

PHARMACIES

AVERAGE LEVEL OF CUSTOMER INTERACTION

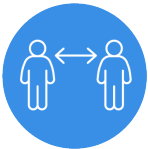


Some work requires direct physical contact with customer.

EMPLOYEE + CUSTOMER PROTECTION



- Pharmacy personnel will wear protective facemasks and gloves as appropriate.
- 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.



- 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

Michigan Pharmacists Association: www.michiganpharmacists.org