

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.

- 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.

CORONAVIRUS DISEASE 2019 Ohio

Department
of Health

Protect yourself and others from
COVID-19 by taking these precautions.

PREVENTION

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STAY HOME



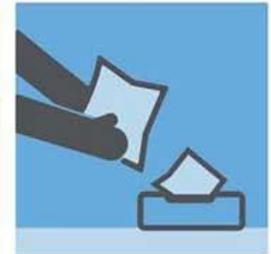
PRACTICE
SOCIAL
DISTANCING



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

For more information, visit: coronavirus.ohio.gov