

COVID-19 SUMMARY GUIDANCE #4

Community pharmacy contingency plans

The following measures should be considered by the pharmacy management:

1. Develop emergency plans and workflow
2. Carry out full staff training (see below)
3. Focus on the health status of all pharmacy staff, also with regard to their stress and mental health;
4. Protect pharmacy personnel
5. Strengthen pharmacists' infection monitoring capacity
6. Ensure adequate cleaning and disinfection management
7. Implement patient counselling procedures
8. Strengthen patient education
9. Strengthen infection exposure management, and
10. Strengthen medical waste management

It is recommended that the entire pharmacy team be trained in:

- Technical and scientific information on COVID-19, in particular, on the symptoms, incubation period and modes of transmission of the virus;
- Epidemiological information on affected areas;
- Prevention measures including on disinfectants, proper hand hygiene and handling of personal protective equipment;
- How to proceed in a suspected case, including strategies that each pharmacy should implement;
- Materials available to support the intervention (information brochures, intervention flow charts and accurate information websites).

For details and supporting references, consult the complete guidance document at www.fip.org/coronavirus

This document is based on the available evidence and recommendations of reputable organisations at the time of publishing. It will be updated as new knowledge becomes available. 14 July 2020.