



## COVID-19 Steps to temporarily closing the pharmacy

*This procedure is to be used when the pharmacy can no longer operate and supply PBS medicines due to COVID-19. This process is to be used once the pharmacy's business continuity plan has been exhausted.*

### Step 1.

Request for deactivation made in writing to [pbsapprovedsuppliers@health.gov.au](mailto:pbsapprovedsuppliers@health.gov.au)

- Department of Health's [Deactivation guidelines](#).

### Step 2.

Notify ALL staff and contractors of closure (Contact Pharmacy Guild Branch for advice – 13 GUILD)

- Staff
- Cleaners
- Security
- Nurse / Pathology
- Other allied health professionals and general practices, as necessary

### Step 3.

Notify patients of suspension of services

- Signage at front of store
- Phone messages and diversions
- DAA patients / scripts on File
- Nursing homes / residential aged care facilities
- Staged supply / opioid treatment program patients

### Step 4.

Complete business/accounting procedures

- POS End of Day
- Banking
- Lodge S8 data
- Data backup and security
- Notify bookkeeper/accountant
- Close PBS Claim

### Step 5.

Notify business associates and authorities of closure

- Insurer/s
- Banner Group / Franchise
- Primary Health Network
- Bank/s
- Suppliers
- Landlord

**Disclaimer** *These Guidelines are to provide pharmacists with information to assist them in safely operating their pharmacy and meeting community needs during the COVID-19 pandemic. These Guidelines do not replace the need for pharmacists to exercise professional discretion and judgment and to comply with relevant laws and professional standards and codes. The Guidelines do not include detailed legislative requirements with regards pharmacy practice.*