



## Recommended Practices and Personal Protective Equipment (PPE) for Pharmacies – Interim Guidance 18/01/2021

### Phase 1–2: No evidence of community spread

The following are interim guidelines for the use of PPE in pharmacies. Given the current epidemiology of COVID-19 in Yukon, COVID-19 is a risk factor that should be considered for each patient evaluation. Therefore, each patient encounter should be evaluated based on risk factors for COVID-19.

Providers have been encouraged to fax in their prescriptions with their urgency and patients who have been advised to self-isolate are not to present to pharmacies for pick-up. They should designate a non-self-isolating person to pick up their medications or utilize the pharmacy's delivery service.

The presence or absence of risk factors will direct the provider or staff member to the recommended steps for that particular encounter. We strongly recommend the utilization of a virtual health platform for patient care, if applicable.

Screening questions: <https://yukon.ca/en/patient-screening-questions-health-care-providers>

The presence of any one of the above symptoms or exposure risks (patient responds “yes”) will indicate the need for augmentation of Routine Practices.

For those who have screened positive for symptoms, please advise the patient to call 811 or the COVID Testing and Assessment Centre at 867-393-3083, or complete the online Yukon COVID-19 self-assessment as further evaluation and/or testing may be required.

If any one of the above symptoms and/or exposure risks are present (patient responds “yes”), the patient should not come to the pharmacy, except for extenuating circumstances in which they are to notify the pharmacy. Posting signs at the entrance signaling patients to call the pharmacy and not enter could be a means to limit these patients from presenting.

For those who require the administration of an injection, it is at the clinical discretion of the pharmacist and the ordering provider. If possible, postpone the visit until the patient has been evaluated by a medical provider and is no longer symptomatic or until the self-isolation period is complete or refer to the healthcare provider clinic to administer the injection. If your patient requires urgent, essential evaluation and treatment, please follow the process and recommendations outlined on pages 5-6.

Currently at this time, it is recommended that pharmacies do not offer point of care strep throat swabs until further notice. Please refer patients to their primary care physician or the COVID Testing and Assessment Centre.

### What are Routine Practices?

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<sup>1</sup> “Routine practices and additional precautions for preventing the transmission of infection in healthcare settings.” 2017-09-05.

[www.canada.ca/en/public-health/services/publications/diseases-conditions/routine-practices-precautions-healthcare-associated-infections/part-a.html](http://www.canada.ca/en/public-health/services/publications/diseases-conditions/routine-practices-precautions-healthcare-associated-infections/part-a.html) Accessed 2020-04-20

Routine Practices are the infection prevention and control (IPC) “practices for use in the routine care of all patients at all times in all healthcare settings and are determined by the circumstances of the patient, the environment and the task to be performed.”<sup>1</sup> Central to these Routine Practices is a point-of-care (POC) risk assessment. A POC risk assessment is performed by healthcare workers to determine which IPC measures are appropriate to assure safe patient care, given the symptoms of the patient and the intended interaction, and to protect the healthcare worker from exposure to infection (such as exposure to body fluids, respiratory secretions, sharps, etc.).

Routine practices include, but are not limited to:

- Point-of-care risk assessment
- Hand hygiene (either soap and water or an alcohol-based hand sanitizer)
- Aseptic technique
- Patient placement and flow
- Appropriate use of PPE
- Management and cleaning of the patient care environment

**The continuation of basic public health measures shown to reduce the risk of transmission and acquisition of COVID-19 is imperative to all interactions:**



- Physical/social distancing
- Hand hygiene
- Respiratory etiquette

Additional measures can be put in place to help to create a safer environment for the patient and staff. Such environmental measures and visual cues include:

- Visual cues and signage at doors encouraging patients to call ahead if symptomatic
- Visual cues and signage re-enforcing good hand hygiene practices and respiratory etiquette
- Plexiglass barrier for administrative staff/screeners
- Duct tape or other visual cue indicating appropriate spacing between patients
- Staggering scheduled appointments in order to maximize capacity for physical distancing in the pharmacy

**The tables on the next four pages indicate the appropriate PPE for patient care based on target personnel and activity. If the patient responds NO to the screening questions, continue Routine Practices relevant for the intended interaction.**

<sup>1</sup> “Routine practices and additional precautions for preventing the transmission of infection in healthcare settings.” 2017-09-05. <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/routine-practices-precautions-healthcare-associated-infections/part-a.html> Accessed 15-04-20.

Key:  Patients  Staff  Environmental Services

| Target space                    | Target personnel                                     | Activity/Interaction  | Recommended practices   |
|---------------------------------|--|---|---|
| Screening/<br>triage area       | Staff  | Screening or greeting a patient, not involving direct contact | <ul style="list-style-type: none"> <li>• Maintain at least 2 metres separation</li> <li>• Behind plexiglass</li> <li>• Limit the number of patients in the pharmacy, assuring appropriate social distancing</li> <li>• Surgical/medical mask</li> </ul> |
|                                 | Patients responding <b>NO</b> to screening questions | Being screened  | <ul style="list-style-type: none"> <li>• Hand hygiene</li> <li>• Maintain at least 2 metres distance</li> <li>• Non-medical mask</li> </ul>   |
| Witnessed dosing of medications | Staff  | Administering medication                                      | <ul style="list-style-type: none"> <li>• Hand hygiene</li> <li>• Surgical/medical mask</li> <li>• Maintain at least 2 metres distance or</li> <li>• Behind plexiglass</li> </ul>  |
|                                 | Patients responding <b>NO</b> to screening questions | Receiving medication  | <ul style="list-style-type: none"> <li>• Hand hygiene</li> <li>• Maintain at least 2 metre distance</li> <li>• Non-medical mask</li> </ul>  |
| Clinical/work space             | Staff  | Tasks that do not involve patient contact                     | <ul style="list-style-type: none"> <li>• Maintain at least 2 metres separation</li> <li>• Regular practices of respiratory etiquette and hand hygiene</li> <li>• Surgical/procedural mask</li> </ul>  |
| Waiting room                    | Patients responding <b>NO</b> to screening questions | Waiting for prescriptions                                     | <ul style="list-style-type: none"> <li>• Hand hygiene</li> <li>• Maintain at least 2 metres from other patients</li> <li>• Encourage patients to wait in their cars until the prescription is complete</li> <li>• Non-medical mask</li> </ul>           |

|                        |  |  |  |
|------------------------|--|--|--|
| Consultation room      | Pharmacists/pharmacy technicians                     | Performing injections on a patient who responds <b>NO</b> to screening questions | <ul style="list-style-type: none"> <li>• Hand hygiene</li> <li>• Surgical/procedural mask</li> <li>• Routine practices for administration of injections</li> </ul> |
|                        | Patients responding <b>NO</b> to screening questions | Undergoing consultation for medications or administration of pharmaceuticals     | <ul style="list-style-type: none"> <li>• Hand hygiene</li> <li>• Non-medical mask</li> </ul>   |
| All patient care areas | Environmental services                               | Cleaning and decontamination of patient care areas                               | <ul style="list-style-type: none"> <li>• Routine cleaning, any equipment shared between patients must be cleaned and disinfected *</li> </ul>                      |

\* Additional information on appropriate cleaning practices in the workplace can be found here: <https://yukon.ca/en/cleaning-and-disinfecting-work-place>

If your patient requires an injection or medication pick-up and it cannot be delayed until they are asymptomatic and/or out of self-isolation or an alternative delivery means is not available, please follow the following recommendations for practice and PPE. Consider referring your patient to their healthcare provider if they have responded “YES” to the screening questions, cannot wait for their injection and PPE is not available in your facility. It is strongly recommended to have this patients come during certain hours to reduce risk to other patients – for example, schedule as the last patient of the day.

| Target space                       | Target personnel   | Activity/Interaction   | Recommended practices   |
|------------------------------------|--|--|---|
| Screening/<br>triage area          | Screener/<br>administrative staff                        | Screening or greeting a patient,<br>not involving direct contact | <ul style="list-style-type: none"> <li>• Maintain at least 2 metres separation<br/>or</li> <li>• Behind plexiglass</li> <li>• Surgical/procedural mask</li> </ul>   |
|                                    | Patients responding <b>YES</b> to<br>screening questions | Being screened   | <ul style="list-style-type: none"> <li>• Hand hygiene</li> <li>• Surgical/procedural mask</li> <li>• Give tissues for respiratory hygiene</li> <li>• Maintain at least 2 metres distance</li> <li>• Assure safe disposal of used tissues</li> </ul> |
| Witnessed dosing<br>of medications | Staff  | Administering medications  | <ul style="list-style-type: none"> <li>• Hand hygiene</li> <li>• Surgical/procedural mask</li> <li>• Maintain at least 2 metres distance<br/>or</li> <li>• Behind plexiglass</li> </ul>   |
|                                    | Patients responding <b>YES</b> to<br>screening questions | Receiving medication for<br>witnessed dosing                     | <ul style="list-style-type: none"> <li>• Hand hygiene</li> <li>• Surgical/procedural mask</li> <li>• Give tissues for respiratory hygiene</li> <li>• Maintain at least 2 metres distance</li> <li>• Assure safe disposal of used tissues</li> </ul> |
| Clinical/work<br>space             | Staff  | Tasks that do not involve<br>patient contact                     | <ul style="list-style-type: none"> <li>• Maintain at least 2 metres separation</li> <li>• Surgical/procedural mask</li> <li>• Regular practices of respiratory<br/>etiquette and hand hygiene</li> </ul>  |

|                        |   |  |   |
|------------------------|---|--|---|
| Waiting room           | Patients responding <b>YES</b> to screening questions | Waiting for prescription pick-up and/or injection  | <ul style="list-style-type: none"> <li>• Hand hygiene</li> <li>• Surgical/procedural mask</li> <li>• Respiratory etiquette</li> <li>• If possible, isolate in room or in a designated area. If not feasible, maintain at least 2 metres from other patients</li> <li>• Encourage to wait in car until medication is filled</li> </ul> |
| Consultation room      | Pharmacist/pharmacy technicians                       | Administering injectable and/or consultation to a patient responding <b>YES</b> to screening questions | <ul style="list-style-type: none"> <li>• Hand hygiene</li> <li>• Droplet and contact precautions: <ul style="list-style-type: none"> <li>• Surgical/procedural mask</li> <li>• Gown</li> <li>• Gloves</li> <li>• Goggles or face shield</li> </ul> </li> </ul>  |
|                        | Patients responding <b>YES</b> to screening questions | Receiving an injection and/or consultation   | <ul style="list-style-type: none"> <li>• Hand hygiene</li> <li>• Surgical/procedural mask</li> <li>• Respiratory etiquette</li> </ul>   |
| All patient care areas | Environmental services                                | Cleaning and decontamination of patient care areas   | <ul style="list-style-type: none"> <li>• Routine cleaning, any equipment shared between patients must be cleaned and disinfected *</li> </ul>   |

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