

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.

**Physical Distancing Policy:** Effective immediately, Alco Pharmacy has implemented additional measures to protect our employees and drivers while they work in the pharmacy. These measures will not hinder our ability to deliver the customer service you have come to expect from us. Our temporary changes to staff schedule, workstation positions, and additional training to all staff will keep our team healthy and ensure continuity of service. To receive swift replies and service from us, we urge you to follow the below guidelines for sending information to the pharmacy:

- **FAX:** We have transitioned to CLOUD FAX, which means no busy signals. Please only use **443-394-6770**. 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.
- **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.

**Tele-work and Remote Meetings:** As part of our roll out of the Physical Distancing Policy, Alco Pharmacy has joined forces with Zoom to begin using 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](mailto:ljpitts@alcopharmacy.com) to set up a training for your team.

**Medication Disposal and Returns:** We continue to offer our usual medication disposal and return service in partnership with our transportation team at SDS-RX. All drivers will have a supply of red hazardous waste bags for medication disposal and clear plastic bags for returns to the pharmacy. We ask that staff be prepared to place all returns and medication disposal inside the clear or red bags provided by the drivers at the delivery site. Drivers will not handle any bags that have been inside the homes or offices. If your staff has already bagged up the returns or disposed items, then they will be asked to place those bags inside the bags provided by the driver.

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