



CHOOSE *Love.* SHINE *Bright.* BE *Well.*

COVID-19 Action Plan
March 16, 2020

What We Know

Why all the fuss compared to influenza?

- **Transmission** is easier: 2-4 people will contract COVID-19 for every 1 active case vs 1.2-1.3 contracting for every 1 active Case of influenza.
- For high-risk patients, the virus carries a high mortality rate and maybe more importantly, A higher morbidity rate which = a shortage of ICU beds.
- It's important to **slow the spread** to allow our healthcare system “catch up” to unmet needs (ICU beds, supplies, medications) = **Social Distancing**
- No known vaccine, some current meds under investigation

Symptoms:

- **None**
- Fever (defined as greater than 100 degrees F)
- Cough
- Shortness of breath
- Gastrointestinal in up to 10% - diarrhea, nausea & vomiting
- Our elderly are the most vulnerable (60 & up; risk ↑ with age)
- Others at risk: diabetes, cvd, respiratory dz, immune compromised

Please reference Addendum A from Peter Attia, MD for more information:

Peter Hotez, M.D., Ph.D.: COVID-19: transmissibility, vaccines, risk reduction, and treatment

Mullins Pharmacy

COVID-19 Goals

- Protect our staff and patients
- Protect the most vulnerable
- Maintain adequate inventory for uninterrupted medication therapy
- Help patients locate meds & supplies that we cannot provide
- Mitigate stress & panic: Use calming and reassuring language when counseling patients
- Serve as an educational resource
- Assist our community in response efforts to help slow transmission

Intake Procedures

Social Distancing

- Whiteboard in front of pharmacy: **Social Distancing**
- STOP! Cold Symptoms? Flu? Suspected Carona Virus?
 - If you are sick &/or could possibly be contagious: fever, cough, shortness of breath
 - If you are caring for someone who has a virus like the flu or symptoms of fever, cough, shortness of breath
 - If you are over the age of 60 and/or have underlying conditions like diabetes, lung disease, lowered immunity, etc. & are worried about exposure
 - Please return to your car and call our direct line number 850-xxx-xxx for curbside service. This is a direct-to-staff line that will not go through the automated system.
 - It is our goal to protect our most vulnerable patients & our staff
 - To assure timely care for you, it's imperative that we keep our staff healthy

COVID-19 Curbside Service Staff Worksheets

- Staff Worksheet - Curbside Service
- Staff Worksheet - In-Store
- In-Store Register Procedures
- Station Supplies & Reminders

Infection Control

How long does SARS-CoV-2 stick around in the air or on surfaces? That depends. And new study data is coming out every few days. For now, it appears as follows:

According to a preprint posted Tuesday [on medRxiv](#), the virus persists:

- In the air for up to 3 hours
- On cardboard for up to 24 hours
- On clothing for up to 48 hours
- Stainless steel and plastic surfaces for 2 to 3 days*

*In research published in the *Journal of Hospital Infection*, researchers found that a related coronavirus that causes SARS **can persist up to 9 days on nonporous surfaces** such as stainless steel or plastic.

And according to reports including one published in *JAMA*, SARS-CoV-2 has been **detected in feces**, suggesting the virus could be spread by people who don't properly wash their hands after using the bathroom.

Infection Control

Surfaces

- Surfaces should be cleaned & disinfected every 1- 2 hours or immediately after any symptomatic patient leaves the pharmacy
- Wear disposable gloves when cleaning and disinfecting surfaces.
- Gloves should be discarded after each cleaning in designated **cleaning waste container**
- Gloves should be removed in a manner to reduce contamination - see page 21
- **Wash hands** immediately after gloves are removed.
- Surfaces should be cleaned first with **Seventh Generation or Disinfecting Wipes**
- Then, to **disinfect**, our diluted household bleach solution, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective.
 - In-house Disinfectant
 - Prepare a bleach solution by mixing:
 - 5 tablespoons (1/3rd cup) bleach per gallon of water or
 - 4 teaspoons bleach per quart of water
 - Spray and let dry for 10 minutes then rinse with clean water & paper towels
- Gloves should be compatible with the disinfectant products being used.

Infection Control

General Surfaces to Clean

- Front door handles inside and out
- Automatic door button
- Waiting room chairs
- Apothecary surfaces after shoppers
- Pharmacy intake counter
- Pharmacy register counter
- Pharmacy work stations including telephones & computer keyboards
- Pharmacy countertops
- Breakroom counters
- Telephones
- Light switches
- All bathroom surfaces
- Floors
- Any surface deemed necessary

- **Garbage should be emptied daily wearing gloves**

- Surfaces should be cleaned first with **Seventh Generation or Disinfecting Wipes** then disinfected with bleach solution as detailed on page 13

Infection Control: Curbside Service

- Gloves and mask if warranted
- Clipboard: Drop in lab sink of diluted bleach (pg 11) after each use
- Pen: Disinfectant Wipe after each use
- After delivery: wipe pen, drop clipboard in bleach, discard gloves & mask following protocol
- Wash hands
- Complete register transaction & wash hands again

See Staff Worksheet for Curbside Service

Station Supplies & Reminders

Station Supplies & Reminders

Intake, Register, Middle Window

Box of gloves

Masks

Hand Sanitizer

Seventh Generation Cleaner

Disinfecting Wipes

Clorox Solution Spray

Paper Towels

Tissues

Dedicated Bio Waste Bins

Curbside Pick-Up Sign

White Board Outside - STOP Sign

- 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

Handwashing Guidelines



- Follow normal preventive actions including cleaning hands and **avoiding touching eyes, nose, or mouth with unwashed hands.**
 - Additional key times to clean hands include:
 - After blowing one's nose, coughing, or sneezing
 - After using the restroom
 - Before eating or preparing food
 - Before and after providing routine care for another person who needs assistance

•

Handwashing Guidelines

Follow these five steps every time.

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for **at least 20 seconds**.
4. Hum the “Happy Birthday” song from beginning to end twice to time yourself. This is important!
5. Rinse your hands well under clean, running water.
6. Dry your hands using a clean paper towel or air dry them.



- If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains 60%-95% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.

How to Remove Gloves

To protect yourself, use the following steps to take off gloves



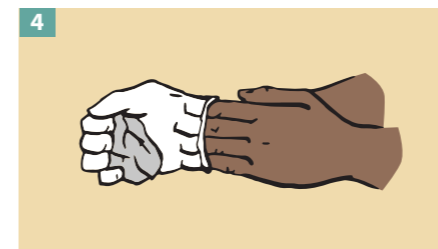
1 Grasp the outside of one glove at the wrist. Do not touch your bare skin.



2 Peel the glove away from your body, pulling it inside out.



3 Hold the glove you just removed in your gloved hand.



4 Peel off the second glove by putting your fingers inside the glove at the top of your wrist.



5 Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.



6 Dispose of the gloves safely. Do not reuse the gloves.



7 Clean your hands immediately after removing gloves.

Coronavirus Update March 16, 2020

Patient Letter

Addendum B

Hey There,

We are carefully monitoring the situation and want you to be assured that we will be here to support you.

Attach letter to every bag

While it's important not to run out of medications, stock piling strains resources and could be dangerous for those who can't get their medications due to shortages.

We are beefing up our inventory to the extent that we can or should. Again, we don't want panic to deprive folks of access to their meds.

We have developed an "action plan" that includes processes that will help protect our staff (so they can care for you) and protect patients that are most vulnerable.

The best way to do this is through meticulous infection control and "social distancing".

Meaning, we need to keep our distance and not get closer than necessary.

We will do this by establishing a process for older adults, pregnant women, individuals with chronic health conditions and anyone who wants to pick up medications without waiting in line or coming into the pharmacy at all.

How do we do that?

Curbside Service

- If you are sick and/or could possibly be contagious: fever, cough, shortness of breath, etc...
- If you are caring for someone who has a virus like the flu or symptoms of fever, cough, shortness of breath...
- If you are over the age of 60 and/or have underlying conditions like diabetes, lung disease, lowered immunity, etc and are worried about exposure...

Please take advantage of our curbside service by returning to your car and calling our direct line number at 850-xxx-xxxx. This is a direct-to-staff line that will not go through the automated system.

Visit our **Facebook Page** for updates and resources at **Mullins Pharmacy Lynn Haven.**

There you will also find a copy of our "action plan" for a little extra peace-of-mind plus stress-reducing resources and tutorials.

Addendum C

CDC Handout

Share Facts About COVID-19

Know the facts about coronavirus disease 2019 (COVID-19) and help stop the spread of rumors.

FACT 1 Diseases can make anyone sick regardless of their race or ethnicity.

Fear and anxiety about COVID-19 can cause people to avoid or reject others even though they are not at risk for spreading the virus.

FACT 2 For most people, the immediate risk of becoming seriously ill from the virus that causes COVID-19 is thought to be low.

Older adults and people of any age with underlying health conditions, such as diabetes, lung disease, or heart disease, are at greater risk of severe illness from COVID-19.

FACT 3 Someone who has completed quarantine or has been released from isolation does not pose a risk of infection to other people.

For up-to-date information, visit CDC's coronavirus disease 2019 web page.

FACT 4 There are simple things you can do to help keep yourself and others healthy.

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

FACT 5 You can help stop COVID-19 by knowing the signs and symptoms:

- Fever
 - Cough
 - Shortness of breath
- Seek medical advice if you
- Develop symptoms
- AND
- Have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.



CS 315446-A 03/13/2020

For more information: www.cdc.gov/COVID19

Phone Campaign

Phone Blast:

Hey There, This is your pharmacist, DeAnn Mullins with a coronavirus update for you from Mullins Pharmacy:

I want you to know that we are carefully monitoring the situation and to assure you that we will be here to support you.

We are beefing up our inventory & we've developed a coronavirus "action plan" to keep our staff healthy & to keep YOU as safe as we can.

- If you are sick and/or could possibly be contagious or caring for someone who has a virus like the cold or flu
- If you are over the age of 60 and/or have underlying conditions or are just worried about exposure...

Then please consider using our curbside service.

We have established a direct-to-staff phone line that will not go through the automated system and is only for use from the parking lot.

Instructions and the phone number will be posted at the front door.

Check our Facebook Page for updates and resources at Mullins Pharmacy Lynn Haven. There you will also find a copy of our "action plan" for a little extra peace-of-mind.

Our hours remain M-F from 10am-6pm.

As always, thank you for your trust & for choosing Mullins Pharmacy. Take care & don't forget to wash your hands!

Text Campaign

Mullins Pharmacy has a coronavirus action plan in place & will be here to support you. See our FB page Mullins Pharmacy Lynn Haven for info.
Reply STOP to opt out. Msg+Data Rates May Apply



CHOOSE *Love.* SHINE *Bright.* BE *Well.*

Curbside Service

We are here for you.

For everyone's protection, we are asking folks to wait in their car & we will call you when your prescription is ready.

**Direct-to-staff Phone:
850-532-xxxx**

- ✓ **Please use the direct number for curbside service only.**
- ✓ Check our Facebook Page - Mullins Pharmacy Lynn Haven for updates & resources on the coronavirus
- ✓ Immune boosting supplements available. Ask for details.

**Professional Grade CBD Products
Now Available!**



CHOOSE *Love.* SHINE *Bright.* BE *Well.*

Curbside Service

We are here for you.

For everyone's protection, we are asking folks to wait in their car & we will call you when your prescription is ready.

**Direct-to-staff Phone:
850-532-xxxx**

- ✓ **Please use the direct number for curbside service only.**
- ✓ Check our Facebook Page - Mullins Pharmacy Lynn Haven for updates & resources on the coronavirus
- ✓ Immune boosting supplements available. Ask for details.

**Professional Grade CBD Products
Now Available!**



CHOOSE *Love.* SHINE *Bright.* BE *Well.*

Curbside Service

We are here for you.

For everyone's protection, we are asking folks to wait in their car & we will call you when your prescription is ready.

**Direct-to-staff Phone:
850-532-xxxx**

- ✓ **Please use the direct number for curbside service only.**
- ✓ Check our Facebook Page - Mullins Pharmacy Lynn Haven for updates & resources on the coronavirus
- ✓ Immune boosting supplements available. Ask for details.

**Professional Grade CBD Products
Now Available!**

Addendum E

Our Pharmacists' Prescription

- **Self-quarantine as much as possible**

- Some model estimates like that in a [UCSF press release](#), reported that 1.23 million Americans will die from the virus over the next 12-18 months
- To put it in perspective: 2.8M Americans died last year in total from various illness
 - Change clothes when you come home, shower, sanitize surfaces daily
 - Follow all general infection controls: don't touch face, wash hands, etc
 - No eating out, limit house guests, no shaking hands

- **Reduce Stress & Optimize Sleep - CBD Oil**

- **Adult Supplements:**

- Vitamin C 3000mg daily divided (2-3 C Model with Liposomal)
- Vitamin D3 15000 IU
- Vitamin E 1200 IU
- Zinc 80mg qd
- Mushrooms-Choose 1: Lion's Mane, Shiitake, Maitake, Coriolus
- Elderberry Tea or Capsule
- Echinacea
- Essential Oils Eucalyptus globulus/radiata, Tea Tree, Lemon, Lemon Myrtle, Rosemary, Thyme

- Moderate exercise, time-restricted feeding (healthy) & ample hydration