

**Thursday 14<sup>th</sup> May 2020 1600 hours**

**Important information for all Community Pharmacies – Please share this with everyone in your team**

### Community HealthPathways for Pharmacy Staff

- Community HealthPathways is an on-line clinical guidance site for Primary Care which serves as a 'single source of truth' for assessing and managing medical conditions, and provides guidance in specific circumstances. During COVID-19, information from the CPRG has been uploaded into the [HealthPathways COVID-19](#) pages.
- Last week a pharmacy specific HealthPathways folder for pharmacy staff was launched, which has drawn together relevant local and national guidance, including that from the CPRG, MoH, PSNZ, Pharmac and other pharmacy stakeholders.
- Further development of these pages will take place. However, feedback is encouraged through the HealthPathways feedback button.

### Pharmacy Referral of People with COVID-19 Symptoms in Level 2

- At Level 2 it is assumed most people with respiratory symptoms do not have COVID-19 but the occasional person may. Therefore, ensure people with COVID-19 symptoms continue to stay off the premises and direct them to Health Line, 0800 358 5453 or their GP to be swabbed.
- Pharmacists may also ring the dedicated COVID-19 line for Primary and Community Health clinicians, 0800 177 622, for advice.

### Timing of Electronic Prescriptions Sent

- Pharmacies have reported experiencing workflow issues or delays in receiving prescriptions electronically, eg large batches of faxed prescriptions at one time, or people arriving before the prescription has been sent
- Our colleagues from the CPRG have advised to liaise with medical centres directly to resolve these issues in a way that best suits the workflows of the individual pharmacies/medical centres.
- Consideration may be given to solutions such as asking the doctor to annotate if a prescription is urgent, or directing the patient to ring the pharmacy before picking up the prescription.

### Signature Exempt Prescriptions Details

- The MoH have published a Frequently Asked Questions (FAQs) document that provides more details around signature exempt prescriptions, controlled drugs, and practice management systems interface. You can find the document [here](#).

Kind regards,

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