



## Tips when Discharging Patients during COVID-19

Community pharmacies are currently faced with a significant increase in workload. Communication prior to discharge will prevent stress and frustration for patients and pharmacies.

**Recommend patients call the pharmacy before picking up prescriptions.**

- Medication changes may take longer than usual to reconcile and fill.
- Pharmacy hours may have changed.
- Pharmacy can give a realistic wait time for medication pick up or delivery.

**Blister packaging requires advance notice.** Please provide **48 to 72 hours** notice whenever possible.

**Injectable products may require advance notice.** Many injectables may not be stocked and will need to be ordered by the pharmacy.

**Complete Special Authorization Requests** and advise the community pharmacy which requests have been submitted.

**Pharmacies are dispensing 30-day supply of medication.** This will help ensure a stable supply for all patients.

**Communication is key. If possible, please give community pharmacies advance notice and determine what the potential wait time may be. This will prevent stress and frustration for the patients and the pharmacy. They are working as hard as they can so if we can help them out in any way, I am sure they would appreciate it.**

*Original version developed by Priscilla Gordon, RPh, BSc(Pharm), ACPR*

*The Moncton Hospital, Horizon Health Network*

*With contributions from additional pharmacists at Horizon, March 24, 2020*