



# **Addressing the COVID-19 Crisis: An Open Forum Webinar Series for Pharmacists**

**June 4, 2020**



**Michael D. Hogue, PharmD, FAPhA, FNAP**  
Dean and Professor  
Loma Linda University School of Pharmacy  
President, APhA

*Host and Moderator*

## Today's Focus:

Discuss strategies for providing effective senior care in the outpatient and community settings during the COVID-19 pandemic.



**Matt Osterhaus, BSP Pharm, FAPhA, FASCP**  
Owner  
Osterhaus Pharmacy

*Guest Speaker*



**Carrie Kreps PharmD, CGP, FASCP**  
Consultant Pharmacist  
Senior Care Pharmacy

*Guest Speaker*



**Mitchel Rothholz, RPh, MBA**  
Chief Strategy Officer  
American Pharmacists Association

*Guest Speaker*





**Daniel Zlott, PharmD, BCOP**  
Vice President  
Professional Education Resources  
American Pharmacists Association

*Subject Matter Expert: Q&A*



**Ilisa BG Bernstein, PharmD, JD, FAPhA**  
Senior Vice President, Pharmacy Practice  
and Government Affairs  
American Pharmacists Association

*Subject Matter Expert: Q&A*



# Format for Today's Webinar

**1:00 pm:** Introductions

**1:05 pm:** Discussion with Matt Osterhaus, Owner, Osterhaus Pharmacy and Carrie Kreps, Consultant Pharmacist, Senior Care Pharmacy

**1:25 pm:** Update from Mitch Rothholz, APhA Staff

**1:30 pm:** Open Forum: A Minute for Your Thoughts

**1:55 pm:** Wrap Up: Review of APhA's Ongoing Activities and What's Coming

## Discussion with Matt Osterhaus and Carrie Kreps

Discuss strategies for providing effective senior care in the outpatient and community settings during the COVID-19 pandemic.

# Polling Question

Do you believe that all consumers entering a pharmacy should be required to wear a mask?

A. Yes

B. No

# Update on CDC Guidance for Pharmacies

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/pharmacies.html>



Centers for Disease Control and Prevention  
CDC 24/7: Saving Lives, Protecting People™

Coronavirus ▾


[All A-Z Topics](#)
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## Coronavirus Disease 2019 (COVID-19)

CDC > Coronavirus Disease 2019 (COVID-19) > Healthcare Professionals > Infection Control



### Coronavirus Disease 2019 (COVID-19)

Symptoms

Testing



Prevent Getting Sick



If You Are Sick



Daily Life & Coping



People Who Need Extra Precautions



Pets & Other Animals



## Guidance for Pharmacies

Guidance for Pharmacists and Pharmacy Technicians in Community Pharmacies during the COVID-19 Response

[Print Page](#)

### Summary of Recent Changes

Below are changes to the guidance as of May 28, 2020:

- Provide clinical services according to the [Framework for Healthcare Systems Providing Non-COVID-19 Clinical Care During the COVID-19 Pandemic](#), which includes considerations for delivering non-COVID-19 care by the degree of community transmission and potential for patient harm if care is deferred.

### On This Page

[Universal use of face coverings for source control](#)

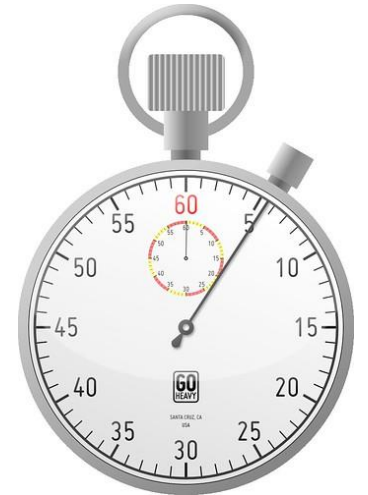
[Advice for sick staff](#)

[Filling prescriptions](#)

[Strategies to minimize close](#)

# Open Forum Ground Rules

- Use the **Questions** field on the GoToWebinar toolbar to submit comments and questions related to the topic discussion
- Individuals whose submissions are selected will be asked by the moderator to state the comment or question for the audience. The line for the individual will be unmuted to read their comment or question.
- To maximize the number of questions/comments addressed, a **60-second time limit** will be in effect for everyone to state their question or comment.
- We will try to get to as many comments and questions as possible. We have created a new forum for COVID-19 discussions where further discussion post-webinar. Information on participating in this forum will be provided at the end of the open forum.



# Open Forum Discussion: A Minute for Your Thoughts *Comments, Questions, Feedback*



# Review of APhA's Ongoing Activities and What's Coming

# NEW Episodes – APhA's 15 on COVID-19

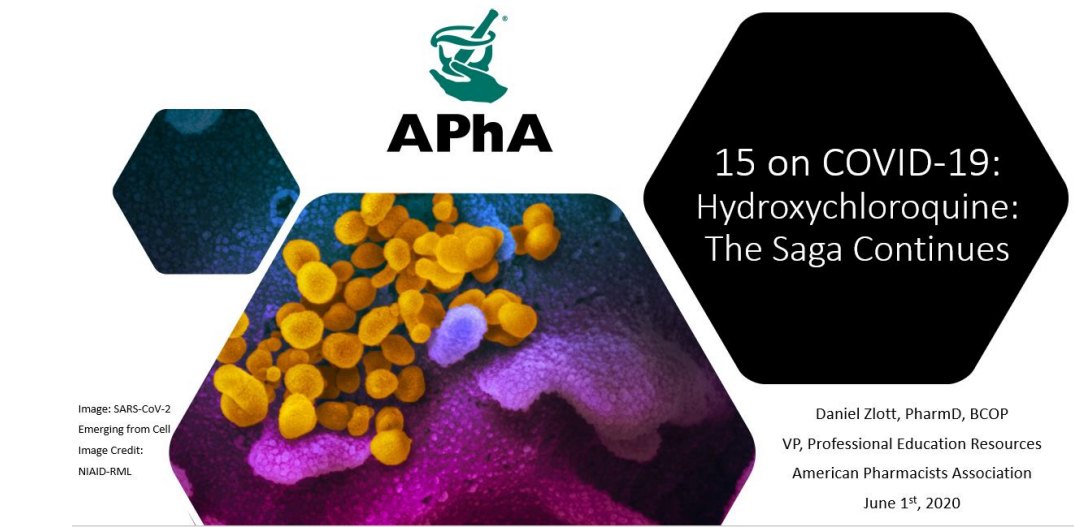
An education series designed to help you sort COVID-19 fact from fiction. Each episode is 15-20 minutes and provides CPE.

## Episode 18: Hydroxychloroquine Prophylaxis

<http://elearning.pharmacist.com/products/6118/15-on-covid-19-05-22-2020-hydroxychloroquine-prophylaxis>

## Episode 19: Hydroxychloroquine – The Saga Continues

<http://elearning.pharmacist.com/products/6118/15-on-covid-19-06-01-2020-hydroxychloroquine-the-saga-continues>



# Practical Information for Pharmacists to Know Now



Check out the [practice resources here](#)

- Telehealth in Your Pharmacy Practice
- Vaccines in Development for COVID-19
- Protecting Pharmacy Personnel: A Guide to Personal Protective Equipment (PPE) During the Pandemic
- New resources weekly!

## Vaccines in Development for COVID-19

Vaccine development for COVID-19 is under way, with numerous vaccine candidates being studied in clinical trials. Pharmacists are health care providers on the front lines in the nation's response to COVID-19. As the most highly accessible immunizers in communities across America, pharmacists may play a key role in administering immunizations against the SARS-CoV-2 virus, when a vaccine becomes available. The chart below summarizes a sampling of vaccine candidates that are being studied or have been announced as of April 13, 2020. Note that it may not be all-inclusive of trials or vaccine candidates that have been announced. For the most current information, [search clinicaltrials.gov using the condition "COVID-19" and other term "vaccine."](#)

## APhA COVID-19 RESOURCES: KNOW THE FACTS

### Telehealth in Your Pharmacy Practice

**Using Innovative Technology to Care for Patients During COVID-19**

As essential health care providers, pharmacists need to be able to continue to effectively provide care and manage patients during the COVID-19 pandemic. This is specifically important for patients who have chronic conditions and require ongoing monitoring and management. Telehealth can be an effective strategy to provide care and counseling to patients. Being informed and knowing how to implement telehealth quickly in your practice are the key to successful clinical care.

Due to social distancing, telehealth is recommended by providers and the government as a mechanism for continuity of patient care. Pharmacists have established practices using telehealth technology to provide first-line triage services, such as remotely supervising technicians and overseeing medication dispensing, medication therapy management (MTM), chronic disease state management, diabetes education, and medication counseling on potential medication interactions and improving adherence. Outlined below are frequently asked questions for applying telehealth to your pharmacy practice.

**What is telehealth?**  
The U.S. Department of Health and Human Services (HHS) defines telehealth as the "use of electronic information and telecommunications technologies to support and promote long-distance clinical health care, patient and professional health-related education, public health, and health administration."

**What types of communication and technologies are considered telehealth?**  
Telehealth encompasses a wide range of communication technologies. These "include videoconferencing, the internet, store-and-forward imaging, streaming media, and landline and wireless communications. Telehealth services may be provided, for example, through audio [e.g., telephone calls], text messaging, or video communication technology, including videoconferencing software." Requirements for the use of specific technologies can be service- and payer-specific.

**Do HIPAA restrictions apply to using telehealth for providing care during the COVID-19 pandemic?**  
HIPAA guidelines stipulate that there must be secure communication channels when delivering telehealth services to protect patient health information. During the COVID-19 pandemic, the Centers for Medicare and Medicaid Services (CMS) issued guidance through [HHS](#) that has loosened restrictions on telehealth requirements to allow for use of "non-public-facing technologies." These include platforms such as Apple FaceTime, Facebook Messenger video chat, Skype, Zoom, Google Hangouts video, and WhatsApp Video chat. A non-public-facing remote communication is one that allows only an individual and the person with whom the individual is communicating to see what is transmitted in the communication.

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# Advocating for You on Coronavirus



## APhA to CMS: Remove barriers for pharmacist testing and telehealth

6/1/20 APhA comments to CMS in response to COVID-19 first interim final rule

[https://www.pharmacist.com/sites/default/files/APhA\\_Comments\\_IFC1\\_2020.pdf](https://www.pharmacist.com/sites/default/files/APhA_Comments_IFC1_2020.pdf)





# APhA

AMERICAN PHARMACISTS ASSOCIATION

## Tell Congress Pharmacists Can Help Fight COVID-19 & Influenza



American Pharmacists Association



Congress is currently crafting new emergency legislation to address the COVID-19 pandemic. Please contact your federal legislators immediately and ask them to allow pharmacists to test Medicare patients for COVID-19 and influenza.

You can personalize the message by editing the content to share a relevant personal experience related to patient care. Legislators value real life examples of pharmacists helping patients. Remember to be polite and include your name and the city of your residence or pharmacy practice.

GO TO: [actioncenter.pharmacist.com](https://actioncenter.pharmacist.com)

### Take Action Now!

Congress is currently crafting new emergency legislation to address the COVID-19 pandemic. Please contact your federal legislators immediately and ask them to allow pharmacists to test Medicare patients for COVID-19 and influenza.

Next

☒ Allow American Pharmacists Association to contact me about important future issues



Powered by OneClickPolitics

22%

2259 people took action

# Post on **ENGAGE**

## *Pharmacy's Response to COVID-19*

**POST** your questions

**SHARE** your lessons learned

**SUPPORT** your colleagues

**ACCESS** the latest information



How are you  
meeting the needs  
of the seniors you  
care for?

What concerns  
you most  
about the  
impact of  
COVID-19 on  
seniors?



# Join Us

*Same day, Same time, Same Place*

- Weekly webinar will be on **Thursday, June 11<sup>th</sup>, from 1-2 pm ET** and will focus on **Telehealth**
- The webinar recording and slides will be available within 24 hours

## COVID-19 Resources and Training for You



### Webinars

**Addressing the COVID-19 Crisis: An Open Forum Webinar Series for Pharmacists** are weekly webinars conducted every Thursday from 1:00 pm–2:00 pm ET. Each open forum webinar is moderated by APhA President Michael Hogue.

- June 4: **Register for the webinar.** APhA President Michael Hogue will interview a panel of pharmacists to discuss innovative strategies for providing effective senior care in the outpatient and community settings during the COVID-19 pandemic. APhA staff will also provide an update on new revisions to CDC's Guidance for Pharmacies.
- May 28: **Access the recording and view the slides.** This week addressed national recommendations for pharmacists providing immunizations during the pandemic, considerations for the upcoming fall season, and an update on COVID-19 vaccine development. APhA staff also provided an update on billing and payment for COVID-19 testing. Our guest speaker was Dr. L.J. Tan, Chief Strategy Officer for the Immunization Action Coalition.
- May 21: **Access the recording and view the slides.** We focused on the latest information for antibody testing, how to evaluate antibody tests, and implications for pharmacists. Our guest speakers included Dr. Paul Herrmann, MD, PhD, of Loma Linda University, and Dr. Dan Zlott, APhA Vice President, Professional Education Resources.
- May 14: **Access the recording and view the slides.** This week focused on pharmacist well-being and resilience during COVID-19. Our featured speaker was Dr. Ken Duckworth, Chief Medical Officer, joined us from the National Alliance on Mental Illness (NAMI).
- May 7: **Access the recording and view the slides.** Two front-line practitioners shared their perspectives on pharmacy practice during COVID-19 in both the community and health-system settings. The webinar also addressed the latest information on the clinical and regulatory fronts.

<https://www.pharmacist.com/coronavirus/resources-training>