

COVID-19 SUMMARY GUIDANCE #5

Patient isolation and referral

1. Become familiar with the protocols for isolation and referral of suspected cases of COVID-19 developed by your national, regional or local health authorities. Follow these procedures and collaborate in their implementation.
2. Whenever possible, isolate the suspected case in a separate room in the pharmacy and immediately call the appropriate emergency services or COVID-19 hotline.
3. The isolation room at the pharmacy should ideally have a private bathroom and the minimum furniture and objects required for the person's comfort while waiting, in order to avoid the need to decontaminate unnecessary items.
4. While in isolation, patients should be asked to wear a medical mask.
5. During isolation, only one member of the pharmacy personnel should have contact with the patient, wearing the appropriate personal protection equipment (mask, gloves and goggles).
6. Once the suspected case has been transferred to a healthcare facility or their home for quarantine, the isolation room and any potentially contaminated areas, such as toilets, should be cleaned and disinfected.