



# Getting the Most Out of Your Pharmacy Visit During COVID-19

Pharmacists are now busier than ever, doing their best to administer vaccines, answer your COVID-19 questions and make sure you get your prescriptions. We appreciate your patience and recognize that things may not be what you're used to.

Here are a few tips to get the most out of your next pharmacy visit while helping alleviate some of the pressures facing pharmacies.

## 1. If you're picking up a prescription

- Have your doctor's office fax your prescription to the pharmacy.
- Before visiting, confirm your prescription is ready for pick up either online or via the phone app. Where available, subscribe to your pharmacy's email or phone text notification service that lets you know when your prescription has been filled.
- Use online refill services to pre-order your prescription refill 5-7 days before your medication runs out.
- Take advantage of medication delivery services.



## 2. For vaccinations, COVID-19 testing and consultations

- Use online booking services to reserve an appointment for vaccinations, COVID-19 testing, and phone or video consultations with the pharmacist. Avoid calling the pharmacy if online booking is offered.
- Wear a shirt with short sleeves if you plan to receive an injection.



## 3. Other tips for planning ahead

- Prevent the spread of COVID-19 by wearing a mask, maintaining social distancing, and sanitizing your hands upon entry.
- If you have a fever, cold/flu symptoms, or have tested positive for COVID-19, do not visit the pharmacy. Instead, arrange for home delivery or send someone to the pharmacy on your behalf.
- Keep getting the pharmacy's voicemail or a busy phone signal? Try communicating with your pharmacy via email, a phone app, online chat or fillable web forms.
- If your pharmacy offers online shopping, place your front-shop and over-the-counter purchases online and request shipping or home delivery.
- Be prepared for longer wait times and line-ups.
- Be patient and wait in line for your turn.
- Be courteous and mutually respectful to pharmacy staff and other customers.
- Dispose of masks and used facial tissues into the garbage bins.

