

Pharmacies

AVERAGE LEVEL OF CUSTOMER INTERACTION

- Provide prescription medication, medication counseling and immunizations to patients. Some work requires direct physical contact with customer.

Employee Protection

EMPLOYEE PROTECTIVE MEASURES

- Pharmacy personnel to wear PPE is encouraged.
- Encourage all prescribers to submit prescription orders via telephone or electronically. The pharmacy should have procedures to avoid handling paper prescriptions.
- Drive through and curbside service for prescription pick up.
- Delivery of pharmacy items to patients' home where possible.
- Strategies to limit direct contact with customers include:
 - Packaged medication can be placed on a counter for the patient to retrieve.
 - Avoid handling insurance or benefit cards.
 - Avoid touching objects that have been handled by patients.
- Widen check-out counters for social distancing.
- Utilize plastic shields/screens at check-out and other counters.
- Provide hand sanitizer on counters for use by customers and have sufficient and easy access to soap and water or hand sanitizer for staff. o Increase cleaning measures and supplies for the pharmacy area.
- Limit transactions to patient or authorized representative only to decrease occupancy.
- Practice social distancing (utilize signage/ barriers and floor/seat markers to instruct waiting patients to remain 6 feet apart).
- Promote the use of self-serve checkout registers and clean them frequently. Have hand sanitizer and disinfectant wipes at register locations for use by customers.
- Close self-serve blood pressure units.

WILL THESE MEASURES REQUIRE ANY ADDITIONAL OR PARTICULAR CLEANING/SANITATION SUPPLIES?

Adapted from <https://ltgov.alabama.gov/reopen-alabama-responsibly/>



- No sanitation or cleaning outside of the normal scope of operations would be required.

WILL THESE MEASURES REQUIRE THE INSTALLMENT OF CERTAIN EQUIPMENT, SUCH AS SCREENS AT CHECKOUT COUNTERS?

- Yes. Barriers placed at counters.

WILL THESE MEASURES REQUIRE ADDITIONAL SANITIZATION PRACTICES IN REGARD TO SUPPLY CHAINS IN YOUR INDUSTRY, SUCH AS SANITIZATION OF INCOMING STOCK, COMPONENT PARTS, RAW MATERIALS, ETC?

- No

WILL THESE MEASURES REQUIRE THE PURCHASE AND USE OF PERSONAL PROTECTIVE EQUIPMENT (PPE), SUCH AS FACE-MASKS OR GLOVES?

- Yes. Facemasks and gloves will be needed as appropriate. One facemask can be used per day. Gloves will be disposed of and changed as needed.

Customer Protection

CUSTOMER PROTECTIVE MEASURES:

- Practice social distancing (utilize signage/ barriers and floor/seat markers to instruct waiting patients to remain 6 feet apart).
- Promote the use of self-serve checkout registers and clean them frequently.
- Have hand sanitizer and disinfectant wipes at register locations for use by patients.
- Pharmacy personnel will wear protective facemasks and gloves as appropriate.
- All countertops should be sanitized between patients.
- The pharmacy will not provide books, magazines, or any reading material, for clients.
- Drive through and curbside service for prescription pick up.
- Delivery of pharmacy items to patients' home where possible

Adapted from <https://ltgov.alabama.gov/reopen-alabama-responsibly/>



HOW CAN THESE MEASURES BE COMMUNICATED TO EMPLOYEES IN A CLEAR AND CONSISTENT MANNER ACROSS THE INDUSTRY?

- These measures may be posted on the front door or window for patients to read before entering the pharmacy.

DO ANY MEASURES REQUIRE A BUSINESS TO GET AN UPDATED BUILDING OCCUPANCY FIRE CODE IN ORDER TO DETERMINE A CERTAIN PERCENTAGE OF OCCUPANCY ALLOWED IN THE STORE/FACILITY?

- No.

WILL THESE MEASURES REQUIRE ANY ADDITIONAL OR PARTICULAR CLEANING/SANITATION SUPPLIES?

- None outside the normal scope of operations.

WILL THESE MEASURES REQUIRE THE INSTALLMENT OF CERTAIN EQUIPMENT OR MARKINGS, SUCH AS TAPE ON THE FLOOR IN CHECKOUT LINES?

- Yes. Barriers and/or floor/seat markers (tape, etc.) may be needed.

WILL THESE MEASURES REQUIRE ANY ADDITIONAL SOCIAL DISTANCING REQUIREMENTS IN AREAS OF CLOSE PROXIMITY?

- The space between waiting area chairs and patients in line will require marking.

WILL THESE MEASURES REQUIRE THE DESIGNATION OF AN EMPLOYEE TO PERFORM A SPECIFIC DUTY, SUCH AS MONITORING STORE CAPACITY OR CONSISTENTLY SANITIZING A DESIGNATED SURFACE?

- Yes, the owner/manager or designated employee would be on duty to monitor all procedures.
- When applicable, an employee should be designated to monitor store capacity.

Adapted from <https://ltgov.alabama.gov/reopen-alabama-responsibly/>

