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MEMORANDUM

TO: Massachusetts Licensed Pharmacies
FROM: Massachusetts Board of Registration in Pharmacy (Board)
DATE: April 28, 2020
SUBJECT: Recommended actions for a pharmacy if an employee is presumed or confirmed to be positive for COVID-19

- 1) If a pharmacy employee tests positive or is presumed positive for COVID-19:
 - a. remove all current personnel from practice at the site;
 - b. close the pharmacy until full [cleaning and disinfection](#) can be performed; and
 - c. follow *NON-HEALTHCARE ESSENTIAL SERVICE WORKER EXPOSURE GUIDANCE* found here: <https://www.mass.gov/info-details/covid-19-state-of-emergency>.
- 2) In the event of a closure, notify the Board via email as soon as practical with all pertinent details including pharmacy name, address, phone number, email, and store license number as well as the effective date, expected duration, continuity of care plan, communication plan, etc.
- 3) Have a comprehensive continuity of care plan describing how patient needs will be met in the event the pharmacy is unexpectedly unable to provide pharmacy services. Consider how customers will be notified in case the continuity of care plan is needed. (e.g. signage, contact information, closest pharmacy, etc.)
- 4) Identify at least one suitable pharmacy that is available to provide continuity of care. It is recommended that sterile and complex non-sterile compounding pharmacies identify at least 2 appropriate back-up pharmacies.
- 5) For security reasons, notify local police if the pharmacy needs to be closed for an extended period of time and ensure security system is enabled. Develop a plan for the monitoring of refrigerated and frozen medications.
- 6) Determine when it is safe and appropriate to reopen using the local Board of Health's direction and [CDC guidance](#), whichever is stricter, and notify the Board.

For more info on COVID-19, refer to the Board's FAQ document:
<https://www.mass.gov/news/coronavirus-disease-2019-covid-19-frequently-asked-questions>