



Community Pharmacy Business Continuity Checklist

Task	<input checked="" type="checkbox"/>	Actions / Notes
Staff		
Account for everyone as per roster <ul style="list-style-type: none">• Work availability if transport impacted to and from work• Work availability re family commitments e.g. if schools close• Work availability for additional work hours eg Universities close or family leave cancelled		
Notify all employees of implementation of emergency closure plan <ul style="list-style-type: none">• Mobiles, Home numbers. Emails for all staff		
Appoint responsible staff member for all ongoing employee communication <ul style="list-style-type: none">• Health warnings, Roster changes,		
Delegate 2 nd backup support person in case of absentee owner/manager		
Consider alternate communication options for employees during closure or reduced trading eg. What's App		
Notify ALL employees of implementation of emergency closure plan		
Appoint a spokesperson for external contact and communication <ul style="list-style-type: none">• Create list of Emails, Mobiles		
Notify ALL 3 rd party providers and external contractors that work within the business (Aged care home/s, Shopping Centre Management if relevant, Wholesaler/s, cleaners, baby nurse, diabetes educator etc)		
Confirm staff and wage arrangements while the pharmacy is closed. Contact the Pharmacy Guild for IR assistance if unsure on (07) 3831 3788		
Write/or Email to Pharmacy Account Customers regarding any changes that impact them		
Establish, where possible, remote access to Dispensary and Point of Sale computer. Needed for facilities such as Aged Care homes, DAA Patients.		
Establish relationship with alternative pharmacy if you close as essential services such as Aged Care or DAA need to continue		
Confirm staff will be alerted when pharmacy activities change, or returned to normal		
Confirm key stakeholders will be alerted when pharmacy activities change, or are returned to normal		
Responsible for cleaning schedule during working hours and the cleaning of the 'special COVID area'		



Patients		
Enact process for continual supply of DAAs		
Enact process for continual supply of Nursing homes		
Enact process for continual supply of Aged Care facilities		
Enact process for continual supply of Staged supply/ORT		
Enact process for continual supply of Scripts on file		
Enact process for continual supply of NDSS		
Enact process for continual supply of NDIS		
Enact process for continual supply of Prison patients		
Enact process for continual supply of Regular Home Delivery Patents		
Enact communication process with patients via 3 rd party medication management apps, loyalty programs, social media, email etc		
Manage online booking portals		
Contact patients with upcoming appointments		
Stock		
Contact suppliers with outstanding orders to notify of closure		
Ensure temperature sensitive items are stored appropriately		
Premises		
A hardcopy list of important numbers including insurance policy numbers and emergency phone numbers (Police, Security, Council and SES) given to delegated staff members		
Ensure signage is on display with contact details of nearest pharmacy and health care providers and redirected contact number for the pharmacy		
Activate re-direction message on phone and email		
Enable fax re-direction process		
Confirm alternative pharmacies for dispensing and general pharmacy supplies are still available		
Contact to inform of closure or restricted trading: <ul style="list-style-type: none"> • PDL / Insurer • Primary Health Network (PHN) • Landlord • Centre Management • Security • Cleaners • Surrounding Medical Practices • Nursing Homes • Guild • Bank 		
Ensure data backup (cloud or offsite) is scheduled and operational		
Maintain security measures while the pharmacy is closed		



The Pharmacy
Guild of Australia

CURRENT AS OF 24 MARCH 2020

Disclaimer

This Checklist is to provide pharmacists with information to assist them in safely operating their pharmacy and meeting community needs during the COVID-10 pandemic. The Checklist does not replace the need for pharmacists to exercise professional discretion and judgement and to comply with relevant laws and professional standards and codes. The Checklist does not include detailed legislative requirements with regards pharmacy practice.