

For the last 22 years, Alco Pharmacy has always prioritized the health and safety of each client and employee. We are monitoring all local and federal resources to stay on top of the rapidly evolving guidance for Long Term Care Pharmacies amidst the outbreak of COVID-19 in the United States.

We want to assure you that our robust best practices will ensure the highest levels of care for each prescription we check, pack, and deliver. We plan to keep you regularly informed on important topics and changes in current pharmacy policies and best practices:

**Employee Health and Safety** We have added protocols in the pharmacy to keep our employees healthy and lines of communication open to our partners. Following the State of Maryland's adoption of the US Department of Health and Human Services guidance on Social Distancing, we are implementing the following policy, effective immediately:

**Only Alco Pharmacy employees and authorized third-party vendors will be permitted entry into the pharmacy located at 11435 Cronhill Drive.**

- ✓ We are suspending all "pick-up" services. All prescriptions will be delivered per agency instructions and arranged through the account manager. Any exceptions must be approved by the Chief Pharmacist or VP/COO.
- ✓ All visits to the pharmacy must be cleared through Alco management and arrangements for meetings with Alco staff will conform to guidelines on social distancing. These instructions will be communicated to you in advance.
- ✓ Our reception area will be closed until further notice. Please note that our administrative staff will only permit entry to previously scheduled visitors and vendors.
- ✓ We direct you to the Maryland Department of Health's homepage for helpful information about the COVID-19 outbreak and background on this prevention effort to at [coronavirus.Maryland.gov](https://www.coronavirus.Maryland.gov).
- ✓ During this period, we remind you of these important guidelines regarding communication with 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.

Our regular lines of communication continue to be open to address any questions or issues.

If you would like to set up a remote training on any of the protocols listed above, please reach out to Lincoln Pitts our Director of Customer Engagement ([ljpitts@alco pharmacy.com](mailto:ljpitts@alco pharmacy.com)).

Our wishes for good health to you, your clients, and your families,

David Denrich  
VP / COO