

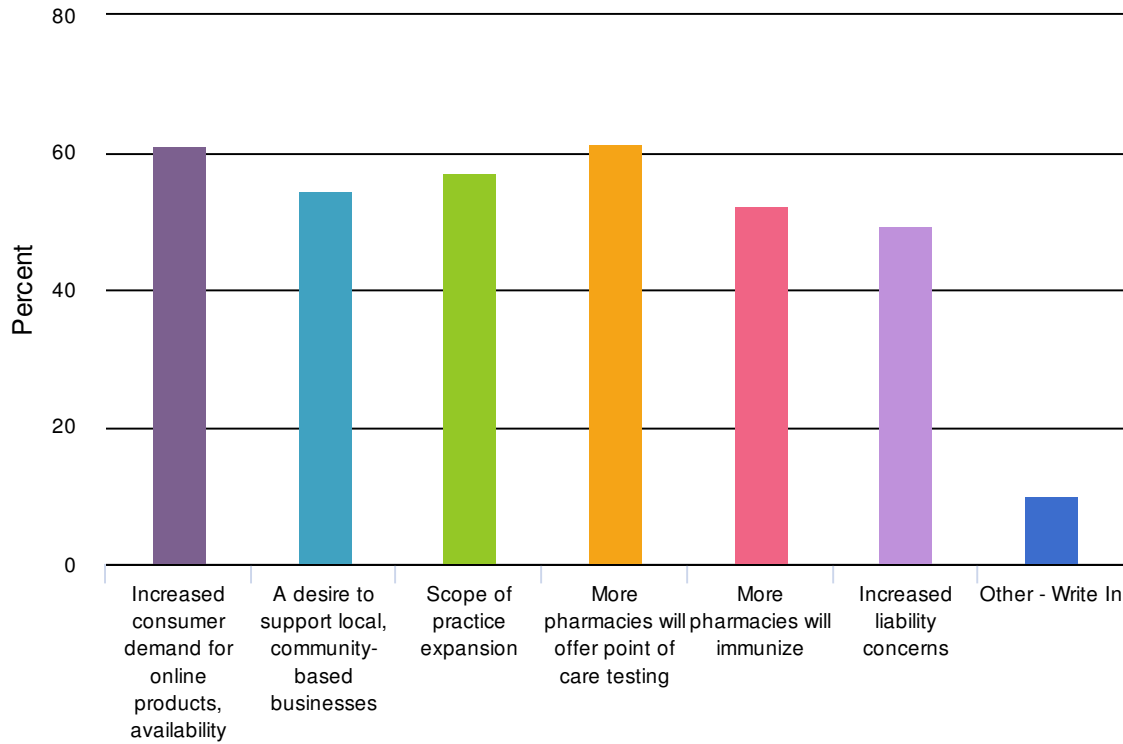
Report for HOW Will COVID-19 CHANGE PHARMACY








Response Counts



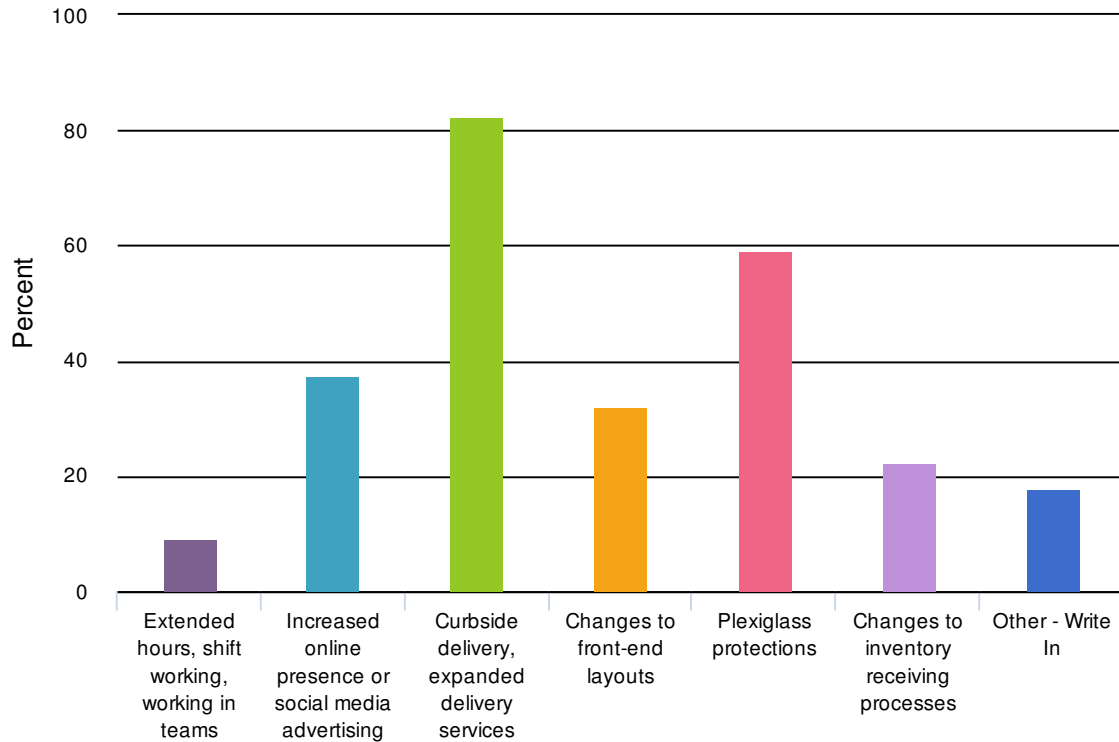
Totals: 315

1. How do you see the community pharmacy market shifting because of the pandemic? (Check all that apply)



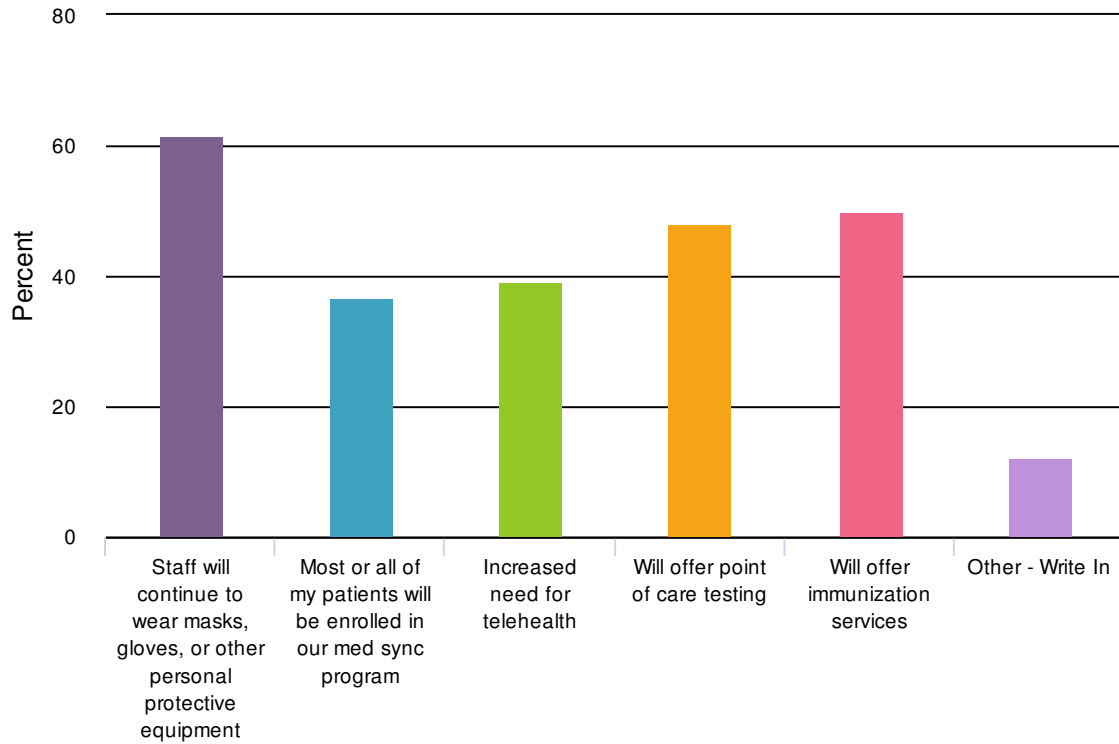
Value		Percent	Responses
Increased consumer demand for online products, availability		61.0%	191
A desire to support local, community-based businesses		54.6%	171
Scope of practice expansion		56.9%	178
More pharmacies will offer point of care testing		61.3%	192
More pharmacies will immunize		52.1%	163
Increased liability concerns		49.5%	155
Other - Write In		9.9%	31

2. What operational changes have you made during the pandemic that you expect to stick? (Check all that apply)



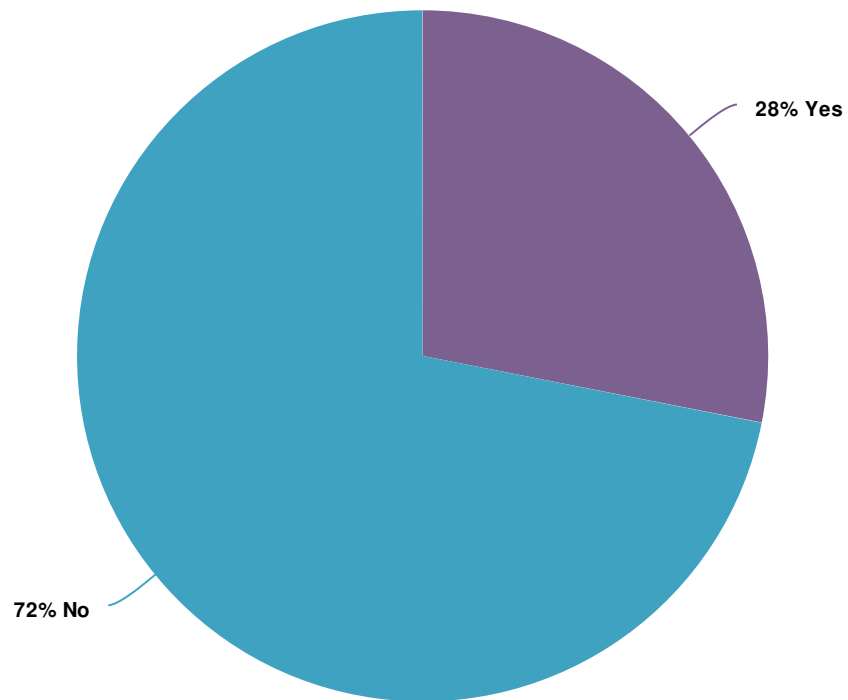
Value	Percent	Responses
Extended hours, shift working, working in teams	9.0%	28
Increased online presence or social media advertising	37.5%	117
Curbside delivery, expanded delivery services	82.4%	257
Changes to front-end layouts	32.1%	100
Plexiglass protections	59.0%	184
Changes to inventory receiving processes	22.4%	70
Other - Write In	17.9%	56

3. How will patient care look different moving forward at your pharmacy? (Check all that apply)



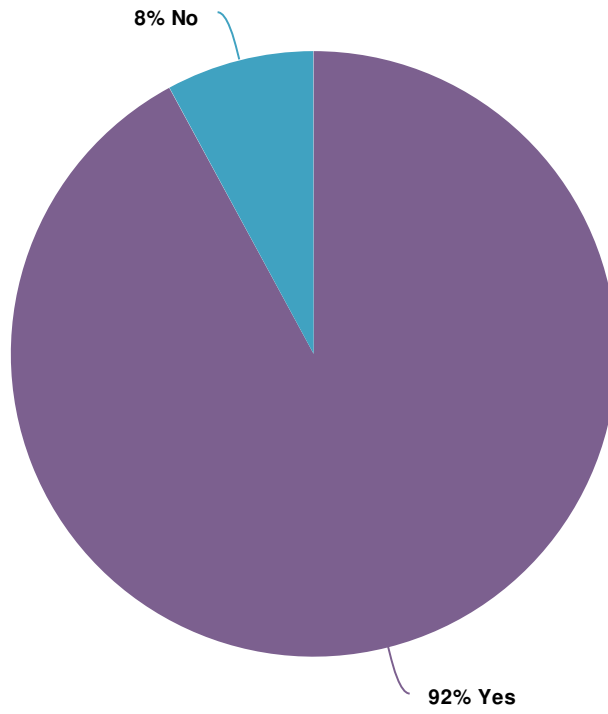
Value	Percent	Responses
Staff will continue to wear masks, gloves, or other personal protective equipment	61.6%	188
Most or all of my patients will be enrolled in our med sync program	36.7%	112
Increased need for telehealth	39.0%	119
Will offer point of care testing	48.2%	147
Will offer immunization services	49.8%	152
Other - Write In	12.1%	37



4. Did you offer point of care testing prior to March 2020?



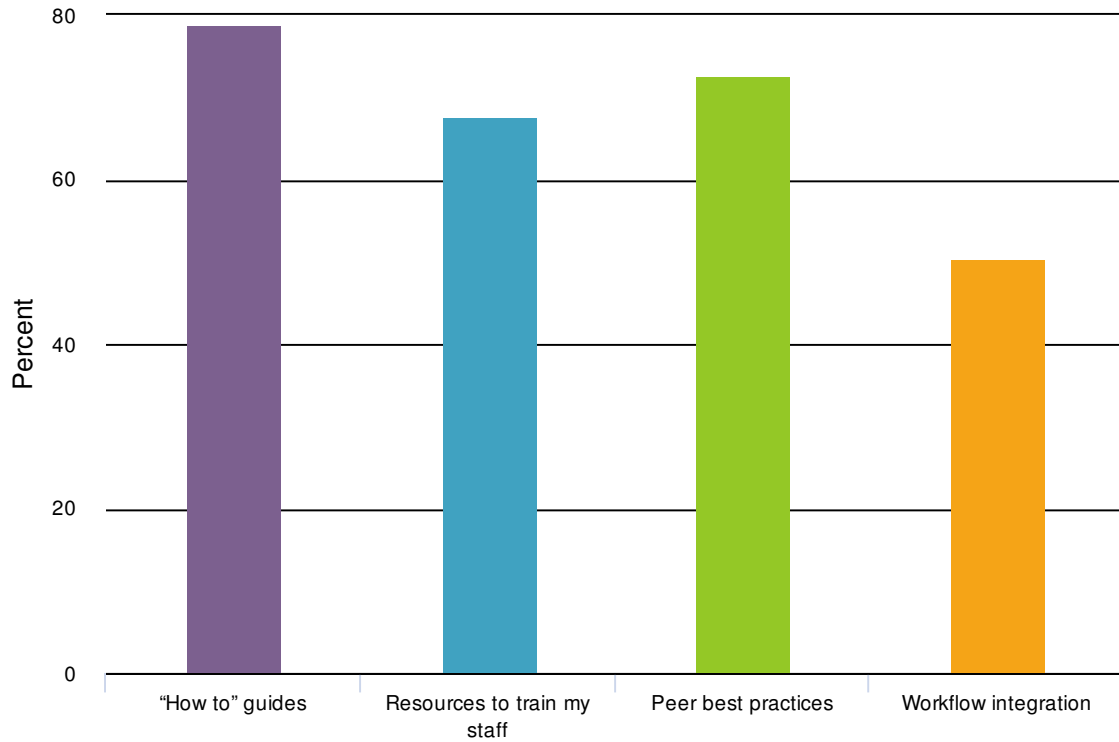
Value	Percent	Responses
Yes	28.1%	41
No	71.9%	105
		Totals: 146





5. Did you offer immunization services prior to March 2020?



Value		Percent	Responses
Yes		92.1%	140
No		7.9%	12
			Totals: 152

6. When preparing for these market changes, what resources could NCPA provide that would be most helpful?



Value		Percent	Responses
"How to" guides		78.7%	233
Resources to train my staff		67.6%	200
Peer best practices		72.6%	215
Workflow integration		50.3%	149