

Rowe Pharmacy Care Clinic's Procedures for Coronavirus (COVID-19)

Guidance for Facility and Personnel

Updated 8/18/2020

Purpose

Since March 17, 2020, all patients have been provided new prescriptions and refills through either "curbside" delivery or mailing. No patients have entered the pharmacy, and vaccine administration and point of care testing activities have been suspended. This document will detail appropriate measures to restore normal clinic operations with safety at the forefront.

Clinic Overview

The Rowe Pharmacy Care Clinic provides free medication, vaccines, and select lab testing to patients seen at the Hope House Free Medical Clinic. The clinic sees 5-10 patients a week during operational hours of Tuesday 3-5pm, Wednesday 11am-2pm, and Thursday 3-5pm.

Exposure Risk

The clinic has a medium exposure risk to the facility, students, and faculty since patients will be coming from the public. Exposure is increased with minor procedures such as vaccine administration, taking a blood pressure/pulse, or finger sticks to perform lab testing.

Risk Mitigation Procedures

1. All faculty and student volunteers will follow the most up-to-date requirements and policies set by the University.
 - a. All faculty and student volunteers will complete a daily entry self-screening protocol as distributed by the University and follow University guidelines on leaving and re-entering work based on symptoms, exposure, and testing.
2. Require face masks to be worn while indoors and encourage everyone on the worksite premises to keep at least six feet from one another to the maximum extent possible, including through the use of ground markings, signs, and physical barriers, as appropriate to the worksite.
 - a. University provided barriers have been installed at the pharmacy pick up window and in each consultation room
 - b. University provided signage to require face masks and social distancing has been installed
 - c. Face shields should be worn by the pharmacist while performing activities with close contact to the patient (ie vaccines, POCT)
3. Continue to provide curbside delivery and mailing of medications to reduce foot traffic within the building and minimize risks to patients. A brief information sheet will be included with prescriptions and posted on the building doors to update patients on current pharmacy procedures. For patients that must enter the building, faculty or student volunteers

will ask the patients to wait in their car until everything is ready and verbally respond to the COVID-19 questionnaire before entering the building (via phone confirmation prior to arrival). Face masks will be required to be worn by patients.

- a. Screen everyone for symptoms of COVID-19 upon their arrival at the facility
 - i. Body temperature will be determined using infrared thermal scan
 - ii. Assess whether they have experienced any recent cold/flu symptoms (Chills, Sneezing, Coughing, Sore Throat, Nausea, Loss of smell or taste)
 - iii. Been in contact with someone diagnosed with COVID-19; or
 - iv. Are awaiting test results for COVID-19
 - v. Had active COVID-19 infection in the last 14 days
 - b. **Anyone over 100.0°F or Yes to any of the above questions will not be allowed to enter.**
 - c. **Do you have a mask to wear into the building?**
 - i. If no, faculty or student volunteer will take a mask to the patient's car so they are able to wear into the facility.
4. Support and supplement Physical Plants' increased facility cleaning and disinfection to limit exposure to COVID-19, especially on high-touch surfaces (e.g., door handles), paying special attention to parts, products, and shared equipment (e.g., tools, machinery, vehicles).
- a. Sanitation log will be kept for areas of the pharmacy and consultation rooms
 - b. Exam rooms will be cleaned between patients and deep cleaned if patients with respiratory symptoms are encountered.
5. Additional Pharmacy Safeguards
- a. There are no cash transactions or signing of medication pick up
 - b. Limited waiting-area to two individuals and ask patients to wait in cars for their appointment to be called.
 - c. Times when elderly and those with chronic conditions need to be in the pharmacy, other patients will be asked to remain in their cars during that time.
 - d. Telehealth and phone appointments will be used to the greatest extent possible.
 - e. Appointments will be limited to maintain social distancing and allow adequate time between appointments for cleaning.
6. Adopt protocols to clean and disinfect the facility in the event of a positive COVID-19 case in the workplace.
- a. Positive COVID-19 patient will be asked to reschedule care, mail medications, or have someone else pick up their medications
 - i. Interaction with non-essential personnel will be minimized
 - b. Positive COVID-19 staff or clinician will be isolated, then sent home to confer with physician
 - c. After affected individual leaves, all surfaces in proximity to affected person's path of travel will have appropriate surface disinfectant applied immediately

7. Support making cleaning supplies available to faculty and student volunteers upon entry and at the worksite and provide time for faculty, staff and student volunteers to wash hands frequently or to use hand sanitizer.
 - a. At a minimum, hand hygiene should be performed before and after each patient encounter.
 - b. Hand sanitizer is available for patients, student volunteers, and faculty members

When a faculty or student volunteer is identified with a confirmed case of COVID-19, the most current University guidance will be followed. Faculty, staff and student employees who test positive for COVID-19 must self-isolate at home until they have fully recovered and have been fever free for at least 3 days. You must also report your positive test result using the COVID-19 report portal link. FSU and/or public health officials will conduct a phone interview with the individual who has tested positive to help determine the risk of potential exposure to coworkers and others on campus. The Birkam Health Center will coordinate contact tracing with the local health department. Once completed, a timely communication will be released depending on the situation. The local public health department may contact an employee's supervisor if further contact tracing of the COVID-19 positive individual is needed; however, the actual test result and all other protected health information will not be disclosed. Permission to return to campus will be given when these three conditions are met:

- The individual remains fever-free without the use of fever reducers for 72 hours.
- The individual shows improvement in respiratory symptoms (e.g., cough, shortness of breath).
- It has been at least 10 days since their symptoms first appeared.

At the direction of Human Resources, employees may be required to provide documentation from their health care provider before returning to work.

Returning to Normal Operations

Proposed dates:

- 8/24/20: Patients allowed to enter pharmacy building to receive vaccinations, screenings, and point-of-care testing
- 9/14/20: Student volunteers may be allowed to return. A maximum of 2 student volunteers may work in the pharmacy after reading this procedure and adhering to all University policies.

Created by: Michelle Sahr, PharmD

Reviewed by: Mark Young, PharmD, BCPS, BCSCP; COP Safety/Re-Entry Task Force (8/18/20)