
<https://www.pharmacist.com/coronavirus>
- **NCPA Coronavirus: What You Need to Know**  
<https://ncpa.org/coronavirus-information>
- **WHO Coronavirus 2019 (COVID-19) Home Page**  
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- **Executive Order Giving Pharmacists Emergency Authority Effective March 10, 2020**  
[https://governor.ky.gov/attachments/20200320\\_Executive-Order\\_2020-224.pdf](https://governor.ky.gov/attachments/20200320_Executive-Order_2020-224.pdf)
- **KRS 315.500 – Emergency authority for pharmacists during state of emergency**  
<https://apps.legislature.ky.gov/law/statutes/statute.aspx?id=31049>
- **201 KAR 2:330 – Emergency pharmacy powers**  
<https://apps.legislature.ky.gov/law/kar/201/002/330.pdf>

*\*\*Some information contained in this document was adapted from the Ohio Department of Health and Washington State Pharmacy Association*