

# Western NSW Primary Health Network COVID-19 TRIAGE PROTOCOL

## Community Pharmacy

**Protection of yourself and your staff** is equally as important as protecting the community. You cannot help others if you are sick yourself. Routine monitoring of your staff is recommended, every morning check temperatures (below 38 degrees C), symptoms of URTI or malaise. Avoiding the "working unwell" will prevent your store from being a hotspot. Like the first aid approach, assessing the danger for yourself and others should be the starting point! Stay safe and keep looking after the community.

There is **no need to wear PPE unless you are a direct-contact staff member**, treating a patients directly who report as being unwell. Pharmacists do not need to wear PPE when offering advice to patients reporting as being otherwise well, provided they maintain a safe distance of more than 1.5m. A mask for the unwell patient will allow additional safety precautions, if available.

**Disinfect all flat surfaces after every customer** if possible, and after any unwell patient as a priority. Using soapy water or 60% alcohol in water sprayed onto the surface and wiped with paper towel (single sheet), which is discarded, would be ideal. Other antiviral preparations are also acceptable.

### ALL CUSTOMERS

#### All Customers should

- Use hand sanitiser on entry (have a staff member distribute into the hands if possible)
- Not touch anything unless necessary
- Cover your mouth and nose if you cough or sneeze using your elbow or a clean tissue (if you have one)

#### Treat all patients respectfully, however assume they are unwell

- Use all personal hygiene methods to protect yourself
- Stay 1.5m apart
- Wash hands regularly (or hand sanitiser)

#### All stores should minimise the number of customers in the store at any one time if possible

- This may be through the use of a staff member on the door to monitor the number of patients/customers to allow for adequate distancing
- This staff member should have PPE available, however only needing to use this if a patient reports to be unwell.
- Ask patients as they enter if they are feeling unwell, have a cough, sore throat to remain outside the store

#### Use of wireless and contactless payment methods should be implemented wherever possible – ask all patients to use contactless payment

- If use of cash is necessary, use a glove to receive money/issue change and then wash hands. Alcohol spray may be used on money if the patient reports to be unwell

### ANY CUSTOMER REPORTING TO BE UNWELL

#### Any customer that is unwell

- Stop them at the door and ask them to remain outside the store
- Ask the customer what it is that they require and see if this product can be delivered or prepared for them without entry
- If this is not possible, provide a mask for the patient and assist them with their inquiry
- Give information to the patient including the HealthDirect number 1800 022 222 and 24/7 COVID-19 Hotline 1800 020 080

#### All stores should minimise the number of customers in the store at any one time for adequate distancing

- This may be through the use of a staff member on the door to monitor the number of patients/customers to allow for adequate distancing
- This staff member should have PPE available, and offer to the patient/customer who has indicated they are unwell

#### Use of wireless and contactless payment methods should be implemented wherever possible – ask all patients to use contactless payment or credit card payment via the phone