

PHARMACIES

AVERAGE LEVEL OF CUSTOMER INTERACTION



Some work requires direct physical contact with customer.

EMPLOYEE + CUSTOMER PROTECTION



- Everyone entering the pharmacy should wear a face covering, regardless of symptoms.
- Pharmacists and pharmacy technicians should always wear a facemask while they are in the pharmacy for source control.



- If an employee is sick, he or she will be sent home or to a healthcare facility.
- Utilize plastic shields/screens at check-out and other counters.
- Postpone and reschedule delivery of some routine clinical preventive services, such as adult immunizations, which require face to face encounters.

• 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 should be used for prescription pick up.
- Deliver pharmacy items to patients' homes where possible.
- Utilize plastic shields/screens at check-out and other counters.
- Widen check-out counters for social distancing.

• 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.

• Add markings and signs where appropriate to encourage social distancing.



• Provide hand sanitizer on counters for use by customers and have sufficient and easy access to soap and water or hand sanitizer for staff.

- Increase cleaning measures and supplies for the pharmacy area.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Close self-serve blood pressure units.



• Limit cash handling.

• Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.

• Sanitize point of sale equipment after each use, including pens.

• Promote the use of self-serve checkout registers and clean them frequently. Provide hand sanitizer and disinfectant wipes at register locations.

MORE PHARMACY RESOURCES

Louisiana Pharmacists Association: <https://www.louisianapharmacists.com/page/coronavirus>

Louisiana Board of Pharmacy: <http://www.pharmacy.la.gov/index.cfm?md=pagebuilder&tmp=home&pid=530>