

Sample List of Potential Pharmacy Public Health Roles at the Local or State Levels*

Preparation Category	Prepare for	Cause	Issues
Patient Care			
	Patient/visitor surge	Patients may seek other sources of care and information if local hospitals closed or under quarantine	<ul style="list-style-type: none"> -Adjust staffing to handle increased traffic, phone calls, and other electronic communications (e.g., social media) -Manage staff to accommodate revised or expanded responsibilities with appropriate sleep/rest cycles -Prepare information for patients/visitors for education and awareness programs -Report patient surges to key facility staff and public health officials
	Sicker patients	Patients may be sicker than usual but barred from hospitals	<ul style="list-style-type: none"> -Review latest CDC information for education and awareness programs -Help triage patients in accordance with institution emergency preparedness plan -Inform key facility staff and contact local/state health departments for latest guidance and instructions (e.g., home quarantine)
	Worried well	Patients who have respiratory symptoms but no history of exposure	<ul style="list-style-type: none"> -Provide information and reassurance through education and awareness programs -Remind patients to get influenza vaccine for the 2019-2020 season if they have not already

	Requests for ineffective prevention and treatment options	Remedies for self-treating COVID-19 may be requested by patients even though they are not effective	Provide patients with most current treatment and prevention information.
	Team-based care	Interprofessional expertise needed	-Collaborate with key players (e.g., microbiologist) and communicate on interprofessional issues needed to optimize patient care -Be proactive and flexible in assuming new responsibilities within a pharmacist's scope of practice
Preparation Category	Prepare for	Cause	Issues
Communication and Information			
	Requests for ineffective prevention and treatment options	Remedies for self-treating COVID-19 may be requested by patients even though they are not effective	Provide patients with most current treatment and prevention information
	Visitors and family members	Concerned and anxious due to fear of unknown	Prepare for increased phone calls and directing of family members that come to the facility to visit
	Poor communication or information	Health officials may update information frequently to adjust to evolving situation	-Communicate, and collaborate with institution, local, and/or state Incident Command Centers for coordinated and informed response -Seek reliable information sources -Seek local information for current quarantine/treatment recommendations -Be an advocate for local citizens and be vigilant for emerging issues -Keep staff well informed through frequent communication via various channels and provide a forum to address questions and concerns

	Pharmacy workforce	Information sharing to ensure a ready and engaged workforce	<ul style="list-style-type: none"> - Stay up to date on the latest information about signs and symptoms, diagnostic testing, and case definitions for COVID-19 -Share information with pharmacists at other institutions experiencing the same crisis -Use network groups to keep colleagues at other institutions abreast of new information, guidelines, and issues -Perform literature searches and communicate with drug manufacturers to obtain unpublished information on file for emerging and investigational regimens
Preparation Category	Prepare for	Cause	Issues
Supply Chain Management			
	Challenges securing anticipated stocks of medications and supplies	Supply chain disruption	<ul style="list-style-type: none"> -Report unusual sales volumes for medications or patient complaints -Determine mechanisms for obtaining drugs not available on market (e.g., emerging investigational therapies) during regular and off-hours -Report supply chain issues (e.g., drug shortages, PPE) to key facility staff and contact local/state health departments
	Requests to dispose of potentially contaminated medications	Family members of potential Coronavirus cases may have unused medications they want to throw away	Determine local/state health department recommendations for disposing of unused medication products that had been dispensed to a COVID-19 infected patient
Preparation Category	Prepare for	Cause	Issues
Pharmacy Operations			
	Rapid response kits	Timely access to treatment	-For supportive care and as investigational therapies emerge, prepare rapid response kits containing information such as

			management algorithms, drug dosing and administration guidelines, and pharmacist contact numbers -Make kits available in relevant patient care units such as emergency departments and intensive care units
	Leadership in medication use and safety	Safe patient care	Ensure that appropriate education and drug administration and dosing guidelines are available to guide medical, nursing, and pharmacy staff
	Revenue cycle management	Fiscal solvency	Drug waste tracked and reported to finance department to be considered for reimbursement by government (e.g., unused drug taken into isolation room discarded in a biohazard container)
Preparation Category	Prepare for	Cause	Issues
Infection Prevention and Control			
	Requests to dispose of potentially contaminated medications and supplies	Family members of potential COVID-19 cases may have unused medications they want to throw away	Determine local health department recommendations for disposing of unused medication products and supplies that have been dispensed to a COVID-19 patient (NOTE: The coronavirus is known to live on surfaces for hours or days, but it is also effectively killed by available disinfectants when properly used.)
	Policies and procedures	Integrity of drug supply	Develop or revise policies and procedures pertaining to drug delivery to meet infection control precautions
	Protecting workforce from exposure	-Healthcare workers are highly likely to become infected if they work closely with a COVID-19 patient	-Orient and education workforce regarding infection control precautions

		-Limiting exposure time and closeness can help prevent infection	-Use standard and respiratory precautions -Handle items associated with potentially exposed COVID-19 patients while wearing gloves -Frequent hand washing -Use face masks if counseling coughing or feverish patients - Ensure that appropriate pharmacy staff have been medically cleared, fit-tested, and trained for respirator use. -Use telephone for counseling -Drop off prescriptions at home -Bill via credit card to avoid handling checks or money
	Monitoring pharmacy staff	-Fever, cough, and shortness of breath are early signs and symptoms of COVID-19.	-Be prepared to take temperature of workers once a shift -If fever, cough, and shortness of breath are present, send worker to designated COVID-19 clinic site -If a family member is sick, put employee on sick leave -Notify occupational health services

*Source: Adapted from Tables 3.5 and 3.6 (ASHP Pharmacy in Public Health: Basics and Beyond)

References:

CDC 2019 Novel Coronavirus resources: www.cdc.gov/coronavirus/2019-ncov/index.html

WHO: www.who.int/emergencies/diseases/novel-coronavirus-2019

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