

COVID-19 Checklist

Pharmacies

Top 10 Things You Can Do to Prepare for COVID-19

All Minnesotans are being asked to practice social distancing whenever possible. Providers and staff in pharmacies continue to provide a crucial service for Minnesotans but will often not have the option for social distancing. Pharmacies can take the following actions to help minimize the spread of COVID-19.

- › Use calming and reassuring language when patients ask for information. Talk to staff about not stigmatizing Minnesotans of Asian descent.
- › Be prepared to answer questions from patients on prescription refills, emergency supplies, payer coverage of medications, and other Rx-related information.
- › Encourage people to plan for cold medicines, so they will not have to go out if they develop COVID-19. Also encourage not to over-buy items so everyone can find what they need.
- › Establish a process for older adults, pregnant women, and individuals with chronic health conditions to pick up medications while maintaining social distancing recommendations.
- › Report unusual patient complaints, surges in symptoms of fever, cough, or respiratory distress, or surges in sales volumes of cold/flu medications, pain killers, or hand sanitizer.
- › Implement infection control procedures, especially for clinic waiting areas:
 - Adjust furniture if possible to allow social distancing.
 - Regularly clean and disinfect counters, waiting areas, and other spaces where public interaction occurs with an EPA-approved disinfectant.
 - Provide alcohol-based hand sanitizer 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 send them home with signs of respiratory illness.
- › Update and share sick leave policies to include what to do 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).
- › 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).

For up to date, accurate information, visit the Minnesota Department of Health (MDH) [Prepare and Prevent: COVID-19](#) webpage, or the Centers for Disease Control (CDC) [Coronavirus webpage](#).



Wash your hands.



Stay home when sick.



Cover your cough.



Keep 6 feet apart.



Stay informed.