

COVID-19 SUMMARY GUIDANCE #2

Community pharmacy interventions and patient counselling

1. In many countries, local community-based contagion has become the main form of disease transmission. While travel history from affected areas is still an important assessment criterion in countries with few cases or at an initial stage of the outbreak, it may no longer be a relevant criterion in countries with community transmission.

2. Since infection can occur from asymptomatic or pre-symptomatic individuals, precaution is recommended with ALL customers and patients entering the pharmacy.

CRITERIA	INTERVENTION	
<ul style="list-style-type: none"> No symptoms (cough, fever or breathing difficulties) AND No known recent contact with confirmed or suspected cases of COVID-19 and no recent travel history to affected areas 	<ul style="list-style-type: none"> Offer reassurance Highlight preventive measures Recommend social distancing, home confinement and avoidance of non-essential travelling (domestic and international) whenever possible 	<ul style="list-style-type: none"> Provide evidence-based information and advice (oral and/or written)
<ul style="list-style-type: none"> Symptoms (cough, fever or breathing difficulties) AND No known recent contact with confirmed or suspected cases of COVID-19 and no recent travel history to affected areas 	<ul style="list-style-type: none"> Offer reassurance Inform that risk of COVID-19 may exist Whenever possible, isolate the patient in a separate room Do not physically examine the patient Take self-protective measures, including the use of an appropriate respirator, gloves and goggles Highlight measures to prevent further transmission, including the use of a face mask by the patient 	<ul style="list-style-type: none"> Recommend strict social distancing (including from family and close relations), home quarantine and avoidance of all travelling (domestic and international) for at least 14 days For individuals in high-risk groups, advise contacting the emergency number or hotline or the appropriate healthcare facility for testing and follow-up care and treatment. Provide evidence-based information and advice (oral and/or written) Disinfect any potentially contaminated areas and surfaces
<ul style="list-style-type: none"> No symptoms (cough, fever or breathing difficulties) AND Known recent contact with confirmed or suspected cases of COVID-19 and/or recent travel history to affected areas 	<ul style="list-style-type: none"> Offer reassurance Inform that risk of COVID-19 may exist Recommend social distancing, home quarantine and avoidance of non-essential travelling (domestic and international) for at least 14 days Recommend tracing contacts history 	<ul style="list-style-type: none"> In case symptoms appear in the 14 days following contact with confirmed or suspected case, contact the emergency number or hotline and follow the appropriate instructions Provide evidence-based information and advice (oral and/or written)
<ul style="list-style-type: none"> Symptoms (cough, fever or breathing difficulties) AND Known recent contact with confirmed or suspected cases of COVID-19 and/or recent travel history to affected areas 	<ul style="list-style-type: none"> Offer reassurance Inform that risk of COVID-19 may exist Whenever possible, isolate the patient in a separate room Do not physically examine the patient Reinforce self-protective measures, including the use of an appropriate respirator, gloves and goggles Highlight measures to prevent further transmission, including the use of a face mask by the patient 	<ul style="list-style-type: none"> Recommend strict social distancing (including from family and close relations), home quarantine and avoidance of all travelling (domestic and international) for at least 14 days For individuals of higher-risk groups, advise contacting the emergency number or hotline or the appropriate healthcare facility for testing and follow-up care and treatment Provide evidence-based information and advice (oral and/or written) Disinfect any potentially contaminated areas and surfaces

For details and supporting references, consult the complete guidelines at www.fip.org/coronavirus

This document is based on the available evidence and recommendations of reputable organisations at the time of publishing. It will be updated as new knowledge becomes available. 26 March 2020.