

Best Pharmacy Practices during COVID-19

Currus has gathered some suggested best practices for your staff to implement during the COVID-19 outbreak to keep both your employees and patients safe.

- Pharmacies should utilize signs on the entrance (like [this](#) or [this](#)) and messaging through social media/text messages to prevent potentially infected patients from entering the pharmacy.
- Encourage patients to use drive-thru, delivery, or curbside pick-up.
 - If you cannot offer drive-thru, do screenings at the entrance.
 - Place meds on hood of car to minimize interaction with curbside pick-up.
 - Consider using a local print shop to create a sign/banner like below to put in front of your store that clarifies that you are open and instructs customers to use these services and stay in their car. Include your phone number so they can easily call.



- Consider adding a pop-up notification to your website's homepage to inform patients about operating hours and services available during the COVID-19 crisis. Keep patients informed of these hours and services on your social media pages as well.
- If your store front is open, instruct customers not to touch doors and as little as possible.
- Ensure that patients are standing 6 feet apart either with signage or some type of barrier.
- All patients who enter a pharmacy and have respiratory symptoms should be triaged in a way that prevents spread of illness to other patients or employees. Based on history or testing, they may need to be referred elsewhere.



- All staff should be trained on how to spot COVID-19 symptoms. If you are evaluating a patient for suspected COVID-19, contact your local health department immediately.
- Sanitize regularly before and after patient contact. Consider setting a timer to remind employees to wash hands and wipe down commonly touched surfaces hourly.
 - Employees should wear gloves (if available).
 - [Here](#) is a list of EPA approved disinfectants for use against COVID-19.
- Implement split-team approach if staffing levels permit to limit staff exposure with each other. Consider assigning staff to one workstation during shift to minimize interaction.
- Offer 90-day supplies (when able) to limit visits from patients.
- Put more focus and finances towards delivery services.
 - Be sure the drivers wear protective gloves.
- Use your marketing resources to remind patients about your delivery and pick-up options.
 - You can even create a quick Facebook ad to help reach more customers in surrounding areas. Our brief tutorial on how to do this can be found [here](#).

