

# COVID-19 Pharmacies



## Fact Sheet

If you are delivering prescriptions as a volunteer, there are some guidelines to be aware of:

### Confidentiality

- You will have access to personal and sensitive data of patients you are delivering medicines to. It is important that this information isn't shared with anyone else, even their families.
- You may have a list of information about other patients. You should keep this out of sight of others at all times.
- You should not leave any personal information in a locked car overnight or for any extended period of time.

### Safety

- You should not tamper or break the seal on any medicines or open the bag. If anything spills out or gets damaged, return to the pharmacy.
- You should only deliver medicines to the person they are meant for. This can be done by confirming their name, date of birth and address. You should check that the patient is in the house before leaving any delivery with someone else.
- You should not leave medicines with a neighbour or post it through the letterbox.
- Maintain a 2 metre distance at all times. This can be achieved by calling the patient from outside their house or leaving on the step, knocking on the door and waiting for the door to open. Do not leave the medicines until you have established that the patient is receiving it.
- Some medicines may need special storage. The pharmacy will let you know what to do with it. If these are undelivered you must return to them as soon as you can.
- If you are using your own vehicle, make sure your insurance includes business use. Most insurance companies now allow this to be added at no additional cost to volunteers.
- Ensure your vehicle is locked and all windows are shut every time you leave it and that medicines and other confidential information are out of sight.
- Return all undelivered medicines to the pharmacy as soon as possible and never leave in your vehicle overnight.
- Never agree to administer any medication to a patient.
- If an individual has a question about their medication, they should speak directly to the pharmacy.





### Good Hygiene and Health

It is important that you practice good hygiene and are not at risk of passing on the virus yourself:

- Wash your hands often with soap and hot water for at least 20 seconds. If hand washing facilities are not available use hand sanitiser
- Refrain from touching your face
- Sneeze or cough into a tissue and dispose of immediately. Wash hands or use hand sanitiser immediately afterwards.
- Ensure your car and anything you touch is clean by frequently wiping down. This includes handles, steering wheels, objects for transporting medicines, pens.
- Maintain social distancing at all times from other people, particularly vulnerable individuals.
- If you develop any symptoms, particularly a new, persistent cough and a fever, do not deliver medicines and self-isolate.

