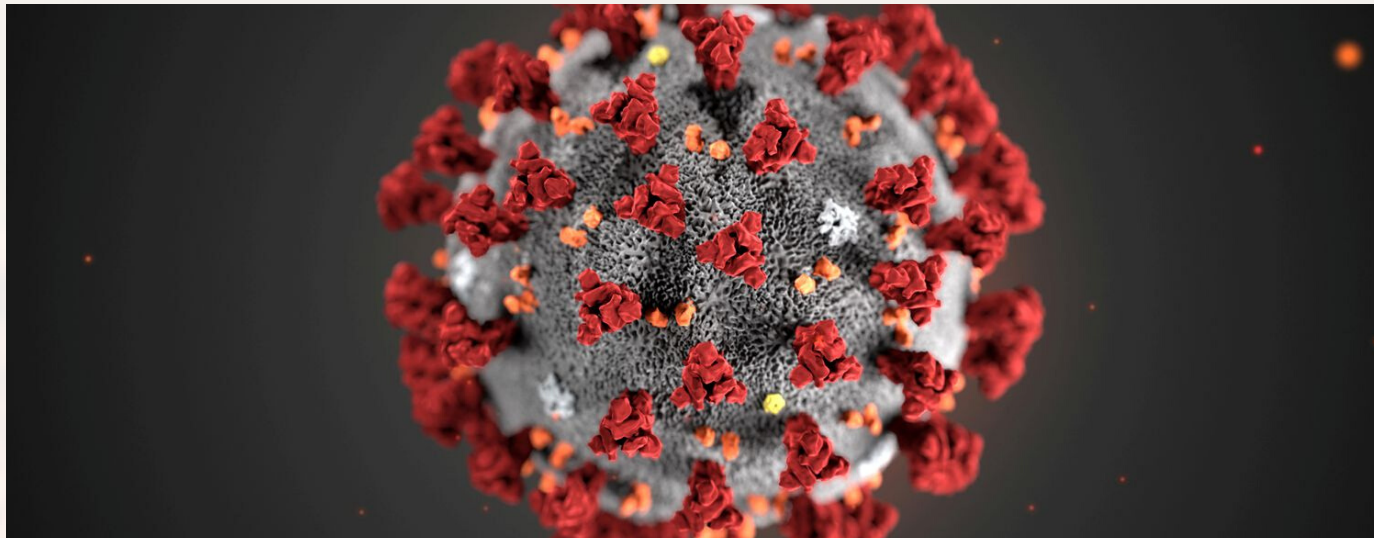




## Pharmacy Recommendations during the Coronavirus (COVID-19) Pandemic



### Purpose

A main priority for pharmacists, pharmacy technicians, and pharmacy staff is to stay protected and healthy while caring for patients during the COVID-19 pandemic. This document provides current recommendations for pharmacy staff with the goal of:

1. Protecting pharmacy personnel and their well-being as frontline responders to the COVID-19 pandemic
2. Limiting exposure risk to patients and pharmacy personnel
3. Providing safe delivery of medications and patient care services to the patient

*As the COVID-19 pandemic progresses, the following recommendations will continue to evolve. Refer to the resources listed below for the most up-to-date information for healthcare providers.*

### CONTENTS

---

#### APHA POLICY UPDATES

---

#### GENERAL RECOMMENDATIONS

---

#### COLORADO RESOURCES

---

#### ADDITIONAL RESOURCES

---

# APhA Policy Updates

The American Pharmacists Association (APhA) House of Delegates met virtually on March 20th and passed the following urgent new business items which are now APhA policy.

## **2020 Protecting Pharmacy Personnel During Public Health Crisis**

1. APhA strongly urges all employers of pharmacists and pharmacy personnel, and the settings in which they practice, to implement protection and control measures and procedures, per consensus recommendations when available, and access to protective gear and cleaning supplies that ensure the safety of pharmacy personnel and that of their family members and the public.
2. APhA urges federal and state government officials, manufacturers, distributors, and health system administrators to recognize pharmacists and pharmacy personnel as “front-line providers” that should receive appropriate personal protective equipment and other resources to protect their personal safety and support their ability to continue to provide patient care.

## CONTENTS

---

### APhA POLICY UPDATES

---

### GENERAL RECOMMENDATIONS

---

### COLORADO RESOURCES

---

### ADDITIONAL RESOURCES

---



# APhA Policy Updates

## 2020 Pharmaceutical Safety and Access During Emergencies

1. APhA urges government authorities to hold pharmaceutical manufacturers, wholesalers, pharmacies, and other pharmaceutical supply distributors, and providers accountable to state and federal price gouging laws in selling those items to patients, pharmacies, hospitals and other healthcare providers during times of local, state, or national emergency.
2. APhA urges government authorities to aggressively enforce laws and regulations against adulterated products and false and misleading claims by entities offering to sell pharmaceutical and medical products to healthcare providers and consumers.

## CONTENTS

---

### APhA POLICY UPDATES

---

### GENERAL RECOMMENDATIONS

---

### COLORADO RESOURCES

---

### ADDITIONAL RESOURCES

---





# General Recommendations

## *Pharmacy Considerations*

Pharmacies should limit face-to-face contact with patients as much as possible

- Maximize and emphasize the use of alternative delivery options (e.g., drive-through, delivery service, and curbside pickup)
- Encourage patients to utilize mail-order options if available
- Symptomatic patients should not be allowed inside the pharmacy

Adhere to social distancing both in the pharmacy and in the waiting areas

- Ensure that the CDC-recommended 6-foot standing distances are established at check-out counters and in waiting areas
- Tape can be used to create appropriate 6-foot standing distances while patients wait in line

The CDC recommends the use of barrier controls in pharmacies since PPE is extremely limited

- Establish a physical shield between pharmacy staff and patients to control exposure risk (e.g., plexiglass shield at cash registers, clear shower curtains)

Consider removing all customer seating in the waiting area to minimize the surfaces that need to be disinfected



# General Recommendations

## *Personal Protective Equipment*

Per the CDC, it is recommended that everyone should cover their nose and mouth with a cloth mask cover when around others in public settings

- The CDC's recommendation on the use of cloth face mask coverings to help slow the spread of COVID-19 can be found [here](#)

Immunizing pharmacists/pharmacy interns should wear personal protective equipment (gloves and masks) when administering vaccines

If your organization is experiencing a shortage or outage of personal protective equipment (masks, gloves, gowns, etc), please reach out to your [local emergency manager](#) or [local public health department](#)

An FDA Letter to Health Care Providers on Medical Glove Conservation Strategies during the COVID-19 Outbreak can be found [here](#)

## *Hand Hygiene*

Wash hands for 20 seconds with each wash, or use hand sanitizer containing at least 60% alcohol

Wash hands before and after direct patient care

Wash hands after removing gloves to remove any pathogens that may have transferred to bare hands during removal

Consider washing hands every 30 minutes when handling medications



# General Recommendations

## *Recognizing Signs/Symptoms of Potential Illness*

Pharmacy staff should be trained on how to recognize potential illness

- The CDC provides educational materials on identifying COVID-19 symptoms [here](#)

Pharmacy management should be trained on appropriate response measures if staff reports symptoms or COVID-19 exposure

- The CDPHE provides isolation and quarantine requirements [here](#)

## *Transactions at the Pharmacy*

Avoid touching objects handled by patients as much as possible

- If the pharmacy staff must handle money, cash, or credit cards, they should wear gloves if available
- If gloves are limited, pharmacy staff should wash their hands or use an alcohol-based hand sanitizer after the transfer of items

Limit direct contact with patients by placing the packaged medication on the counter for the patient to retrieve without directly handing it over

Ask patients to use the provided hand sanitizer before/after using the keypad at the register

Encourage patients and caregivers to use a credit card instead of the debit card function to avoid PIN input

CMS has suspended the Part D plan signature requirement; no signature is required



# General Recommendations

## *Sanitation*

Wipe down work stations regularly

- Set a timer to clean surfaces in the pharmacy consistently every hour

Wipe down surfaces, keypads at the register, pens, etc., after each patient's use

Cleaners known to kill the virus published by the United States Environmental Protection Agency can be found [here](#)

## *Filling Prescriptions*

Encourage prescribers to submit prescription orders electronically or via telephone to avoid handling paper prescriptions

Encourage that patients call in refill numbers to avoid waiting in line at the pharmacy

Do not accept patient prescription bottles for refills

Avoid handling insurance cards or benefit cards

- Have patients read the information required for billing (while maintaining privacy) or have patients take a picture of their card for processing



# General Recommendations

## *Delivery Drivers*

Delivery personnel should wear gloves and are advised not to enter the recipient's home

## *Outside Vendors and Deliveries*

Gloves should be worn when receiving store deliveries and signing portable signature pads

Sanitize the outside of contents that get delivered to the pharmacy

Avoid storing cardboard boxes in the pharmacy - throw away or recycle as soon as possible after removing contents

## *Other Considerations*

Wash work jackets and uniforms after every shift

Wash cloth masks regularly with laundry detergent and in a regular washing machine cycle

Avoid using clipboards made of porous surfaces for patient use



# Colorado Resources

## Notice of Colorado Application of DEA Guidance Regarding Oral Schedule II Controlled Substance Prescriptions

The Drug Enforcement Administration (DEA) recently provided guidance and temporary exceptions regarding the issuance of oral schedule II controlled substance prescriptions in light of the nationwide public health emergency prompted by the COVID-19 pandemic. The DEA recognized obstacles the pandemic has created for practitioners in their ability to meet with existing patients and provide written schedule II prescriptions.

However, Colorado prescribers and pharmacists must adhere to the stricter set of two laws between the DEA and Article 18 of the Colorado Uniform Controlled Substance Act of 2013.

To this end, Colorado Law (section 18-18-414(2)(a), C.R.S.) mandates, in summary, the following:

1. A pharmacist may dispense no greater than a 72-hour supply of a schedule II controlled substance to a patient in an emergency situation pursuant to a telephonic order from a prescriber.
2. The corresponding prescriber must then reduce the order to writing or electronic (electronic prescribing) format and shall deliver the order to the dispensing pharmacy by either electronic (electronic prescribing), facsimile, or mail (or have postmarked for mail delivery) within 72 hours of issuing the emergency telephonic order.

## CONTENTS

---

### APhA POLICY UPDATES

---

### GENERAL RECOMMENDATIONS

---

## COLORADO RESOURCES

---

### ADDITIONAL RESOURCES

---



## Colorado Resources

The Colorado Department of Regulatory Agencies (DORA) has provided a website for updates related to COVID-19's impact on our regulated industries and their consumers:

<https://www.colorado.gov/pacific/dora/covid-19-updates-licensees-and-consumers>

Once on the page, please expand and read the following sections:

- ⊕ General Information for All Healthcare Providers
- ⊕ Pharmacy

**CDPHE has also established statewide public hotlines for both citizens and providers needing guidance regarding COVID-19.**

- Citizen Hotline: **303-389-1687** or **1-877-462-2911**, with answers in many languages
- Provider Hotline:
  - From Monday thru Friday, 8:30 a.m.- 5:00 p.m., please call **303-692-2700**.
  - For after-hours, holidays, and weekends, please call **303-370-9395**.

*If you have a member of your pharmacy personnel that tests positive for COVID-19 or your practice site is exposed to a COVID-19-positive patient, please call the state and/or local hotlines to report the issue and they will guide you through the latest guidance for support, isolation, and/or testing.*

## CONTENTS

---

### APhA POLICY UPDATES

---

### GENERAL RECOMMENDATIONS

---

## COLORADO RESOURCES

---

### ADDITIONAL RESOURCES

---



## Colorado Resources

Colorado Department of Public Health and Environment: Information on the Outbreak of COVID-19: <https://covid19.colorado.gov/>

Governor Jared Polis's Executive Orders: <https://www.colorado.gov/governor/2020-executive-orders>

Colorado Pharmacists Society: COVID-19 Updates and Resources (state and national): <https://copharm.memberclicks.net/covid-19-resources>

### Final note

This extraordinary situation is far from ideal. These recommendations will continue to evolve as the COVID-19 pandemic progresses. CPS welcomes feedback on issues not yet addressed, or feedback on these recommendations and how to improve them to enable pharmacy personnel to practice safely and limit exposure risk.

## CONTENTS

---

### APhA POLICY UPDATES

---

### GENERAL RECOMMENDATIONS

---

## COLORADO RESOURCES

---

### ADDITIONAL RESOURCES

---



## Additional Resources

American Pharmacists Association: Pharmacist's Guide to Coronavirus:

<https://www.pharmacist.com/coronavirus>

National Community Pharmacists Association: Coronavirus Information:

<https://ncpa.org/coronavirus-information>

Centers for Disease Control and Prevention: COVID-19 Page:

- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Considerations for Pharmacies During the COVID-19 Pandemic:

- <https://www.cdc.gov/coronavirus/2019-ncov/healthcare-resources/pharmacies.html>

Guidance on Wearing Cloth Masks Outside of Home:

- <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html>

Occupational Health Safety and Health Administration: Guidance on Preparing Workplaces for COVID-19:

<https://www.osha.gov/Publications/OSHA3990.pdf>

Society of Infectious Diseases Pharmacists: COVID-19 Resources:

<https://www.sidp.org/covid19>

IDstewardship.com:

<https://www.idstewardship.com/coronavirus-covid-19-resources-pharmacists/>

## CONTENTS

---

### APhA POLICY UPDATES

---

### GENERAL RECOMMENDATIONS

---

### COLORADO RESOURCES

---

### ADDITIONAL RESOURCES

---

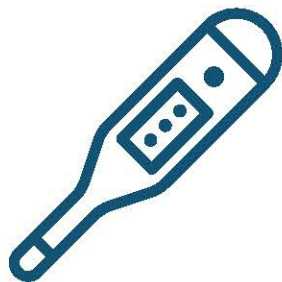


APRIL 2020

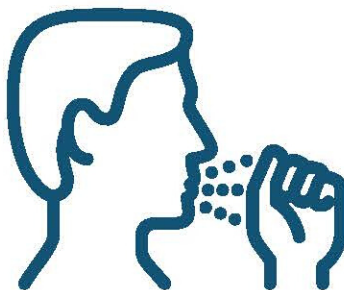
# CORONAVIRUS

## **STOP:** **PLEASE READ BEFORE ENTERING**

Have you been to an affected place in the last 14 days  
*or*  
had contact with somebody with Coronavirus  
*and*  
do you have any of these symptoms?



**FEVER**



**COUGH**



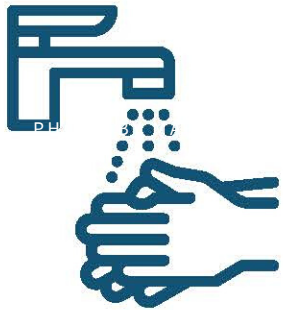
**SHORTNESS OF BREATH**

If yes, to protect yourself and others, please stay at home.  
Phone your doctor or call 911 without delay.

**For advice, visit [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus)  
or call the CDC Helpline at 800.232.4636**

# CORONAVIRUS

## HOW TO PROTECT YOURSELF



### WASH

your hands well  
and often



### COVER

your mouth and  
nose with a tissue  
or sleeve when  
coughing and  
sneezing



### AVOID

touching eyes,  
nose, or mouth  
with unwashed  
hands



### CLEAN

and disinfect  
frequently touched  
objects and  
surfaces

---

Washing hands with soap and water is  
**just as effective** as an alcohol-based hand rub.

There is **no evidence** that using masks is  
of any benefit to people who are not sick.