



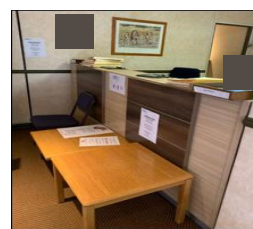
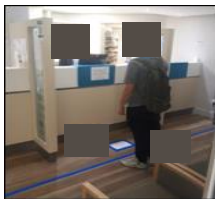
COVID-19 UPDATE

PHARMACY PROCESS

COVID-19

PATIENT ACCESS TO THE PHARMACY

- Limit the number of persons allowed in the pharmacy to ensure social distancing
- Only allow prescription holders in the pharmacy (no unnecessary persons)
- Enforce social distancing with demarcated lines, tape barriers, physical barriers – example images below



DISPENSARY COUNTER & PATIENT INTERACTION

- Patients are expected to sanitise their hands upon entering the pharmacy
- Practice regular (30 minute) sanitising of counters unless an incident requires immediate sanitising of a surface
- Apply hand hygiene principles before and after each patient interaction

CATEGORY OF PATIENTS

- Take Home Medication – These patients should not come into the pharmacy. Receive the prescription, dispense & send the medication to the ward and perform telephonic counselling (this is only for the pandemic period)
- Other patients – apply all above principles to minimise distance, visits and contact
- Chronic Medication – Identify and contact your patients using medicine for chronic conditions. Communicate with them via SMS, email or telephone and pre-arrange a collection point in/outside of the pharmacy that would limit exposure risk.