

# Coronavirus (COVID-19)

## Your Pharmacist Can Help (English)



British Columbia  
Pharmacy Association

British Columbia's community pharmacists are committed to remaining available to patients in need during this COVID-19 outbreak, as we have been for other public health crisis in the past.

### HERE ARE SOME WAYS YOUR PHAMACY CAN HELP:

#### Getting medication safely to you.

- Many pharmacies can deliver your medications to you.
- If you have symptoms of respiratory illness (like cough or fever) or have been in contact with someone who does, call your pharmacy ahead of time to inquire about delivery services.
- If you are sending someone else to pick up your prescription, let your pharmacist know ahead of time.

#### Getting a new prescription from the prescriber.

- If you are seeing a doctor or nurse practitioner for a prescription ask if they can fax, or phone it into your pharmacy rather than you having to go into the pharmacy.
- Let your pharmacist know. Your pharmacist will work with your doctor to get this new prescription.

#### Refilling your medications.

- If you have refills left on your prescription and are running out of supply, call your pharmacy ahead to avoid having to wait in the pharmacy.
- Some pharmacies may have an automated phone system to order prescription refills.
- If you still have medication at home, call your pharmacy to determine if a refill can be provided at this time.

#### Renewing your prescription.

- If you have run out of your medication and have no refills, call your regular pharmacy. In certain situations, your regular pharmacy may be able to provide you with an extended amount of medication and will let your doctor know, so that you do not need to visit the doctor. Note that the pharmacy must have filled your prescription originally for this medication and at this time this service cannot be provided for narcotics, controlled or targeted drugs and psychiatric medications (unless working in a multidisciplinary environment).

#### Emergency supplies.

- If you have completely run out of your medication and do not have a prescription, call the pharmacy. Your pharmacy will ask you some questions to assess whether an emergency supply is appropriate and can issue you a supply of medications until you can see your doctor next. During the COVID-19 outbreak when there is strain on access to prescribers, the amount of medication that can be provided for this service may be greater than under normal circumstances. For example a 30 day supply might be provided if appropriate during the outbreak vs. a 7 day supply under regular circumstances.

#### Preventing drug shortages

- Like you, many British Columbians want to ensure they have the medication they need during this challenging time. Pharmacists are working hard to ensure all British Columbians have the medications they need and want to ensure that there is fair access to everyone and so there may be limits to how much medication they can provide at this time.

#### Over-the-counter medications

- If you do not have any symptoms, you do not need any over-the-counter medication. If you have symptoms, your pharmacist can help you find the right cold/flu product to help you manage your symptoms.
- Consult a pharmacist or call 8-1-1 before taking any drugs.

### If you need to contact your pharmacy for refills, prescription renewals or emergency supplies:

Pharmacy

Phone Number



#### BEFORE VISITING YOUR PHARMACY, CALL AHEAD OF TIME IN THE FOLLOWING SITUATIONS:

- You are feeling ill;
- You exhibit symptoms of COVID-19 (coughing, fever, and/or shortness of breath);
- You are sending someone to pick up a prescription;
- You need a prescription renewal, a refill or an early fill of your medication; or
- You need a prescription delivered.