

Alco Pharmacy is committed to the health and safety of each client and employee. We continue to monitor all Federal, State, and Local resources to stay informed of the latest guidance for Long Term Care Pharmacies amidst the COVID-19 Outbreak.

We want to share some recent updates to our policies and best practices to ensure the safety of the extended Alco Pharmacy family.

Additional Safety Measures – Cycle Totes: To ensure the safety of our clients and employees, we will no longer leave the large grey plastic totes on-site when delivering the monthly cycles. Your monthly cycles will now arrive in sturdy, clear, plastic bags that have been labeled according your delivery guidelines for easy identification and transport. Alco Pharmacy already has a sterilization process in place for you to return any totes from previous months. Please contact your account manager to set up this pick-up in case your office or drop site will only be open at certain times.

Physical Distancing Policy: Our temporary policy will not hinder our ability to deliver the customer service you have come to expect from us, but it may mean that your designated account contact may not be in the pharmacy during all of Alco's business hours. To receive same-day service from us, we urge you to follow the below communication guidelines:

- **FAX:** Please only use **443-394-6770** to fax information through our Cloud Fax provider. Please look for the blue Alco stickers coming in your daily deliveries to ensure our contact information is visible to anyone in your organization who sends faxes to the pharmacy.
- **ELECTRONIC ORDERS:** Encourage prescribers to use electronic orders whenever possible.
- **WEBCONNECT:** Please reach out to Lincoln Pitts to set up a remote training on our web-based portal. You can request refills, access client information, and print forms like PMOF, MAR or Side Effects.
- **WE ASK THAT YOU DECREASE RELIANCE ON E-MAIL:** Fax, E-script, and Webconnect are processed centrally at the pharmacy and will ensure timely responses despite any staffing interruptions. As stated above, to receive same-day service, we urge you to use these other channels of communication.

Tele-work and Remote Meetings: Alco Pharmacy has joined forces with Zoom to use their HIPAA-compliant video conference software that guarantees encrypted and secure video conferencing. We can meet with you and your teams from their smartphones or laptops even if they are working from home. Our Director of Customer Engagement Lincoln Pitts is already working with Zoom to keep up our regular visits and trainings. You can e-mail him directly at ljpitts@alcopharmacy.com to set up a training for your team.

Our lines of communication continue to stay open for you. We are posting all of our updates related to the COVID-19 outbreak on our website on a dedicated Coronavirus resource page <https://alcopharmacy.com/corona-info.aspx>, along with some of the helpful links we've been using to stay updated. We have also created the "Ask Alco" feature if you have concerns, questions, or comments about our service or response to the outbreak. We would love to hear from you and may feature your question in a future newsletter.

Our best wishes for your good health and safety,

David Denrich

VP / COO