COVID-19 Checklist for Pharmacies

Top Things You Can Do to Protect Against COVID-19

Ohio Department of Health Director Amy Acton, M.D., MPH, strongly recommends that all pharmacies immediately take the following actions:

- Use calming and reassuring language when patients ask for information.
- Have a fact sheet available to answer questions from patients on prescription refills, emergency supplies, payer coverage of medications, and other Rx-related information.
- Encourage people to buy cold medicines, so they will not have to go out if they develop COVID-19.
- Offer separate operating hours for older adults and other vulnerable populations.
- Report unusual patient complaints, surges in symptoms of fever, cough, or respiratory distress, or surges in sales volumes of cold and flu medications, over-the-counter pain killers, or hand sanitizer.

Use infection control procedures:
- Make sure staff and customers maintain a distance of 6 feet from one another. Use signage, floor tape, or some other means to designate 6-foot spacing for employees and customers in line.
- Regularly clean and disinfect counters, waiting areas, and other regularly touched objects or frequented spaces. Use an EPA-approved disinfectant.
- Make alcohol-based hand sanitizer available for customers and employees, especially next to the checkout window so people can sanitize their hands after using common items, like the pen used to sign for prescriptions.

- Monitor all staff for sickness regularly and have them stay home or send them home if they have signs of respiratory infection. Take temperatures once per shift, or have employees take their temperatures before reporting to work.

- 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.

For more information, visit: coronavirus.ohio.gov
Provide recommended actions for unprotected exposures (e.g., not using recommended personal protective equipment, an unrecognized infectious patient contact).

Attempt to preserve personal protective equipment when possible due to severe shortages. If you have surplus supplies to share, please contact together@governor.ohio.gov or your local Emergency Management Agency.

Know your active standing orders, collaborative practice agreements, and memorandums of understanding. Know the most up to date timelines on when you may be receiving certain capabilities or products (vaccines, therapeutics, testing).

Learn and follow the new State of Ohio Board of Pharmacy rule on dispensing chloroquine or hydroxychloroquine for COVID-19. Details and links can be found here. The purpose of the rule is to ensure that patients who have conditions such as malaria, rheumatoid arthritis, and do not experience shortages during the COVID-19 pandemic.

Be aware that third party administrators, including Pharmacy Benefit Managers (PBMs), are required to suspend pharmacy audits during the state of emergency. This ensures that pharmacies can focus their resources on helping during this crisis as opposed to spending time on the paperwork associated with these types of audits. For more information, see https://iop-odi-content.s3.amazonaws.com/static/Legal/Bulletins/Documents/2020-04.pdf.

For additional information, visit coronavirus.ohio.gov.

For answers to your COVID-19 questions, call 1-833-4-ASK-ODH (1-833-427-5634).

If you or a loved one are experiencing anxiety related to the coronavirus pandemic, help is available. Call the Disaster Distress Helpline at 1-800-985-5990 (1-800-846-8517 TTY); connect with a trained counselor through the Ohio Crisis Text Line by texting the keyword “4HOPE” to 741 741; or call the Ohio Department of Mental Health and Addiction Services help line at 1-877-275-6364 to find resources in your community.
Protect yourself and others from COVID-19 by taking these precautions.

For additional information call 1-833-4-ASK-ODH or visit coronavirus.ohio.gov.

- Stay Home
- Practice Social Distancing
- Get Adequate Sleep and Eat Well-Balanced Meals
- Wash Hands Often with Water and Soap (20 Seconds or Longer)
- Dry Hands with a Clean Towel or Air Dry Your Hands

- Cover Your Mouth with a Tissue or Sleeve When Coughing or Sneezing
- Avoid Touching Your Eyes, Nose, or Mouth with Unwashed Hands or After Touching Surfaces
- Clean and Disinfect "High-Touch" Surfaces Often
- Call Before Visiting Your Doctor
- Practice Good Hygiene Habits

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