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Today's issue of PD

Pharmacy Daily today has four pages of news, a front cover page from RBK, plus full pages from:

- Amcal
- Omnicell
- Direct Chemist Outlet

AFSPA COVID-19 resources

THE Australian Friendly Societies Pharmacies Association (AFSPA) has released a series of resources produced by UFS Dispensaries, to assist pharmacists with patient management during the ongoing pandemic.

The resources include UFS protocol for managing COVID-19, a coronavirus screening questionnaire and posters.

The Pharmacy Guild of Australia also has updated COVID-19 information [HERE](#).

NPSA addresses supply chain fears

COMMUNITY Service Obligation (CSO) wholesalers have moved to allay concerns over the pharmacy supply chain highlighted by the Rural Pharmacy Network Australia (RPNA) (*PD* yesterday).

Responding to the RPNA's assertion that "deep-pocketed players" in the community pharmacy sector have been using the COVID-19 pandemic to game the Pharmaceutical Benefits Scheme (PBS) for their own commercial advantage, National Pharmaceutical Services Association (NPSA) Executive Director, Elizabeth Cuming, told *Pharmacy Daily*, that CSO wholesalers were working to ensure the integrity of the supply chain.

"NPSA members are working closely with suppliers to replenish stock as it becomes available and has a range of contingency measures in place to meet extraordinary and evolving circumstances," she said.



"We understand the pressure on all parts of the supply chain and appreciate the extreme difficulties being faced by our pharmacy customers.

"Member of the NPSA have taken proactive measures in consultation with the Government and the CSO Agency to help manage demand for medicines due to the COVID-19 emergency.

"With special approval from the Government agency, measures were put in place last week to limit

order quantities and help ensure equitable access to medicines for all Australians, no matter where they live.

"These measures are under hourly review as the situation evolves.

"It is important to note that no pharmacy brand, organisation or order is being prioritised at this time.

"Metropolitan and rural pharmacies are being serviced equally."

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Kalgoorlie Wizard wins

WIZARD Pharmacy Kalgoorlie Central has taken out the 2020 Pharmacy Guild of Australia Excellence in Professional Innovation Award.

The Western Australian pharmacist claimed the title this morning, leaving it in contention for the overall Pharmacy of the Year (PotY) title, which is scheduled to be announced on Thu morning.

Competition judging panel member and Guild national councillor, Nick Panayiaris, praised the pharmacy's focus on innovation in developing and delivering professional services, which he said were fundamental to the future of the profession.

"One area the judges look at in this category is what professional health services the pharmacy provides, whether on the premises or off-site, that are unique or fill a special gap in their community," he said.

"We found Wizard Pharmacy Kalgoorlie Central has undertaken exceptional work in this area.

"For instance, Wizard Pharmacy Kalgoorlie Central is a key component in health delivery in the Goldfields of WA.

"It services Aboriginal health at Bega Garnbirringu based



in Kalgoorlie, the people of Tjuntjunjarra at Spinifex Health located 600km from Kalgoorlie and through the hospitals at Laverton and Leonora and nursing post in Menzies.

"This is a huge area with a very diverse population whose professional service needs are varied.

"The pharmacy has decided to focus on professional service delivery and has invested in automation so that its pharmacists can be available to interact with patients."

Wheatbelt Health Centre Pharmacy, Western Australia (**PD** 12 Mar), and Capital Chemist Chisholm, ACT (**PD** 10 Mar), were previously named as 2020 PotY category winners.

You deserve respect: FIP

COMMUNITY Pharmacists around the globe are playing a key role in responding to the COVID-19 pandemic, International Pharmaceutical Federation (FIP) Community Pharmacy Section President, Lars-Ake Soderlund, believes.

In a message to pharmacists, Soderlund, expressed his hope that "health systems and governments support our colleagues in these roles and to count on pharmacist pharmacists worldwide as key partners in the global effort to contain the outbreak".

"It is important to ensure that pharmacists in every country have the tools and resources to support their patients as we continue to respond to the COVID-19 outbreak," he said.

"Today, more than ever before, you are worth all the admiration.

"You make a fantastic effort for our patients, for our healthcare systems and for our societies.

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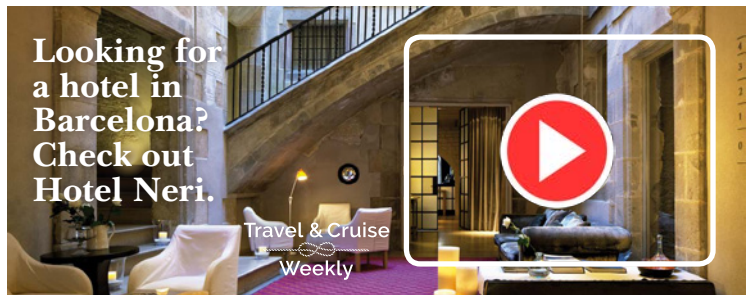
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Social distancing key for HMRs

PHARMACISTS conducting Home Medication Reviews (HMRs) and Residential Medication Management Reviews (RMMRs) will need to ensure they maintain good hand hygiene practices and adhere to social distancing to minimise their risk to themselves and patients, consultant pharmacist, Debbie Rigby believes.

Responding to questions about the potential impact of COVID-19 on medication review services, Rigby told *Pharmacy Daily* that aged care facilities were likely to restrict visitors, but added "I can see no reason to change practice."

New workflow for e-scripts launched

PHARMACY IT service provider, Fred IT, is launching a new workflow platform, to help pharmacies manage the dispensing changes, which will occur with the introduction of electronic prescribing is introduced later this year.

Electronic prescribing means that patients will be able to present their prescription electronically using a mobile phone, email message, or other pharmacy app, in addition to the traditional paper script.

The new workflow platform – called MedView Flow – addresses this problem by bringing paper-based and electronic scripts into the one electronic workflow (or queue).

Fred IT CEO, Paul Naismith, said



the new workflow would support the transition to a digital healthcare environment.

"We want to ensure that all Australian pharmacies can be on the front foot with this change, both meeting the Australian Government's expectation that

pharmacies are ready and offering their patients the convenience digital scripts deliver," he said.

"Fred strongly supports Australia's move to electronic prescribing, which brings real flexibility for pharmacy patients to decide how they want to present their scripts."

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Experts urge planning over panic

MEDICAL experts are encouraging the public to plan for a scenario where they become suddenly unwell by specifying their preferred treatment and identifying the person they want to make their decisions.

In a joint statement Advance Care Planning Australia (ACPA) Medical Director, Dr Karen Detering, and Australian Medical Association Ethics and Medico-Legal Committee Chair, Dr Chris Moy, stressed the need for the public to have plans in place should they fall ill with COVID-19.

"Families need to prepare for a time where they may be called upon to make decisions for their loved one who may become suddenly ill with coronavirus," Moy said.

"Research tells us that too many families find themselves in the devastating situation of making decisions blindly, without knowing or discussing their loved one's preferences.

"There is an opportunity to act now."

ACPA operates a National Advisory Service to support with advance care planning.



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Dispensary Corner

AMID a surge in demand for hand sanitiser, which has left shelves bare, a US pharmacy has launched its own product compounded in-store.

JB Pharmacy and Compounding co-owner, Paul Capuano, said severe shortages of commercial brands had prompted the store's pharmacists to take matters into their own hands and formulate an in-house solution in response to the COVID-19 pandemic.

While pharmacists making a hand sanitiser may not be revolutionary, in the state of Rhode Island, commercially made brands can be sold over-the-counter, however, compounded products require a prescription, meaning the pharmacy had to apply for a waiver to sell its 60% alcohol solution.

Capuano said the store produced an initial batch of 500 bottles of the hand sanitiser last week, with 75% of the run sold within hours of going on sale.

He added the pharmacy was rationing supply to a maximum of four bottles per customer, noting "we may have to jump to an alternative formula soon, because we've found shortages of aloe and shortages of alcohol".



No prep for COVID-19

NO ASPECT of training in Pharmacy School can prepare you for the impact of the COVID-19 pandemic, an Irish pharmacist believes.

In a letter to the *Irish Examiner*, pharmacist, Elaine Amoroso, described the last week as the most challenging of her career.

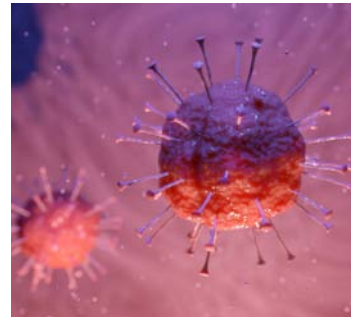
"We are well trained and educated in the health and safety aspects of the virus," she said.

"We understand well the hygiene standards that are required.

"However, guaranteed supplies of critical items in high demand, such as hand sanitiser, gloves, medical wipes and face masks at this time are not assured from suppliers.

"Our day typically starts with customers straight through the door 'do you have any hand sanitiser?'.
"Unfortunately we don't."

Amoroso said the shortages were frustrating both pharmacy staff and consumers, fuelling fear and anger with patients seeking to stockpile over-the-counter



medicines including ibuprofen and codeine-based products (which are Pharmacist-Only in Ireland).

"This week I have witnessed the best and worst of human nature," she said.

"We have been inundated with unprecedented demand for services.

"We have the same level of staffing, but a much higher work demand under acutely stressful conditions.

"Even if additional staff were to be made available the correct procedures for dispensing can take time to develop."

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How quickly are results seen?

Congratulations to yesterday's winner Felicity Downes-Casipit.

Guild Update

AHPRA REMINDER

THE Australian Health Practitioner Regulation Agency (Ahpra) has reminded health practitioners that amendments to the Health Practitioner Regulation National Law (National Law) requirements on mandatory notifications came into effect on 1 Mar 2020.

AHPRA and National Boards said it was important all health practitioners understand what the changes mean, and encouraged them to get the help and support they need.

The amendments apply in all States and Territories except Western Australia and affect the mandatory reporting obligations for treating practitioners. Treating practitioners are registered health practitioners who treat other health practitioners as patients.

The threshold for reporting a concern about impairment, intoxication and practice outside of professional standards has been raised. The threshold is now reached when there is a substantial risk of harm to the public.

AHPRA CEO Martin Fletcher said mandatory notifications were an important part of patient safety but the proportion of mandatory notifications made to National Boards and AHPRA was small.

Data from 2018-19 shows that out of a total of 15,858 notifications made across Australia, only 11% were mandatory notifications.

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