

RECOMMENDED CLOSED-DOOR OPERATING GUIDELINES

To protect your staff and patients from the accelerating risk of infection and to enable the ongoing operation of your pharmacy, we strongly urge you to operate only in closed-door mode and provide drive-through, curbside pickup and delivery options for patients. The risk of infection in many parts of the country is far too great to allow anyone other than carefully screened staff to enter the pharmacy.

- Lock all exterior doors and post signs at all entrances stating that your pharmacy is closed for in-store business. Instruct patients to use your mobile and/or online app for refills and direct pick-ups to the drive-through unless otherwise noted below. **SEE/DOWNLOAD OUR EDITABLE SAMPLE SIGN.**
- If you reduce your operating hours to manage workload and stress, be sure to post your new hours on exterior doors as well.
- **Require all employees to enter through the back door only and use our recommended health screening procedures.**
- Continue to answer phones to the best of your ability and politely dismiss all non-essential calls.
- Rotate employees between your drive-through and curbside pickup area throughout the day to reduce manage fear and burnout.
- **The clerk/technician taking prescriptions to curbside patients will be the only person coming in and out of the pharmacy on a regular basis and will lock the door each time he/she exits. Otherwise, open the door only to accept essential deliveries or to allow employees to enter/exit at shift change.**
- Keep sanitizing supplies by the front and back entrances to allow the disinfecting of doors, door handles, building keys, etc. after each store entry.
- **Your designated curbside agent (employee) MUST wear a N95 mask while working with patients outside and must use hand sanitizer each time upon re-entering the pharmacy.**
- Make sure your curbside or parking lot waiting area has a whiteboard or other sign where staff can post information identifying waiting patients via sticky note.
- **Verify name and DOB for all patients before handing off prescription at drive-through or curbside.**



PAYMENT PROCEDURES

- **NO CASH OR CHECKS WILL BE ACCEPTED – CREDIT OR DEBIT/CREDIT CARDS ONLY.**
- Ask all patients for permission to store credit card information in your pharmacy system and have two register screens open for saving time.
- Load credit card info into POS by having the patient read it over drive through speaker or hold it up at drive through window.

DRIVE-THROUGH PROCEDURES

- All patients will go through drive-through prior to being placed in a curbside spot unless told to go to a curbside spot because they have informed you that they are en-route to pick-up a prescription.
- Keep all drive-through lanes open to avoid excessively long lines. Be sure waiting cars do not impede the flow of traffic in adjacent streets.
- **No paper scripts, vials, credit cards, cash or other materials will be taken at the drive-through.**

- **If a patient wants to drop off prescriptions at the drive-through, ask the patient to text an image of the script to the pharmacy text number, then call the prescribing MD to get a verbal order.**
 - If a patient's script is not ready, send them to curbside to wait (space #1, #2, "3 etc.)
 - If the drive-through wait is too long, patients can call in scripts and wait at curbside.
 - **Ask patients when they call in refills if you can pre-load their credit card info into your secure platform to speed up the drive-through/curbside service.**

- **If the drive-through clerk sends a patient to curbside:**

- **Get patient DOB, PHONE NUMBER, CAR TYPE/COLOR, & CURBSIDE NO.**
- Place a sticky note on the curbside whiteboard next to the drive-through so everyone is aware of where the patient is parked.
- If the drive-through is empty or has a very short line, call the waiting patient at curbside and direct them to come back to the drive-through for pick-up.
- **Remember to have an empathetic but firm mindset with patients at all times.**



They are fearful and stressed just like we are and they need our understanding. When asking for a credit card, use the following phrase: *"To protect our staff and patients, we are not physically handling credit cards at our drive-through. Could you please hold your credit card up for me to see or read the number to me so I can load it in our secure system?"*

- **SIGNATURES: Do not require drive-through patients to sign for their prescriptions. Instead, document "CV 19 DT" on the signature capture pad.**

CURBSIDE PROCEDURES

- **To improve workflow:** when a patient calls in a prescription and informs you they are on the way to pick-up it up, instruct the patient to park in a curbside spot, then call you to confirm their arrival. This will keep them out of an already congested drive-through. Complete the transaction in the store as above and deliver to the patient.
- **If a patient's prescription is not ready, take down the following information and keep it in a basket:**
 - NAME & DOB
 - PHONE NUMBER
 - CAR COLOR/TYPE & CURBSIDE SPOT LOCATION OR NUMBER
 - **Additionally, write the patient's NAME and CAR COLOR/TYPE on a sticky note and stick it on the whiteboard in the curbside/parking lot area.**
- When the prescription is ready, call the patient to get CC info and load it into the patient's profile.
 - If the prescription requires counseling, have the pharmacist counsel during this phone call.
 - If the patient does not have a cellphone, bring your cordless phone with you when delivering the script and have the pharmacist on speaker to counsel (call xxx-xxx-xxxx).
- **Process the payment in-store & sign "CV 19 curbside" on the signature pad for proof of pick-up.**
- Take the prescription out to the patient and, before handing over the meds, verify the name and DOB one more time to ensure proper delivery



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