



# The Pharmacy Guild of Australia

South Australian Branch

## Suggested Steps To Follow For a Suspected/Confirmed Case of COVID 19 – Pharmacy Team Member

### WHAT TO DO IF YOU SUSPECT A CASE OF COVID-19

- If a team member presents with symptoms of the COVID-19 (has a fever ( $\geq 38$ ) or history of fever OR an acute respiratory infection, e.g. shortness of breath, cough, sore throat, then they should self-isolate and seek testing by calling their GP or hospital COVID-19 clinic.
- Being a frontline healthcare worker priority testing should be sought by calling the testing centre and SA Health on their Coronavirus hotline **SA COVID-19 Information Line – 1800 253 787** (8 am to 8pm / 7 days).
- It may be helpful for the staff member to have a letter from their employer to attest to this client facing role (or by proxy) to ensure they are recognised as a health care worker at the screening points.
- Please note any person awaiting a test result must self-isolate and must not attend work during this time

### CONFIRMED CASE OF COVID 19

- If a team member returns a positive result, they should already be in self-isolation
- then follow advice provided by the Coronavirus Health Advice Team.
- The Communicable Disease Control Branch (CDCB) in SA health will contact the person with a positive COVID-19 test result to conduct contact tracing.
- The team member must cooperate with them and provide as much detail as possible

### OTHER TEAM MEMBERS

- Team members working on the days/shifts of the confirmed case may be contacted by the CDCB
- Advice should also be sought from the CDCB regarding testing and isolation requirements for staff working on the same shift/day as the person confirmed to be COVID-19 positive.
- Staff in close contact with the confirmed positive case must self-isolate for as long as is advised by the CDCB; this may be up to 14 days.
- Self-isolation includes staying away from work.

### THE NEXT STEPS

**Step One** - Close the pharmacy and display Pharmacy Guilds 'Important Closure Notice' sign

**Step Two - Contact the following:**

- The Pharmacy Guild of Australia - SA Branch on **08 83048300**
- Your marketing/banner group (if any)

**Step Three - Cleaning of the premises**

- You will need to arrange for the premises to be cleaned and disinfected to the exact standard required by SA Health. Details of cleaning requirements can be found [here](#) and [here](#).
- A list of contract cleaners can be obtained from the Pharmacy Guild on **08 83048300**

**Step Four - Prepare to re-open**

- Plan to re-open store after appropriate cleaning and disinfection has been undertaken.
- Ensure that the new team who are working in the re-opened store have not been exposed to the positive staff member

**Step Five - Re-open the pharmacy**

- Open the pharmacy
- Place the Pharmacy Guild's 'Important reopening notice' at front of store
- Maintain ongoing COVID-19 hygiene practices

## **OTHER THINGS TO CONSIDER WHEN CLOSING THE PHARMACY**

### **Stakeholders to contact:**

- Notify PRASA, Dept of Health and PHN
- Customers - Email/SMS and/or social media
- All the pharmacy team members
- Local Doctors/Medical Centres
- Centre Management (if shopping centre)
- Aged care facilities (if appropriate)
- Wholesalers
- Security Monitoring - advise of change of operational hours
- Regular cleaners
- Other service providers especially those who come onsite

### **Communication and systems:**

- Re-direct the pharmacy telephone/change the outgoing recorded message
- Setup an automated reply to the pharmacy email
- Are any amendments required to your website and/or online booking systems

### **Pharmacy operations:**

- Lock DD safe and remove keys from pharmacy
- Reconcile DD book using end of day process
- Consider fridge temperature checks if deemed safe and recommended by the Guild
- Dispense systems are closed so patient data isn't visible or accessible
- Any medication including DAA'S dispensed same day but not collected - contact patients and explain when it will be available.
- Pharmacist must stay onsite rather than another staff member, including during cleaning process

### **Consider how you will handle:**

- Opioid replacement therapy
- Staged supply arrangements
- Prescriptions kept on file
- Aged care facilities
- DAA patients
- Vaccination services
- Existing supply or delivery arrangements

### **Communicate changes in process to team members:**

- Complete end of day procedure
- Ensure banking is secure
- Pharmacist/owner to collect all store keys
- Work uniforms to be cleaned
- Approve time sheets by remote access and consider workplace obligations (contact Pharmacy Guild)
- Daily check in with owner/PIC/retail manager for updates and re-opening procedure
- Keep pharmacy team informed of progress

***\*If suspension of service is longer than 24 hours refer to ..... guidelines and Dept of Health guidelines – Contact The Pharmacy Guild for further information\****

**Refer to the SA Health "Covid-19 "What Should You Do" Flow chart to assist in your decision making process.**

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/resources/covid-19+what+should+you+do+flowchart>