

R&E Current Events 3/2

Start: 7:05

- Topic: The Impact of Covid-19 on Retail Pharmacy
 - Challenges in Community Pharmacy
 - Has Covid changed your views on pharmacy?
 - Pharmacies were there before Covid, but now there is more acknowledgement that it exists
 - Place where we get covid vaccines and tests
 - A lot more people don't understand what goes on behind the scenes in pharmacies
 - Working as a pharm tech, hear from coworkers where they feel underappreciated and treated unfairly
 - Short staffed but people still get upset about that
 - Before, retail pharmacies like CVS did not have much presence to me besides getting my flu shot and I didn't even know about the burnout that was happening. Honestly, I feel like the burnout is due to a lack of health professionals and because retail pharmacies are easy access, people just run towards there.
 - Lots of pharmacies were prepared with the vaccine rollout on top of the normal duties of the pharmacy
 - The volume of people coming in was just too much to handle
 - I felt that. My local CVS was just like a corner store I never went for medical stuff but now I'm super aware of how much people are taking advantage of pharmacies. They're always out of testing kits when I visit CVS to pick up stuff
 - Pharmacists really have a huge responsibility overall and this pandemic really shows their resilience alongside all of the other health professionals
 - I definitely do empathize with many of the pharmacy and healthcare workers because burnout can be really hard to manage especially when there is so much going on. I remember waiting in line for my 2nd booster shot in Walgreens for many hours and at the time was really frustrated, but knowing how

busy and how burnt out everyone was, I should have been more patient

- There's like pharmacies that are understaffed and then certain pharmacies who are reducing hours despite being understaffed so then that creates a lot of problems. I have a friend who is a pharm tech in SF and all of the staff in her pharmacy randomly got reduced hours recently even though they are behind on filling their prescriptions.
- How can we reduce the chance of burnout?
 - I've heard a lot about burnout from in healthcare, given how stressful things have become with COVID. I feel like flexibility and self-care is pretty important for burnout but also it seems like the understaffing problems that already exists prevent pharmacies from being flexible with staff.
 - Having more than 1 pharmacist working
 - Gives more hands on deck to help with having a healthier workflow
- Covid-19 Impact on Prescriptions, Pharmacists, and Providers
 - What do you think of doctors implementing more technology into the prescribing process?
 - Have an experience with this that the system was fully online, but it was a confusing process
 - More technology = too confusing
 - Doctors won't be able to explain what they're prescribing and teaching the patients
 - More elderly individuals would have more trouble with using the technology
 - Honestly, a lot of individuals who need prescriptions are older people who don't have much experience with technology overall.
 - Honestly, I do not like more technology, not because of me but because of my mother. It's very hard for me to learn a new way to do something much harder for the older generations as well. I especially hate it when they only have things in English without other options. I think the sudden change in use of technology is very inconsiderate for the older generations.

- I think telemedicine can be beneficial but I also think that shifting the prescribing process online can limit access for certain groups as well. I feel that if we start to shift to telemedicine, we would have to put in a lot of effort in increasing accessibility and knowledge about technology as well.
- I feel like implementing more technology into the prescribing process could definitely be more convenient and more accessible however, some patients may prefer an in-person prescribing process in which question and answers could be more back and forth. There is also the problem with internet where connection could be bad and may throw off of the information being presented
 - I think the best option is to keep in person and online options to prevent a lot of confusion with older generations
- Elderly population could be resistant to change
- Additionally, with the need of learning how to use new technology, it will most likely dissuade the older generation and will cause them not to want to seek help even when they need it. And I agree that it needs to be slower for implementation.
- Technology could be unreliable, as it can break down or not work for the day. It's not 100% reliable.
 - Could create too many mistakes with full on technology, more risks for error
- Do you think we could possibly go fully online in the future?
 - Could push pharmacy fully online if mail order becomes very popular
 - No, because you can't see everything online and check for any irregularities online. And online requires internet and not everyone has stable internet.
 - I think it's important to have in person methods but I also feel like the amount will decrease with more of a transition to telepharm
 - I think the presence of technology is definitely going to increase in prescription but I feel like human technique is

still going to be considered important and valuable in pharmacy anyways.

- We still need in-person pharmacists to help with prescriptions that aren't the same ones a person would get monthly
- Pharmacists and Covid
 - What are some changes made in your local pharmacies in response to Covid?
 - In response to COVID-19, the local pharmacies are now open through appointment based which is sometimes inconvenient. I'm not sure about here but in LA, the appointment system cause there to be long wait to receive help.
 - that is true, but then I also think they had to shift to appt-based bc of their back up with new influx of patients and their need to keep distance from patients due to covid regulations
 - they recommend we go through the drive-through to avoid interactions. i don't find it a problem but also it kinda gets hard to hear the pharmacist over the speaker :/
 - A lot of patients started using the delivery option at my pharmacy
 - Some of the changes my local pharmacies have made in response to COVID-19 would be a more flexible appointment schedule online and an increased rate of pick-up rather than having to wait in line for prescriptions
 - Oh yeah, back home in the bay, I would always have to take my grandmother through the drive through to pick up medicine. a year ago or something, she told me the pharmacist told her to go through the drive though instead??
 - The main change at my local pharmacy was also the delivery and mail-in option and it was extremely helpful for my family.

End: 7:34