

Covid-19: Checklist for pharmacies (Version 4)

(Effective: 18.03.2020)

With Tens of thousands infected, hundreds of deaths, the corona crisis has led to disaster in Italy. The situation in South Tyrol is not quite as bad as in Lombardy, but here too there is a state of emergency. Because there were few useful recommendations from the officials, Stephan and Florian Peer had to improvise a lot in their pharmacies in Brixen and Lana and had to decide again and again how to keep the business running. They have kept a record of their learning curve; they want to share their experiences with their colleagues in Germany and Europe to stir them and give them a head start, saying "We too were rather relaxed about it just 14 days ago." Their message is clear: "We can only advise you to prepare everything now, because it will be hard."

Important: The following tips are from our pharmacy in South Tyrol. They do not replace official regulations, guidelines, directives or instructions for action!

Premise

- In view of the dynamic nature of Corona, it is very important to keep employees informed continuously and quickly!
 - ⇒ For larger teams, this can be done via an internal Wiki or a similar tool, where information can be distributed and looked up quickly.
 - ⇒ Enable the employees to read the news at home so that they can come to the pharmacy already informed. Updates are made very quickly.
 - ⇒ Dedicated Whatsapp chat groups for urgent information can be advantageous
- Important basic knowledge (for all employees: sales, cleaning staff, drivers...), especially:
 - ⇒ Avoidance of direct contact
 - ⇒ Keep a safety distance (at least 1.5 m)
 - ⇒ Proper hand washing
 - ⇒ Correct disinfection

Equipment/ Furnishings

- Place signs in front of the pharmacy or at the entrance for correct behaviour or access to the pharmacy ("Please stay outside in case of fever!", "Please keep your distance!", "Disinfect hands!")
- Possibly direct reference to courier service/telephone number of the pharmacy.
- Disinfection station for customers in the entrance area (economical dispenser important, if still available an automatic dispenser is better)
 - ⇒ If not available, ask at currently closed hotels, shops or restaurants if they have a spare
- Install sneeze guards for the counters (opening 30cm width 15 cm height has proven to be effective)
- Install hooks for shopping bags (see video)
- Widen the sales table to >1m = safety distance between employees (also ideal with sneeze guard because customers have room to put down their bags. We added an additional element in front of the counter measuring approx. 75cm height.
- Place ballpoint pens (can be disinfected) for customers in front of the sneeze guards.
- Place one POS terminal at each workstation to encourage contactless payment

Organization

- Plan your work schedule - even if schools and childcare are closed!
- Some colleagues let staff on holiday or sick leave stay at home to rotate in case of emergency. In our case, this is not possible at the moment

- staff with leading symptoms (fever and cough) must stay at home and report their symptoms
- Write up SOP with procedure by levels (low, medium, high)
 - ⇒ Initial value should be the number of positive test cases. In our case this is difficult to estimate due to the few tests that were carried out at the beginning. Therefore, our tips are formulated for high risk.
 - ⇒ If reliable figures are available, the measures can also be downgraded.
- Concept/planning for glove and mask use in the team (see below)
 - ⇒ The aim is to protect both employees and customers in the best possible way and at the same time to use resources (masks/gloves) as sensibly as possible.
- Make sure cleaning staff are still available to come and clean (even when everything else is closed)
 - ⇒ Attention, company physicians may put drastic regulations in place!
- Disposable work coats, FFP2 masks, etc. which the cleaning company may not be able to obtain.
- Disposable work coat laundry service: increase frequency due to increased change of coats
- Doctors point out that they tell patients that exclusively HEALTHY people should go get the medicine!
 - ⇒ Doctors effaces are closed and only open to appointments and phone service. They often mail prescriptions (also electronically) directly to the pharmacy.
- Ongoing information of employees and customers (website, Facebook, shop windows etc.)
 - ⇒ It takes a long time for people to realize the seriousness of the situation.
 - ⇒ Your social channels will get much more attention if you post how the pharmacy reacts / prepares itself. On our pages <https://www.facebook.com/peer1787> and <http://www.facebook.com/peerlana> we had approx. 3 times as much engagement as normal.

Over-the-counter sales

- Define maximum number of customers in the pharmacy at a time
 - ⇒ Draw crosses on the floor at a distance of 1.5m to 2m (duct tape works as well), indicate that customers should wait on the crosses. Once all crosses are occupied, customers have to wait outside, with a distance of 1,5 to 2m to one another.
- Plan locking the doors when too many people are in the pharmacy
- Prepare for an extremely large amount of work to be done! We had two record days of customers in a row, even though everyone was supposed to stay at home.
 - ⇒ In the beginning, there is mainly a demand for medication, less for shelved products
- The way the rush has been in the first few days, work on the emergency hatch would not be possible.
- All pre-booked analyses will be cancelled (if necessary, a notice will be posted: "Unfortunately, we are unable to carry out any analyses, because the minimum distance is not observed")
 - ⇒ Exception: blood pressure measuring, if a customer is not feeling well, then have them put on the cuff themselves or wear protective clothing!
 - ⇒ The same applies to compression stockings. All "light" cases are postponed. Urgent cases should be measured at home, if possible, or otherwise with breathing protection and protective clothing.

Stockage

- Hand disinfection gel: Store as much as possible, also ethanol and all components for in-house production
 - ⇒ We're doing both and just barely keeping up!
 - ⇒ Sales are limited to one item per person (approx. 100 ml), increase if customer's movement is constrained (allow to people to carry additional items for the elderly)
 - ⇒ Alcohol can also be purchased from distilleries and liqueur manufacturers, and containers from local cosmetics manufacturers.

- ⇒ Don't forget the delivery service for catering supplies, where you can also find disinfectants and cleaning agents.
- Hand sanitising gel for companies: Priority for shops that are certain to stay open longer such as Doctors' offices, supermarkets, grocery stores, etc.
- Inform customers that they can also recycle soap dispensers etc. that have been thoroughly cleaned.
- Stock up the warehouse to be prepared for the onrush: vitamin C in all forms, cones for Braun Thermoscan are in high demand, gloves, plus paracetamol, ibuprofen and all fever and cold remedies!
 - ⇒ We don't experience panic buying, but people tend to purchase an extra pack of painkillers etc...
- Rationing / dividing up products: if you don't have enough, then ration or, where legally possible, divide them up to serve as many customers as possible.
- Attention, there are many fake offers, (masks without CE, disinfectants with too little alcohol content (should be over 62% according to DAZ), wrong delivery dates...)
- If possible, assign an employee only for organization orders of disinfectants etc. (home office?). employee is allowed to think "outside the box" to find new sources (cave products pharmacy compliant).

Laboratory disinfectant gel

- ⇒ Here is the formula for the disinfection gel according to SIFAP (Italian Society of Manufacturing Pharmacists), which was officially communicated to us by a circular letter from federfarma <https://www.sifap.org/newsletter/emergenza-sanitaria-coronavirus,-chiarimenti-per-il-farmacista-preparatore>
- ⇒ It is the formula from Farmacopea Britannica, to prolong the contact and exposure time it is recommended to add viscosity increasing substances.
- ⇒ Production in STEPHAN ointment machine works very well.

Laboratory Consumables

- Keep sufficient labels in stock (also for large-scale production disinfectants)
- Stock up on toner for printer

Operating supplies

- Disinfectants for both people and surfaces
- Detergents with quaternary ammonium compounds are often sold as virucidal, but the exposure time is usually much too long for practical use.
- Protective clothing
 - ⇒ Gloves
 - ⇒ Suits
 - ⇒ Glasses
 - ⇒ Respiratory protection / breathing protection
- Check with craftsmen, hardware stores, building site supplies etc. - they sometimes also have FFP2 and FFP3 masks.
- Ask private practitioners who are closed if they can provide masks.

Courier service

- Offer courier service for patients over 65 years free of charge
 - ⇒ Training of the employee is important (minimum distance, use of masks, hygiene measures)
 - ⇒ Ask in advance if fever or quarantine, if so, note this in red.

- ⇒ Clarify with customers how much money they have at home and take along exact change in an envelope
- ⇒ use mobile card reader for debit and credit card payments (if available)
- ⇒ Only accept prescriptions in an envelope

Hygiene

- If possible, each employee works at his or her own workstation, only one place for shared use!
- Keep circulation from sales to back-office and vice versa as low as possible. Best is to keep the same people at the counter until the break
 - ⇒ Better have one person too many in front who is waiting, than switching back and forth
- Increase surface disinfection (4 times a day and whenever contamination is suspected)
- Increasingly (e.g. hourly and after each direct contact with persons at risk) carry out correct hand cleaning (see official instructions)
- Introduce hand disinfection: after each direct contact and at regular intervals, and: after each delivery unpacking!
- If the minimum distance cannot be maintained, protective clothing must always be worn (breathing protection, gloves)!
- Change work coat every 2 or 3 days
- In general: Work with gloves, do not touch your face with them! Always change before switching to the back office, dispose of centrally there (closed container).
- Hand over items via dispenser or paper bag (do not touch customers if possible)

High risk (this is how we operate at the moment)

- if possible FFP2 respiratory masks for employees
 - ⇒ FFP2: We only use them when we step in front of sneeze guard, because we have only a few
 - ⇒ Surgical mouthguard: We always use this, even behind sneeze guards and in the back office, to minimize the risk of mutual infection.
- if possible glasses for employees
- avoid direct contact with customers as far as possible
- Mouthguard for each customer would be ideal: unfortunately not feasible for us for reasons of availability.

Handling FFP2 respiratory masks

- Label or mark your personal mask with your own name (e.g. on the strap) to prevent it from being worn by other people
- Always wear the mask when leaving the area behind the sneeze guard (do not use the mask behind the sneeze guard to ensure that it can be used for as long as possible), make sure it fits correctly!
- We have only 2 masks per person, more were not available, therefore:
 - ⇒ At the end of each working day, place mask on DIN A4 sheet with your initials on it
 - ⇒ After 1 week change to second masks (daily requirement well below 1h), do not use the first mask for 1 week
- Follow the instructions of the RKI for reusing the masks:
 - ⇒ avoid contamination when putting on and taking off the mask (especially on the inside and face) (do not touch the inside, prior glove disinfection etc.)
 - ⇒ after removing the mask, store it in a dry place in the open air (not in closed containers!), overnight central storage in the back office, outside facing upwards, without contact points, regular disinfection of storage surfaces (avoid contamination and carry-over to other surfaces)
- Disinfect hands before and after use

- Dispose of masks immediately whose inner surface may be contaminated with pathogens due to handling errors (write date on the container and store it temporarily)

Handling surgical mouthguards

- ⇒ Masks are provided to the employees in the necessary quantity every day
- ⇒ Always wear a mask. Ensure that the mask fits correctly!
- ⇒ We have only 14 masks per person, more were not available, therefore:
- ⇒ Label the mask with your name and current date (for example on the retaining strap),
- ⇒ At the end of each working day, file on DIN A4 sheet with your own abbreviation on it
- ⇒ Before the next mask is put on, the previous one has to be put into its own locker
- ⇒ If in 2 weeks still no new masks and still necessary: Reuse masks

Visual Documentation

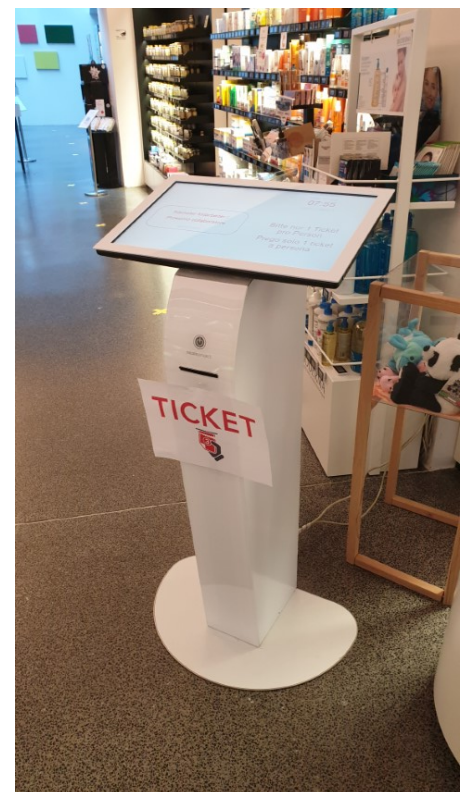
Entrance



Desinfection



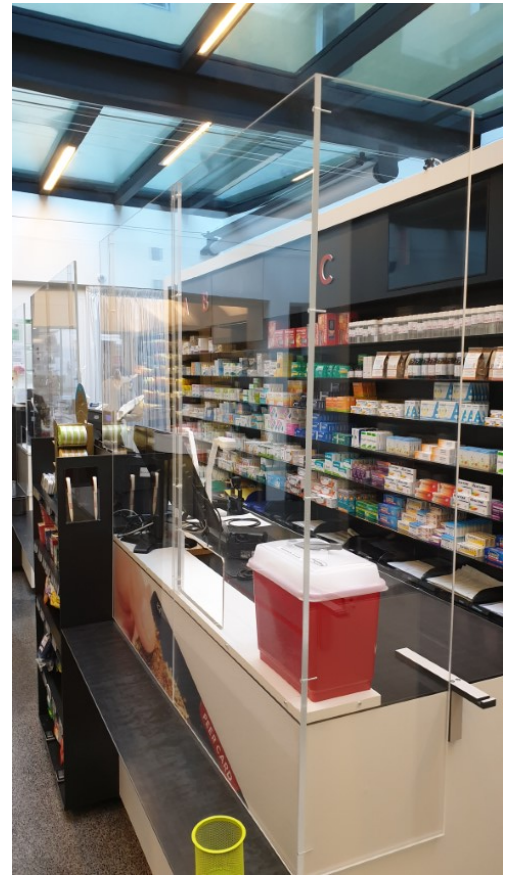
Queue management



Indications on the floor



sales room



counter Lana





Way from the sales room to the office



Mask storage

