

Staff Worksheet

COVID-19 Curbside Service

In-Store: Rx Request

Hey There,

Are you experiencing any symptoms that could be contagious or living with anyone who is currently experiencing cold or flu symptoms?

YES NO Take Rx if presenting

Ok, just to be safe, please step back to the blue line

Patient Name & DOB:

Best Phone Number: _____

Rx(s) or OTC Requested: Need any OTC meds? CBD?

Waiting Time In _____ Promise Time: _____

Returning Confirm Return Time _____

For everyone's protection, we are asking folks to wait in their car & we will call you when your Rx is ready - is this the best number to call you? Give them a curbside instruction packet.

Vehicle Description _____

• **When Rx is ready**

Your total is _____

• How will you be paying today?

Cash/Change: _____

Charge: CC Number _____

Expires _____

Someone will be right out — thanks!

Provide appropriate bag stuffers

Staff Worksheet

COVID-19 Curbside Service

Curbside Service: Rx Request

Hey There,

Are you in our parking lot? Yes _____ No _____
Time of Call

Vehicle Description: _____

Call Back Phone # _____

Patient Name & DOB:

Rx(s) or OTC Requested: Need any OTC meds? CBD?

Will Call Meds Ready

Waiting Time In _____ Promise Time: _____

Returning Confirm Return Time _____

Hard Copy? — finish questions then retrieve hard copy

Are you experiencing any symptoms that could be contagious or living with anyone who is currently experiencing cold or flu symptoms?

YES Wear a mask and gloves

No Gloves only

When Rx is ready

Your total is _____

• How will you be paying today?

Cash/Change: _____

Charge: CC Number _____

Expires _____

Someone will be right out — thanks!

Provide CV Patient Letter & appropriate bag stuffers

In-Store Register Procedures

Hey There! Thanks for coming by...

Are you experiencing any symptoms that could be contagious or living with anyone who is currently experiencing cold or flu symptoms?

No If Yes - immediately give them the curbside packet

Retrieve Rxs & Ring Up Sale (If no symptoms)

- Keep key pad on register counter
- We will sign for patients
- Run everything as credit due to PIN numbers
- Be the last one to say thank you & take care!

Provide appropriate bag stuffers:

Patient Letter

CDC Handout

App Bag Stuffer

CBD Bag Stuffer - PRN

Station Supplies & Reminders

Intake, Register, Middle Window

Box of gloves

Masks

Hand Sanitizer - DeAnn to make

Seventh Generation Cleaner

Disinfecting Wipes

Clorox Solution Spray

Paper Towels

Tissues - Amazon?

Dedicated Bio Waste Bins

Curbside Pick-Up Sign - on order

White Board Outside - STOP Sign - on order

- Pharmacist should not use counseling window!
- Counsel from blue lines or phone consult for privacy
- Staff maintains a distance of 3 feet from asymptomatic patients and at least 6 feet from those actively coughing.
- Monitor all staff for symptoms regularly. Take temperatures in the morning. Home if symptoms of a respiratory infection &/or temp >100.
- See Mullins Pharmacy Action Plan for Comprehensive Training

Curbside Service Notes:

- Refill requests will be handled as if the parking lot patient were waiting inside the pharmacy - Red Basket
- Curbside coming back - Yellow Basket
- If the patient drops off in-store, give them the Patient Letter and Curbside Instructions before they return to their car
- For all others, the Patient Letter & bag stuffers will go out with their medications
- Curbside Packet = Patient Letter, CDC Handout, Curbside Service Instructions

- **Wearing gloves (& mask if warranted) take:**
Rx, Delivery slip, Covered clip board and pen to the patient
- Get patient signature
- Thank you & don't hesitate to call us if you need anything
- Complete register transaction for delivery
- Infection control procedures
- File the forms in curbside delivery basket