The *voice* of the community pharmacist.
Sharing Your Value
Beyond Vaccine

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How do you make sure every person there knows you are providing the service?
Community Pharmacy Best Practices for COVID-19 Response

COVID-19

NCPA BEST PRACTICES CPESN

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COVID-19 Vaccine Home Page

About:

- The Home Page contains the latest CPESN Change Packages, along with additional implementation guides developed by others.
- Access the buttons above in the grey tool bar for the most relevant materials

www.covidbestpractices.com
How do they know that it is you?

- Patient Arrival
  - Collect and copy health insurance (Rx and medical), and driver's license
  - Review completed consent form
  - Provide COVID-19 Card and V-Safe info sheet

- Waiting area
  - Patient waits to be called by vaccine coordinator
  - Vaccine coordinator directs patient to an immunization station

- Immunization station
  - Receives vaccine
  - Counseling
  - Immunizer signs consent form and keeps completed copy
  - Directs patient back to vaccine coordinator

- Vaccine Coordinator
  - Records time patient received vaccine
  - Directs patient to separate waiting area

- Waiting area (post vaccine)
  - Patient stays for minimum of 15 minutes for observation
  - Vaccine Coordinator announces when 15 minutes is up and patient can leave
Branding ideas for less than $100
Dr. Mayank Amin, you and every frontline worker are “superheroes.” Our nation owes you a debt of gratitude for your bravery during this time of crisis.

This ‘superhero’ pharmacist is on a mission to vaccinate his community

abcnews.go.com
Other ideas for off-site clinics...

- Forms with your logo
- 6’ branded tables
- Staff and volunteer uniforms
- Display medication packaging
- Lift chair
- Signs for other pharmacy services
- TV with ads
More New Patients Are Coming Through Your Doors...

• What do they see?

• What’s on their mind?
Preparing for a COVID-19 Vaccine at SMP

**Requesting a COVID-19 Vaccine**

- Visit [www.smprx.com/vaccines](http://www.smprx.com/vaccines)
- Complete the COVID-19 Vaccination Request Form
- Receive a confirmation email
- Wait for a second email containing a unique ID code for access to your booking page. This code will be emailed to you when you are eligible for the current CDC vaccine phase.

**Scheduling Your Appointment**

- Click on the booking link in your email
- Choose your service: COVID-19 Vaccine Moderna Dose 1
- Choose an appointment date and time — Please note that your second dose of Moderna COVID-19 vaccine will automatically be scheduled for exactly four weeks from your first dose. Please make sure both dates work for you before booking your first dose.
- Add your details: name, e-mail, phone number, address
- Click on Book
- Receive a confirmation email for details on preparing for your appointment.

**Preparing For Your Appointment**

- Complete the SMP — COVID-19 Vaccine Intake Consent Form — Dose 1 (link provided in your appointment confirmation email). Please complete this form at least 24 hours prior to your scheduled appointment. Appointments will need to be re-scheduled if consent forms are not completed at least 24 hours prior to your appointment.
- Download the Mobile Check-in app via the App Store (My Mobile Check-In) or Google Play (Mobile Check-In) on your smartphone. This will allow you to "Check In" to SMP when you arrive in our parking lot. Our staff will text you when we are ready for your appointment.
- Read the "Fact Sheet for Recipients and Caregivers" (link provided in your appointment confirmation email).

**At the Time of Your Appointment "Masks Required"**

- Please have your insurance card and proof of occupation (ID badge, pay stub, or State Professional license) ready for our staff.
- When you arrive at SMP, check in via the Mobile Check-In app (Download via the App Store or Google Play). Please note: This will only allow you to check in when you are less than 1/4 mile from our store. If you do not have a smartphone, please call 834-3017, ext. 154 to check in.
- Wait in your car until you receive a text or phone call stating we are ready for you.
- Proceed to our clinical room (entrance located in our gift shop).

**After Your Appointment**

- Register for v-safe [https://v-safe.cdc.gov/](https://v-safe.cdc.gov/) to tell CDC about any side effects you are experiencing.
- Read the "Fact Sheet for Recipients and Caregivers" (link provided in your appointment confirmation email).
- Add your appointment for your second dose to your calendar.
- If you experience a severe allergic reaction, call 9-1-1 or go to the nearest hospital.
- Call the vaccination provider or your healthcare provider if you have any side effects that bother you or do not go away.
- Report vaccine side effects to FDSCDC Vaccine Adverse Event Reporting System (VAERS). The VAERS toll-free number is 1-800-822-7967 or report online to [https://vaers.hhs.gov/reportevent.html](https://vaers.hhs.gov/reportevent.html). Please include "Modern COVID-19 Vaccine EUA" in the first line of box #18 of the report form.
How do you convert the one-time vaccine patient into a new rx patient?
• TV or slideshow with your pharmacy
• Packaging
• DME, lift chair
• Staff engagement
Your staff, your brand

• How was your experience today?
• What questions do you have for me?
• Have you ever been to our pharmacy before?

• What services do you want to promote?
This last year has been hard on all of us, and we are so thankful for light at the end of the tunnel. Your dedication to protecting yourself and your community by getting vaccinated does not go unnoticed. Thank you for trusting us as your partner in this monumental moment. Our team is excited to see you back real soon.

In good health,

(Your Pharmacy) Team

(Phone number)
After…

• Registration form – sign up for a newsletter
• Postcard campaign
• Flu campaign next year by NDC
• Mail merge email
Would you like us to continue being a partner in your good health?

Let us know today, and tomorrow we will have our entire team ready to meet all your health needs!

You are going to love it here!
Would you like us to continue being a partner in your good health?

Let us know today, and tomorrow we will have our entire team ready to meet all your health needs!

You are going to love it here!
Don’t you wish you could get your prescriptions filled in 15 minutes?

We may not be able to do 15, but we can get close to that!

One phone call and your prescriptions will be ready in no time.
Go back inside!

We will be there soon. 😊

Talk to anyone on our team and we will get everything ready for you!

Available to you!

- Delivery to home or business
- Vaccines
- Medication packaging
- One-On-One Consultations
Umm, You seem happier since you switched pharmacies!

Yup, at Community pharmacy they take time to counsel me, place my medication in packaging that helps me remember to take my medication, and makes deliveries to my home. It took only one call to 888-888-8888 to make it all happen.
It was nice meeting you today.

We would like to be part of your tomorrows.

Talk to anyone on our team and we will be ready for you.
There is no need to bring your knitting!

At our pharmacy, most prescriptions are filled in 20 minutes or less.

Talk to anyone on our team and we will get everything ready for you.

It only takes one call!
Even the one with big ears can’t hear you. ☹️

Yes, you do have a choice.

Looking to have your prescriptions filled where people can hear you? Talk to anyone on our team and we will make it happen.
TRANSFER
YOUR PRESCRIPTIONS TODAY!
A simple phone call and we'll take it from there!

Hours Monday-Friday 9:30am-6pm and Saturday 10am-2pm
centraliap pharmacy.com | (360) 736-5000
If you were happy with how things went, then you will be thrilled how we take great care of our customers. We would love to see you back. Please call 888-888-888

Community Pharmacy
76 Main Street
Georgia, VT 05468

Did you expect the worse?
Our first meeting without having to wear a mask!

We have been talking about how we would like to continue being a partner in your good health. Please call 888-888-888 and we can make that happen.

Community Pharmacy
76 Main Street
Georgia, VT 05468

Adjust above font size to 11pts
We know what is like to go the extra mile. We will deliver your prescriptions to your home or your place of work. Make one call and we will take it from there.

888-888-8888

Community Pharmacy
76 Main Street
Georgia, VT 05468
Umm, you seem happier these days!

Everyone seems happier when you know your pharmacist reviews your patient profile and are ready to offer guidance. It easy to become their customers. Call now. 888-888-8888

Community Pharmacy
76 Main Street
Georgia, VT 05468

Adjust above font size to 11pts
Wondering if you should be taking CBD with your medication?
We are concerned as well.
Contact us today.

Long Beach Pharmacy
101 Bolstad Ave.
Long Beach, WA 98631
P: (360) 642-3200
F: (360) 642-8786
Make us your diabetes resource center. We offer:

- Medication packaging
- Testing supplies
- Delivery
- Medication review
- Diabetic shoes
- Durable medical equipment
- Education
Questions. Comments.
Great ideas. You know what to do.

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