

Members Advisory

Tuesday, 24 March 2020



Access to pharmacies and medications over the next 4 weeks

Kia ora

As we navigate our way ahead in the next four weeks we are anticipating what information and items we may need in that timeframe. We also know that that uncertainty can make this time even more challenging so we are endeavouring to get answers to key questions from Members and provide a steady stream of reliable, robust information about the practical things you want to know.

In this Advisory, we are providing some clarification and guidance about visiting pharmacies and obtaining medication over the next four week period with answers to some key questions we have asked on your behalf.

Here is what we know:

You can get what you need from the pharmacy but the way you get it will be a little different.

1. Pharmacies are deemed an essential service and will continue to operate throughout this time. They are operating as they always have in terms of their day to day operation of filling scripts and talking with customers;

2. Pharmacies will operate as a closed door service which means that you will be met by a staff member on arrival who will be wearing a mask and who will ask you to maintain a 2 metre distance. If it is a small pharmacy there may be a desk at the door instead;

3. You will not be able to walk around in any pharmacy and select items (eg: pick up talcum or lotion).

This is to restrict touching and handling of items and prevent transmission or viral spread through touch contact. Instead you can ask the pharmacy staff and they will get what you need for you;

4. You probably will not be able to pay with cash for your items. Using an EFTPOS card is ideal as, again, pharmacies are seeking to limit shared handling and virus transmission;

5. For your prescribed medicines, the advice is to carry on as you always do with your regular supply of medications at home;

6. If you need someone else to collect medicines for you, please phone the pharmacy first and let them know who will be picking up for you and that you have

arranged this. Pharmacies can not give your medications to another person without your permission and won't give them to someone who just turns up and asks for them;

7. If you are concerned about your medicines, call your pharmacy and talk to the pharmacist;

8. You can call and talk with your doctor if you have any concern about your medicines as they are also an essential service and are remaining open during Level 4 status.

9. If you have medications at home and children in the house, remember to safe store them away from small ones as we know how similar to sweets some medications can look. Extra care about storage and safety is best practise at this time.

Please stay connected with each other during this time and know that we will continue to be operating and providing support to you.

Sincerely

Liz Pennington and the National Office team (still at work but from home)