

5 things that have changed because of the COVID-19 pandemic

1 Promoting Prevention



Wear a mask



Keep 2m apart



Wash hands often

2 No Contact Delivery

For patients who are quarantining

Prescription deliveries require a signature,



but if that's not possible, documentation is still necessary.

ex. "Signature not received upon delivery due to patient quarantining for COVID-19"



Tip!

Discuss the delivery options with patients in advance.

Upon delivery, the delivery driver or pharmacy staff should call the patient to immediately retrieve the medication.

Especially when medication is temperature-sensitive or is a narcotic/controlled substance.

3 Virtual Care

Explore consultations via video chat or phone

Make sure you obtain and document the patient's consent!



Tip! Use a private, well-lit room and ask the patient to do the same.



Examples of virtual care services include:

- medication reviews
- inhaler demonstrations
- patient education on blood pressure monitoring
- counselling on new prescriptions
- broad prescribing (Alberta)
- minor/common ailments prescribing

(Controlled Drugs and Substances Act)

4 Controlled Substances

Temporary Health Canada exemption to CDSA for continuity of care

Pharmacists (not technicians) can:*
Accept verbal prescriptions
Transfer Rx's to another pharmacist
Change formulation/dose/regimens
Renew prescriptions

*Rules vary by province
<https://www.pharmacists.ca/advocacy/covid-19-information-for-pharmacists/>

Pharmacists are expected to collaborate with the prescriber prior to adapting or renewing.

If not possible, proceed and notify the prescriber within a reasonable amount of time.



Consult with the prescriber on different ways to administer methadone and buprenorphine when patients need to quarantine or self-isolate.

CAMH / META:PHI / OMA Guidance:
<https://bit.ly/3bUrtgj>

5 Protection During Injections

Patients should wear a mask and be screened for COVID symptoms before their flu shot.



Pharmacists should consider sessional use of eye protection, masks, and gowns/scrubs.