

COVID-19 Checklist for Pharmacies

Top 10 Things You Can Do to Prepare for COVID-19

The Tennessee Board of Pharmacy strongly recommends that all pharmacies immediately take the following actions:

1. Use calming and reassuring language when patients ask for information
2. Have a fact sheet available to answer questions from patients on prescription refills, emergency supplies, payer coverage of medications, and other RX related information
3. Encourage people to buy cold medicines now, so they will not have to go out if they develop COVID-19
4. Establish a process for older adults, pregnant women, and individuals with chronic health conditions to pick up medications without waiting in line.
5. Report to the local health department unusual patient complaints, surges in symptoms of fever, cough, or respiratory distress
6. Implement infection control procedures, especially for patient waiting areas.
 - a. Make sure staff maintain a distance of 3 feet from asymptomatic patients and at least 6 feet from those actively coughing
 - b. Regularly clean and disinfect counters, waiting areas, and other spaces where public interaction occurs with an EPA-approved disinfectant. Clean at least every hour or after every 10 patients, whichever is more frequent.
 - c. Place alcohol-based hand sanitizer next to the checkout window so people can sanitize their hands after using common items like pens
 - d. Recommend that patients use the drive-thru window if available for prescriptions and healthcare supplies. Curbside delivery could be utilized if there is no drive-thru to minimize exposure.
7. Monitor all staff for sickness regularly. Take temperatures once per shift and send them home if they have symptoms of a respiratory infection.

8. Consider work exclusion of asymptomatic employees determined to be close contacts of a known COVID-19 case. If this is not possible, the employees who continue to work should wear surgical masks for their entire shift for 14 days after the exposure and should undergo daily symptom and temperature monitoring while continuing to work. Employees who become symptomatic during monitoring should be excluded from work and sent home immediately.
9. Update sick leave policies to place employees on sick leave if a family member is sick and to develop a post-illness return-to-work procedure.
10. Provide recommended actions for unprotected exposures (e.g., not using recommended personal protective equipment, an unrecognized patient contact).
11. Know your active standing orders and collaborative practice agreements. Know the most up to date timelines on when you may be receiving certain capabilities or products (vaccines, therapeutics, testing, medications)

For additional information: <https://www.tn.gov/governor/covid-19.html> and <https://www.tn.gov/health/cedep/ncov.html>

Executive Orders from Governor Bill Lee in response to COVID-19: <https://sos.tn.gov/products/division-publications/executive-orders-governor-bill-lee>

Additional resources:

- *WSPA Guidance to Pharmacy Practitioners for Safe Practice During COVID-19 Outbreak: <https://www.wsparx.org/news/492218/WSPA-Guidance-to-Pharmacy-Practitioners-for-Safe-Practice-During-COVID-19-outbreak.htm>
- *Coronavirus Disease 2019 Hospital Preparedness Tool: <https://www.cdc.gov/coronavirus/2019-cov/downloads/hospital-preparedness-checklist.pdf>
- *DEA COVID-19 Information page: <https://www.deadiversion.usdoj.gov/coronavirus.html>
- *International Pharmaceutical Federation Information and interim guidance for pharmacists and the pharmacy workforce: <https://www.fip.org/files/content/priority-areas/coronavirus/Coronavirus-guidance-update-ENGLISH.pdf>
- *FDA guidance on certain REMS drugs: <https://www.fda.gov/media/136317/download>
- * Interim US Guidance for Risk Assessment and Public Health Management of Persons with Potential Coronavirus Disease 2019 Exposures: Geographic Risk and Contacts of Laboratory Confirmed Cases: <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>