



## PHARMACY UPDATE ON COVID-19

As the COVID-19 pandemic continues it is very important that all of us follow Australian Government Guidelines and practice social distancing and self-isolation where necessary.

With Pharmacies being a vital part of the local community and an essential service, it is important that pharmacy workers are protected, as well as those who service them.

To aid with social distancing the Purveyance Retailer Marketplace can be used to contact the companies below, as well as place stock orders (direct and turn-over) for their products 24/7. This will accommodate conformance to the 1.5M social distancing rules.



Aero Healthcare



Essity (formerly BSN Medical)



Key Sun Laboratories



Nova Pharmaceuticals Australasia



OzDent Australia



Roche Diabetes Care Australia



Sigvaris by Garnet Medical



Smith & Nephew

If you haven't yet registered in the marketplace (it's free) then use the following YouTube videos to help get started:

- [Purveyance Retailer Getting Started Part 1](#)
- [Purveyance Retailer Getting Started Part 2](#)
- [Connecting with more Vendors](#)

The team at Purveyance Retailer are available to help pharmacies and vendors through this difficult time. We can be reached on 02 9279 3737 or the Contact menu at <https://retailer.purveyance.biz> for any questions or assistance you may require.

Stay vigilant and safe.

Regards,

Frank De Palo

Managing Director

Purveyance

De Data Pty Ltd ACN 078 767 521



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Flow

## Today's issue of PD

*Pharmacy Daily* today has three pages of news, a **front cover wrap** from Purveyance, plus a full page from:

- Australian Garlic Oil

## Purveyance COVID update

**THE** Purveyance Retailer Marketplace is highlighting the ability to contact a range of suppliers and place stock orders, enabling the industry to conform with social distancing requirements.

Aero Healthcare, Smith & Nephew, Roche, Key Sun and more are available.

Pharmacy registration is free, with full guidance and more information available on the **cover page** of today's issue of *Pharmacy Daily*.

## Auctioneer's COVID empty bottle plea

**ONLINE** auctioneer, Lloyds Auctions, is pledging to provide 10,000 free hand sanitisers to people in need across the country, but are calling for donations of empty 50ml and 125ml bottles to meet its target.

Lloyds Auctions Chief Operating Office, Lee Hames, said the company was working round the clock to help those in need, distributing sanitiser, disinfectant and medical masks.

"We are simply doing everything we can, to help

whoever we can during this challenging time," he said.

"This is a health decision, not a financial one and is purely the right thing to do for our customers and the community.

"We have enough hand sanitiser, we just don't have the bottles to supply and distribute to the Australian people who desperately are in need of this essential product, but we will work around the clock until we find some."

**CLICK HERE** for more.

## Pharmacist telehealth critical: PSA

**FUNDING** needs to be allocated for pharmacist-delivered telehealth services including medication reviews to avoid a "tsunami" of medicines-related hospitalisations during the current COVID-19 pandemic, the Pharmaceutical Society of Australia (PSA) warns.

Responding to the Federal Government's decision to provide \$669 million to support telehealth services under the Medicines Benefits Schedule (MBS), PSA National President, Dr Chris Freeman, told *Pharmacy Daily* that pharmacists needed to be supported to provide Home Medicines Reviews, Residential Medication Management Reviews and MedChecks using telehealth.

"This announcement was related to the MBS, which unfortunately pharmacists are excluded from," he said.

"We have long stated, and will

continue to state, that pharmacists should be part of those eligible allied health professions that can provide services on the MBS.

"It just makes sense when we are talking about integrated care.

"We will continue to work with the Department of Health, and the Minister's office over the coming week to ensure that pharmacists are about to deliver medication reviews through telehealth facilities.

"This is a fundamental to ensuring we don't have a tsunami of medication-related problems and that we also protect pharmacists and their health during this time of crisis."

Royal Australian College of General Practitioners Chair, Dr Charlotte Hespe, voiced her support for funding pharmacist-delivered telehealth services, during a PSA-hosted COVID-19 webinar on Wed.



"We're so preoccupied with COVID [at the moment], but the vast majority of people have their normal illnesses that we have to manage," she said.

"And one of the main things with these people is about the safety of their medication management, so it is key that we continue to have these conversations and make sure the best quality of care and the safety of how we do that is maintained at this time."

Our team are here to help you.

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<sup>1</sup> Due to corticosteroid responsive skin conditions


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## MedAdvisor now offering delivery in-app

[CLICK HERE TO SEE HOW >](#)



## Meds delivery fee upped

**PHARMACIES** that offer to deliver prescription medicines to patients during the COVID-19 pandemic will now receive \$7.77 per delivery from the Federal Government, as part of its \$25 million Home Medicines Service funding package.

Having originally allocated a \$5 rebate for the service, the Government increased the fee to match the \$7.77 cost of using Australia Post's new contactless pharmacy home delivery service, which was launched on Sat.

Speaking on the *Super Radio Network* this morning, Pharmacy Guild of Australia National President, George Tambassis, said the service would provide a courier platform to pharmacies that have not previously been offering home delivery, as they work to meet the needs of patients during the ongoing crisis.

"We worked really closely with the team at Australia Post to make it as easy as possible for pharmacies to use Australia Post if it suits them," he said.

"We're already seeing increased demand from patients - elderly and not so elderly people who can't get out of the house or whose carers are too busy ringing pharmacies to ask them 'can we please have our medicines delivered from now on?'"

"We need to change the way we run our pharmacies, [and] we have to adapt to the new world now."

Announcing the new service on Sat, Australia Post CEO, Christine Holgate, said the Express Post service would support pharmacies maintain access to medicines at this time.

"We know so many people rely on their local pharmacy for essential medication, particularly the vulnerable and elderly who



may not be able to visit their local store," she said.

"Making delivery to people's home is critical at this time.

"We also understand the challenges facing small business at the moment and we have designed a simple system that will allow pharmacies to offer Express Post delivery to their customers from Mon, allowing them to continue to trade.

"Australia Post remains open for business during this very trying time.

"Our Post Offices are open and our posties and drivers are still out delivering each and every day.

"With this new service, customers will receive access to quick delivery of medication by a brand known and trusted by them."

While the Guild has worked closely with Australia Post, a spokesperson told *Pharmacy Daily*, it was "just an option for a pharmacy that hasn't provided home delivery services before".

Speaking at the Australia Pharmacy Professional (APP) Conference online earlier this month Guild Digital General Manager, Aaron D'Souza had flagged Kings Transport's pharmacy to home service as an existing option, while MedAdvisor has fast tracked the launch of its deliver service, (*PD* 27 Mar), also using Kings Transport.

## PA attacked by patient

**AGGRESSIVE** behaviour towards frontline pharmacy staff is continuing to rise, with a Victorian pharmacy assistant (PA) the latest victim of in-store violence amid fears of medicines shortages.

Torquay PA, Spencer McKenzie, was struck on the head with a glass bottle on Fri at the Surf Coast Pharmacy, by a patient claiming to be infected with COVID-19, the *Geelong Advertiser* reports.

The 25-year-old suffered cuts to her ear, which required treatment.

"We get that people are scared, we are scared, too," she said.

"I just wish they would just remember that we are people.

"Think about how you are treating us because it is having such an impact on us.

"We are trying our hardest. We are all so exhausted.

"We are not the reason medication is running out."

The woman alleged to have thrown the bottle at McKenzie is



believed to be known to police, and the *Geelong Advertiser* reported that "she has been belligerent to pharmacy staff in the past".

McKenzie told the paper that limits on the sale of a number of medications including Ventolin had angered many patients.

"I'm trying to do my job as fairly as possible," she said.

"One guy [who couldn't get access to Ventolin] punched the door on the way out recently."

## Police on the beat foil robbery attempt

**NSW** Police on foot patrol in Sussex Inlet, foiled an attempted robbery at a pharmacy last week, arresting a 25-year-old man.

Officers from the South Coast Police District were walking the beat on Thu when they spotted the man walking into the pharmacy and closing the door behind him.

As police approached the pharmacy, it is alleged an armed robbery was taking place with multiple people inside the store.

Police entered the premises and

placed a 25-year-old man under arrest.

**MEANWHILE**, Queensland Police have charged a 48-year-old over an armed robbery at a Townsville pharmacy earlier this month.

The man was alleged to have entered the pharmacy on Charter Towers Road, Hyde Park, on 22 Mar, carrying a walking crutch.

Police report the individual threatened staff with the crutch, before stealing a quantity of prescription medication.



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## Dispensary Corner

**PANIC-BUYING** has affected availability of many items through the COVID-19 crisis. Toilet paper, mince, analgesics are in short supply - but in the US things have gone to a whole new level with a major issue arising around the supply of baby chickens. According to the *New York Times*, "people are panic-buying chickens like they did toilet paper," apparently in a bid towards self-sufficiency in terms of eggs (and meat!) as well as seeking comfort in the form of some feathery friends. The report notes that the long-term trend is for sales of baby chicks to rise during periods of uncertainty, such as stock market downturns and even presidential election years.

**AND** the regular nightly appearances of America's top medic on TV during the crisis has prompted a Rochester, New York donut shop to create a new sweet treat in his honour. Dr Anthony Fauci, Director of the National Institute of Allergy and Infectious Diseases, is printed on edible paper atop a layer of buttercream frosting. Donuts Delite is offering them for US\$20 a dozen - of course for take-out or delivery only.



## We can do more: Guild

**STATE** and Territory Governments need to break down barriers preventing pharmacists from working at their full scope during the COVID-19 pandemic, and beyond, Pharmacy Guild of Australia National Vice President, Trent Twomey, believes.

Speaking at the Australian Pharmacy Professional (APP) Conference online earlier this month, Twomey said rules forbidding pharmacists from providing key health services within their competencies needed to be removed.

Twomey said that ever since the formation of the Pharmacy Board of Australia over a decade ago, conversations with State and Territory leaders "about anything other than the Business Ownership Rules" had been stymied.

"We need to continue and reboot the conversations we are having with State and Territory Governments [and tell them] that community pharmacy is underutilised," he said.

"There is no clinical reason that pharmacists shouldn't be able



to vaccinate all people for all conditions," he said.

"But there are silly pieces of red tape that say we can only of this vaccination for this person in this age group.

"And it's the same for prescribing - it's nonsensical that in times like this, where you have a global health pandemic, that States and Territories aren't knocking down the doors of pharmacies saying, 'We need you to do more, how can you help?'"

## AHPRA launches online rego system

**PHARMACISTS** will no longer be required to submit hardcopy documents as part of their registration applications with the Australian Health Practitioner Regulation Agency (AHPRA).

AHPRA said it has introduced the new system as part of its response to the way individuals are registered in the context of COVID-19.

"This means applicants and registrants can submit their applications, forms and supporting documents to

AHPRA online instead of sending hardcopy documents to AHPRA in the mail," the agency said.

"This is one of the measures AHPRA is introducing to support social distancing requirements. "For now, it reduces the need for applicants and registrants to come into AHPRA offices to lodge applications."

Certified copies of documents will still be required, and all documents must be uploaded in colour, clear and legible, with a maximum size of 10MB.

## Weekly Comment

Welcome to Pharmacy Daily's weekly comment feature. This week's contributor is **Sue Muller, Director, LocumCo.**



## Locums at the ready & ELS extended

**DROUGHTS**, fires, floods and now Covid-19. At the centre of it all remains the always reliable community Pharmacy, dispensing, advising and helping their patients.

The LocumCo team met to determine how to respond to COVID-19. We needed to know who would be available to locum in any part of Australia. We emailed our database, posted on Facebook and LinkedIn. Then the magic happened. Pharmacists truly stepped up. They let us know exactly when and where they could work. Some limited, some longer term. Some now available due to holiday or travel changes; others came out of semi-retirement in order to help their profession support local and rural communities.

Thank you for this great response. We now have a strong locum list for emergency calls.

Rural and remote pharmacies - phARIA 2-6 - we can announce that the Emergency Locum Service (ELS) is extended to 2 weeks instead of 1-7 days. This is only for pharmacists requiring isolation due to confirmed, suspected or close contact with a confirmed case of COVID-19.

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