

## COVID-19 Update

Information current as at 20 March 2020

As the novel Coronavirus (COVID-19) situation continues to evolve we would like to take the opportunity to provide an update to patients and customers on Epic Pharmacy's response.

Access arrangements to many of our pharmacies have changed. We are only allowing access if patients and visitors require necessary medicines or associated products. A limited number of patients are allowed access at any one time to enable social distancing measures.

Before entry is permitted, patients will be verbally screened with the following questions:

- Do you feel unwell or have any symptoms such as fever, sore throat, runny nose, cough?
- Have you recently returned from international travel?
- Have you been in contact with anyone who currently has Covid-19 or is awaiting test results for Covid-19?

Inside the pharmacy we have moved to accepting cashless payments only and contactless delivery receipt. We continue to work closely with suppliers to ensure adequate stock levels. The Therapeutic Goods Association (TGA) is closely monitoring medicine supply for Australian consumers and advises there are currently no manufacturer shortages related to COVID-19. There are temporary shortages arising from stockpiling, particularly of over-the-counter medicines, which have sufficient volumes warehoused in Australia and are being restocked through the supply chain currently.

In response to COVID-19, the Australian Government has introduced new limits on dispensing and sales of prescription and certain over-the-counter medicines. Our pharmacists will work proactively with patients to ensure they understand what they need in terms of filling prescriptions during this time. Please note this is an evolving situation and may change.

We have increased controls within our pharmacies to maintain the highest level of hygiene and sanitation. We continue to work closely with our hospital partners to implement the necessary protocols to minimise risk of exposure to our customers and staff.

The safety of our people and patients is our priority. Our actions are being continually evaluated against the latest Australian Government advice and we have plans in place to ensure we are well prepared for further COVID-19 developments.

If you have any questions or concerns, please contact your local [Epic Pharmacy](#).