



**FOR IMMEDIATE RELEASE - PLEASE SHARE AS APPROPRIATE**

For the last 22 years, **Alco Pharmacy** has always prioritized the health and safety of each client and employee.

While we are all concerned for the many people worldwide who have been directly impacted by the Coronavirus, we want to assure you that our existing best practices have always ensured the highest levels of care for each prescription that we check, pack, and deliver:

- Compliant with recent guidance from USP 800 to protect patients and staff from hazardous substances, Pharmacists and Technicians wash their hands frequently, use and discard gloves properly, and regularly sanitize their workstations.
- Drug shortages are always an issue in our business. Our buyer currently works with multiple wholesalers to monitor shortages and to keep our shelves well-stocked. During this period, we have added more inventory for anticonvulsants, antibiotics, antipsychotics and OTC items used to treat symptoms of the Coronavirus.
- Our Group Purchasing Network (MHA) keeps us abreast of Industry Trends, including anticipated shortages.
- Since Routine Medications are packed about a month in advance, we typically have several weeks' notice when a drug will be in short supply. This allows us time to contact nurses, agency staff and prescribers to determine a suitable alternative, if necessary.
- Our drivers sanitize their hands before and after every delivery. They will use a fresh pair of gloves at each delivery site. Instead of requesting signatures at the time of delivery, our drivers will take down the name of the receiving staff person and place an "X" on their signature devices or paper delivery sheet. Please advise staff that they will be asked for the spelling of first and last name so we have an accurate record of the exchange. Please advise your account manager if additional precautions or follow-up is required.

- Please return medications to the pharmacy in sealed bags only: red disposal bags for expired or discontinued medications and clear plastic bags for medications requiring credit. Your account manager can provide these upon request.
- To avoid possible disruptions with staff communication we ask that you use only the HIPAA approved methods of communication to send documents, orders, and refill requests:
  - **FAX** - Alco's fax provider has just transitioned to CLOUD FAX, which means no more busy signals. Please only use our existing main fax number **443-394-6770** as we will soon be retiring the additional fax numbers. We will be placing reminder stickers in daily delivery bags with our main fax number to ensure every site has this fax number close to their designated fax machine.
  - **ELECTRONIC ORDERS** – Please instruct your prescribers to use electronic prescriptions whenever possible.
  - **WEBCONNECT** – Please use our secure web-based portal to communicate refill requests to the pharmacy.
  - We ask that you **reduce reliance on e-mail** for sending requests to the pharmacy so that we can guarantee a timely response to your request.
- Our Director of Customer Engagement – Lincoln Pitts – is at your disposal if you need additional information, training on any of the protocols listed above, or would like to discuss any of our policies.

We want to reassure you that our pharmacy has a reputation built on years of high safety standards and concern for the health of our clients and employees.

Sincerely,

David Denrich  
Vice President / COO