

Launch of Publicly Funded COVID-19 Testing Services for Asymptomatic and Symptomatic Individuals for Non-Participating Stores

494 Stores - Pharmacy

Store Operations

Attention: Associate and Pharmacy Team

SPECIFIC STORES

Today, the Ministry of Health announced that Effective **November 18** select Pharmacies that have been approved by the ministry are eligible to provide at no cost to eligible individuals the following Pharmacy services related to publicly funded COVID-19 tests:

1. Public **Asymptomatic** Laboratory-based PCR **In-Store** Testing Program
2. Public **Symptomatic** Laboratory-based PCR **In-Store** Testing Program
3. Public **Symptomatic** Laboratory-based PCR **At-Home Self Collection** Testing Program

At this time, only the 138 Shoppers Drug Mart stores that were participating in the Public Asymptomatic Program prior to November 2021 will go-live. The rest of the stores in Ontario will be rolled out in a phased approach. This means, that **your store *should not yet begin booking appointments or conducting tests for Patients as part of the Public PCR Testing Program.***

The phased roll out will depend on when the ministry confirms the addition of new stores and when Central Office finalizes the specimen delivery schedule for the store. Once this has been confirmed, Central Office will reach out to the stores informing them of their eligibility to begin participating in COVID-19 PCR Testing as part of the Public PCR Testing Program. Pharmacy Teams will also need to complete the required training ahead of going live.

As stores await their official launch date, it is strongly recommended that they begin to review the program and training information shared by the Ministry of Health and Central Office. This includes but is not limited to: the Executive Office (EO) notice, the EO Notice Q&A's, and the Program Implementation Guide.

Complete COVID-19 PCR Testing Training Resources can be found on Flip under *Pharmacy Pages > Professional Services > COVID-19 PCR Testing Programs > Public PCR Testing Program*

For your reference, you may also review the launch communication below that was sent to the initial group of stores that will begin participating in the program today.

Contact your District Manager, Pharmacy Operations Specialist, or VP if you have any questions.

Effective **November 18** select pharmacies that have been approved by the ministry are eligible to provide at no cost to eligible individuals the following pharmacy services related to publicly funded COVID-19 tests:

1. Public **Asymptomatic** Laboratory-based PCR **In-Store** Testing Program
2. Public **Symptomatic** Laboratory-based PCR **In-Store** Testing Program
3. Public **Symptomatic** Laboratory-based PCR **At-Home Self Collection** Testing Program

Associates and Pharmacy Teams will be invited to a live training session on **Friday November 19** to go over complete program details with Central Office. The session will also be recorded, and recording will be distributed after the session. At least one pharmacy team member from each team must either attend the session or view the recording as soon as possible. Pharmacy Teams will be expected to begin participating and conducting tests for eligible Patients upon reviewing the program details and training resources provided.

Throughout the pandemic, Shoppers Drug Mart and Loblaws Pharmacies have stepped up to meet COVID-19 testing demand for asymptomatic individuals. As the pandemic progressed, the need for testing evolved, creating heightened Patient demand for Pharmacies to provide a range of testing options for their Patients. The Ontario Ministry of Health has asked Pharmacies for additional COVID-19 testing support by increasing the number of Pharmacies that can provide testing for the publicly funded program and broadening the scope to include symptomatic and close contact PCR testing.

The Government's confidence in the ability of community Pharmacies to deliver the services that Patients need exemplifies the trust the Ontario government has in Pharmacy Professionals in continuing to accept new roles in Patient Care Services. It builds on the proven track record of Pharmacy Teams not just in COVID-19 testing, but in the delivery of COVID-19 vaccines, flu shots and ongoing Patient care throughout the pandemic. Ontario is a leader in the country in putting its faith in Pharmacy and Pharmacy professionals.

Patient Eligibility

Refer to the Executive Officer Notice: Publicly-funded COVID-19 Testing Services in Ontario Pharmacies, on the [Ministry website](#) for the most up-to-date information on eligibility for Pharmacy services related to publicly-funded COVID-19 testing. Eligibility includes, but is not limited to:

1. Asymptomatic individuals who are part of these targeted groups:
 - a. **Workers (including support workers), visitors (including caregivers) and government inspectors of long-term care homes;**
 - b. Temporary Foreign Workers (TFW), including for the purpose of international travel to return to a country of origin;
 - c. Individuals who identify as Indigenous;
 - d. Individuals, and one accompanying caregiver, with written prior approval for out-of-country medical services from the General Manager, OHIP;
 - e. Individuals who are travelling into remote/isolated First Nation and Indigenous communities for work purposes; and
 - f. Individuals who have received a positive antigen point-of-care test (POCT).
2. Symptomatic individuals with any symptom listed in the [COVID-19 Reference Document for Symptoms; and](#)
3. [Individuals who have been identified as a high-risk contact of a known COVID-19 case.](#)

Please note that these criteria may change from time to time as the pandemic response evolves in the province. The most up-to-date information for pharmacies regarding patient eligibility will be included in this EO Notice, as updated from time to time.

Eligibility includes individuals who are eligible Ontario Drug Benefit (ODB) recipients, non-ODB recipients and those with or without an Ontario health card number. No eligible person will be charged for pharmacy services related to publicly funded COVID-19 testing services

Workflow

To minimize the need for individuals to wait for testing, pharmacy specimen collection and testing services **must be** provided by appointment only. This is not a service that will be promoted for walk-in Patients, these Patients should be managed as outlined below. This appointment-based approach will allow the requirements to be tested to be communicated to the Patient in advance of them arriving in the store.

Note: Individuals do not need an appointment to pick up self-collection kits and/or drop off of self-collected specimens.

Complete workflow can be found with the program implementation guide available on Flip under *Pharmacy Pages > Professional Services > COVID-19 PCR Testing Programs > Public PCR Testing Program > Guides and References*

HealthWATCH Forms is being updated to support with managing appointment requests and optimizing pharmacy operations. HealthWATCH form updates are expected to be completed by Friday, November 19. The "Public PCR Testing Programs HealthWATCH Forms Job Aid" will also be available on Flip to walk through site-by-step directions for how to use the form

Testing Site

The Ministry of Health (MOH) guidance requires that a private or semi-private area be dedicated for testing. Patient privacy must be maintained. There **MUST** be a dedicated area for **symptomatic COVID-19 test specimen collection**.

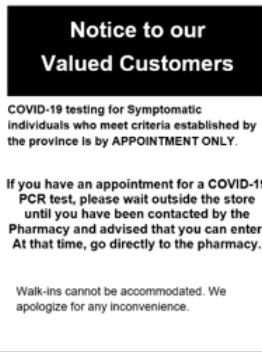

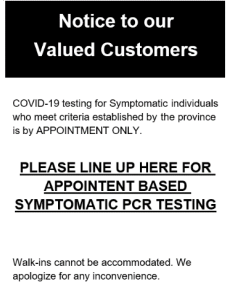
- If the space for COVID-19 specimen collection is being used for other activities (e.g. counselling, flu shots), the area must be cleaned and disinfected between each use.
- Pharmacy Teams must continue to implement measures to ensure appropriate social distancing between Patients and Pharmacy Teams. If space permits, use a separate area of the pharmacy for intake. Where this is not feasible, it is important to remind patients they must wait outside until the pharmacy team is ready to administer the sample collection to ensure they are not spending more time in the pharmacy than required. Testing spaces must have a **waste receptacle, sanitization supplies, and hand sanitizer**. Tissues must be disposed of properly into waste receptacle

Pharmacies may use the Associate Office, Patient Counselling Room, or per Associate discretion set-up a COVID-19 testing space outside the dispensary using privacy screens to increase overall capacity for services.

- All activities related to providing publicly funded COVID-19 testing services must take place within the premises of the pharmacy. This includes but is not limited to PCR self-collection test kit dispensing, specimen handling and in-store specimen collection.
- **Note: 'Pharmacy premises' includes: The pharmacy's physical space, facilities and premises (including the building and areas surrounding the pharmacy). Pharmacies may choose to offer publicly funded COVID-19 testing services in the outside surroundings of a pharmacy where appropriate.**
- **IMPORTANT:** Associates may use their discretion in setting up testing spaces on pharmacy premises but must consult Operations Leadership (District Manager or VP) for any testing set up outside of the pharmacy space itself as there are other restrictions that must be considered and may require approval for. Spaces where testing is not permitted:
 - Beauty Boutique
 - Cosmetics
 - Stores are not permitted to setup tents in their parking lot

Signage

Pharmacies are to post signage indicating that the pharmacy location provides COVID-19 testing for symptomatic individuals, if applicable, and should provide specific direction for individuals seeking COVID-19 testing. Central Pharmacy has developed the signage below that Pharmacy Teams must print and present as directed.

Where to Post	Directions	Image	
Front Door (Entrance) Signage	<p>The NEW COVID-19 Symptomatic testing entrance sign should be posted on the front door, near the existing COVID-19 sign warning customers not to enter if they have symptoms.</p> <ul style="list-style-type: none"> • Stores must not take down the existing sign. The new sign should be posted alongside the existing sign <p>Stores can choose between 2 signs, depending on the preferred direction they wish to communicate to Patients.</p>		
Pharmacy Signage	<p>The COVID-19 Symptomatic Testing Pharmacy signage must be posted in the T-stand acrylic holder located near the pharmacy.</p>		

Infection Prevention and Control Measures

Physical Distancing

- Physical distancing guidelines must always be enforced (maintain at least 2 m distance), except when administering the swab.
- Minimize the traffic flow using physical markings and/or unidirectional flow, where possible.
- **Associates should try to direct flow by setting up a separate intake area for symptomatic and close contact Patients, separate from the waiting space used by other Pharmacy Patients.**
- **Regardless, patients must be instructed to wait outside of the store until they have been contacted to come in for their appointment.**
- **For the time being; Pharmacies can choose one of two approaches when instructing Patients on how to proceed once they are at the store for their appointment:**
 1. **Instruct Patients to wait outside the Store (or in their car) and to call the Pharmacy team. The Pharmacy Team will then send the Patient a text (through HealthWATCH forms Patient text feature) to let them know when it is their turn to present to the Pharmacy.**
 2. **Instruct Patients to wait outside the Store (or in their car) and then at the time of each appointment, the Pharmacy Team should send the Patient a message (through HealthWATCH forms Patient text feature) to let them know to present to the Pharmacy.**

Hand Hygiene

- Pharmacists conducting the test must wear the necessary Personal Protective Equipment (PPE); surgical/procedure mask (medical mask), eye protection (i.e. face shields, goggles), gloves, and gowns.
- Hand hygiene must be performed before donning (putting on) PPE, after doffing (taking off) PPE, after safely disposing of PPE and after any patient encounters. PPE without appropriate hand hygiene is not effective. Hand hygiene consists of washing hands with soap and water or an alcohol-based hand rub/sanitizer (minimum 70% alcohol) for a minimum of 15 seconds.
- If hands are visibly soiled, handwashing with soap and water must be performed first prior to applying alcohol-based hand rub.

Environmental Cleaning

- In addition to the daily COVID-19 Sanitation Log for enhanced cleaning posted on Flip¹, all Patient contact surfaces, and hard surfaces must be disinfected after each Patient **prior** to doffing (removing) PPE.

¹ Refer to Health and Safety, Cleaning, and Sanitation resources available on Flip > COVID-19 Information and Updates.

General Sanitization Guidelines

- Keep the testing space clutter free to minimize potential Patient contact points that would have to be sanitized
- Replace upholstered or fabric chairs with hard surfaced chairs to make sanitization easier
- Turning the patient chair away from the desk prevents Patients from coming in contact with it and reduces the number of Patient contact points to sanitize.
- For personal items brought into the counselling room, encourage storage on lap
- Reduce the transfer of objects during the service between all individuals
- After every test is completed, all Patient-contact surfaces including horizontal surfaces (e.g., chairs, table, door knob [outside and inside], scissors used to cut off the end of the swab, areas within 2 meters of the Patient, including specimen collection area) must be cleaned and disinfected in between Patients.
- Clean supplies such as pens, clipboard, prescription basket, special contact points, waiting room chair and any additional surfaces the Patient comes into contact with during the test.

Important: Allow for sufficient contact time for the disinfectant used (as outlined by the manufacturer). Refer to [A Pharmacist's Guide to Pandemic Preparedness, see Environmental Cleaning section \(Ontario Pharmacists Association\)](#). Refer to [Environmental Cleaning Guides during COVID-19](#).

Additional useful resources:

- Public Health Ontario's COVID-19 Cleaning and Disinfection for Public Settings <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-environmental-cleaning.pdf>
- Public Health Ontario's IPAC recommendations for Use of Personal Protective Equipment: <https://www.publichealthontario.ca/-/media/documents/ncov/updated-ipac-measures-covid-19.pdf?la=en>
- Ministry of Health's COVID-19 Guidance for the Health Sector: http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/2019_guidance.aspx#guidance

Personal Protective Equipment (PPE) requirements

The COVID-19 PPE Protocol outlines steps on proper donning and doffing instructions and hygiene practices, proper disposal of used PPE, and provides guidance on suggested use of PPE for close contact services (for Pharmacists and Patients). All Pharmacy Team members who are conducting testing must be trained on this protocol at regular intervals, and its proper use and limitations including putting on and taking off procedures and safe disposal. PPE is a critical tier in the hierarchy of protection controls but should not be relied on as a stand-alone primary prevention method.

- Wearing the required Personal Protective Equipment (PPE):
 1. Surgical/procedure mask (medical mask)
 2. Eye protection (i.e. face shields, goggles)
 3. Gloves
 4. Isolation Gown
- Gowns and gloves must be changed between Patients and disposed of properly after use. Eye protection may be reused after it has been cleaned. Masks surgical/procedural masks only need to be changed when soiled, contaminated, or torn and disposed of properly after use. All PPE should be changed when it becomes damp, torn or visibly soiled.

Note: N95 masks are not required as swab collection is not an aerosol generating medical procedure

- Cross contamination between clean and soiled PPE (i.e. during storage, while donning or doffing PPE) must be avoided.
- Used PPE are to be disposed of immediately after use into a waste receptacle (regular waste) as outlined in Public Health Ontario's '[Recommended Steps: Putting On And Taking Off Personal Protective Equipment \(PPE\)](#)'.

Other Useful Resources

- COVID-19 Guidance: [Testing of Individuals in Pharmacies for further details on infection prevention and control measures](#).
- Public Health Ontario's IPAC recommendations for Use of Personal Protective Equipment: <https://www.publichealthontario.ca/-/media/documents/ncov/updated-ipac-measures-covid-19.pdf?la=en>
- Ministry of Health's COVID-19 Guidance for the Health Sector: http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/2019_guidance.aspx#guidance

HEPA Air Purifiers

As an additional line of protection, Stores will receive one (1) HEPA Air Purifier to be positioned and operated in an enclosed space (such as a counselling room) where Symptomatic testing may be performed. **The HEPA Air Purifier is for store use only.**

The HEPA air purifier supplements existing safety protocols including the use of Personal Protective Equipment (PPE), hand hygiene, and sanitation practices. The Public Health Agency of Canada provides direction that, "to maximize efficiency, portable air cleaners should be **run continuously**, and **positioned to allow unimpeded air flow**. Position the air cleaner to **avoid blowing directly at or between people** in the room, which may increase infection risk. Ensure the device's air intake is **unobstructed by furniture or walls.**" Other important considerations for air filtration:

- Clean air delivery rate (CADR) which corresponds to the volume of filtered indoor air, when the purifier is *on the highest speed*, and based on the maximum approved room size outlined on the product specifications (in square footage)
- CADR for smoke corresponds to the purifier's filtration power for airborne pathogens in the air that enters the purifier
- If the testing area is larger than that specified for the available model, use of multiple air cleaners may be considered
- Portable air cleaners are not intended for building-wide application, but localized areas such as a single room (size is indicated by the manufacturer in square footage)
- Although there is presently no direct scientific evidence demonstrating the effectiveness of portable air cleaners in reducing COVID-19 transmission, portable HEPA air purifiers may contribute to a reduction in exposure and an overall improvement in indoor air quality.
- Follow the manufacturer's instructions on placement of the air purifier and operation
- Follow the manufacturer's maintenance instructions provided with the product. A filter light will remind you when to change the filters and are easily replaced (no tools required).
- Filter replacements can be sourced locally or online as needed.

For more information, refer to Public Health Ontario's [Use of Portable Air Cleaners and Transmission of COVID-19.](#)

Additional Infection Prevention and Control (IPAC) Considerations:

- Ensure appropriate space for:
 - registration/test requisition form completion
 - conducting specimen collection
- Ensure Patients practice respiratory etiquette using tissues when needed with access to a waste receptacle and provided with sanitizer.
- Ensure Patients understand that they should dispose of tissues properly and should not take off their surgical/procedural masks at any time except when being tested (by lowering the mask to cover their mouth).
- COVID-19 vaccination: Pharmacists are strongly recommended to be vaccinated against COVID-19 to protect themselves, Pharmacy Team members, Front Shop Customers and Patients. As a reminder, Health Care Workers (including all employees who work in the Pharmacy) are eligible to receive a COVID-19 booster dose.
- Pharmacy Team members should continue to perform daily COVID-19 self-screening and follow health and safety guidance as per usual process
- Pharmacists should minimize close contact with the Patient to the minimum time required to collect the sample. When physical distance of 6 feet/ 2 metres is maintained, close contact is under 15 minutes, and Pharmacists are fully vaccinated, the risk of transmission is minimized

Specimen Storage and Stability

Specimens must be stored in a **dedicated refrigerator** to help avoid cross-contamination. They must **not be stored with publicly funded vaccines**. In addition, they must not be stored with the Pharmacy's private supply of drugs or medications, unused test kits/supplies, or with any food that require refrigeration.

Important: If your Pharmacy requires another fridge, contact your District Manager to submit a regional request for a centrally approved fridge for your store.

Important:

A purpose-built refrigerator (also referred to as a Pharmacy, lab-style or laboratory grade refrigerator) is the best type for storing cold chain products. It has been shown to have the least temperature variations, maintaining temperatures more reliably within the desired range. An acceptable alternative is a domestic frost-free refrigerator. The refrigerator and freezer compartments must have separate external doors and the unit must meet public health criteria for the storage including:

- Be optimally placed in an area that is well ventilated, out of direct sunlight and away from external walls
- In a room/space that is locked at the end of the day
- Electrical outlet where the fridge is plugged in must be inaccessible, covered by a metal cage or have a "Do Not Unplug" sticker posted nearby

Training

PCR Testing is a regulated activity under [Laboratory and other applicable legislation guidelines](#) and policies in Pharmacies. Policy for the publicly funded program requires that only **Pharmacists or Nurses** perform COVID-19 PCR Tests. Pharmacists must always practice within their competencies and abilities.

Practical experience with conducting nasal sampling as well as self-directed learning regarding the technical and practical considerations for collecting specimens for COVID-19 are strongly encouraged. Pharmacy Assistants, Pharmacy Technicians, Students, and Interns may support with other operational tasks related to COVID-19 PCR Testing.

Provincial Training Documents

- The Ontario College of Pharmacists (OCP) Guidance document: [COVID-19 Testing of Persons in Community Pharmacies](#).
- [Other resources available to Pharmacists, including those on the Public Health Ontario \(PHO\) website](#).
- [Other COVID-19 related information for Pharmacy Professionals on the OCP website](#).

Specimen Collection Training

- Pharmacists conducting specimen collection must be familiar with the anterior nasal swab technique for COVID-19 testing.
 - **Technical Training:** Refer to the [instruction video and Anterior Nasal Swab Instructions for additional details](#)

Personal Protective Equipment (PPE) Training

- All Pharmacy Team members who are conducting testing must be trained on the applicable protocol at regular intervals, including on its proper use and limitations such as putting on and taking off procedures and safe disposal. PPE is a critical tier in the hierarchy of protection controls but should not be relied on as a stand-alone primary prevention method.

The updated SDM PPE Protocol can be found on Flip under *Professional Services > COVID-19 PCR Testing Programs > Policies and Procedures > COVID-19 Personal Protective Equipment Protocol – ON*.

Operational Training

- All Pharmacy Teams should review the resources applicable to them for the Public Education Staff COVID-19 Testing Program

Complete COVID-19 PCR Testing Training Resources can be found on Flip under *Pharmacy Pages > Professional Services > COVID-19 PCR Testing Programs > Public PCR Testing Program*.

Supply Ordering and Replenishment PPE (Gloves, Face Mask, Face Shield)

- ASTM Level 1 surgical/procedural masks, Face Shields/Goggles, and medical gloves can be ordered through the Distribution Centre

Isolation Gowns

- Isolation gowns are available to order through SHN

Test Kit

- Test Kits are available to order through SHN

The **SHN Order Form** is available on Flip under *Pharmacy Pages > Professional Services > COVID-19 PCR Testing Programs > Order Forms*

Billing, Reimbursement, and Record Keeping Requirements

Billing and Record Keep Requirement information can be found in the Executive Officer Notice and FAQs Executive Officer Notice Publicly funded COVID-19 Testing Services in Ontario Pharmacies. It is important to note that Pharmacies **must** be registered as a Participating Pharmacy through the Ministry to provide Pharmacy services related to publicly funded COVID-19 testing before claims can be submitted.

Billing Guidelines

- The Pharmacist who performs the Pharmacy service (i.e. specimen collection, handling of self-collected specimen, or point-of-care testing) must be identified in the Prescriber field on the claim submitted for payment through the HNS using the applicable SSFs
- Only Pharmacists can collect specimens for lab-based PCR testing
- Only Pharmacists can be the ordering Clinicians in the COVID-19 test requisition forms for lab-based PCR tests
- Pharmacies must ensure that the Patient's name, date of birth and Ontario health card number are entered accurately as part of the HNS claims submission
- For Patients without a health card number, Pharmacies can use the Proxy Patient ID: 79999 999 93 (see below for further details)
- Only one (1) fee claim per day for an eligible individual.
 - However, if a self-collected specimen received from the individual is not viable (i.e. not pass the in-pharmacy quality control check), a second test can be provided and billed on the same day.

- Claims must be billed using the service date (i.e. the date on which the Pharmacy service is provided)
- Usual record retention Standard Operating Procedures apply.
- For the **Laboratory-based PCR At-Home Self-Collection Program**; The SSF cannot be billed at the time of kit assembly or dispensing to Patient. **The SSF must only be billed once the Patient has dropped of the self-collection test kit.**

Refer to the Publicly funded COVID-19 PCR Testing Program Billing and Reimbursement Guide on Flip for complete details. The guide can be found under *Pharmacy Pages > Professional Services > COVID-19 PCR Testing Programs > Public PCR Testing Program > Guides and References.*

The table below includes all the SSFs to support payment of services relating to publicly funded COVID-19 testing:

PIN	Description	Total Amount Paid
09858124	<p>Patient Ineligibility Screening Fee</p> <p>Amount paid for screening the individual to determine if they are eligible for Pharmacy services related to publicly funded COVID-19 tests (see Patient Eligibility criteria above). This fee can only be billed after screening and once a Pharmacy has determined that an individual is ineligible for a publicly funded Pharmacy service related to COVID-19 testing.</p> <p>- Restrictions:</p> <ul style="list-style-type: none"> • Only one (1) Screening Fee can be billed per person per day. • This PIN can only be used when an individual is screened as ineligible for a Pharmacy service related to publicly funded COVID-19 testing. If an individual is screened as eligible and receives a Pharmacy service related to publicly funded COVID-19 testing, a Screening Fee cannot be billed. 	\$20
09858144	<p>In-Store Specimen Collection Fee for Lab-Based PCR COVID-19 Test</p> <p>Amount paid includes Patient eligibility screening, collection of the specimen through an anterior nasal swab or oral (buccal), completion of the COVID-19 test requisition form, notification of results, documentation requirements and reimbursement for any privately purchased personal protective equipment (PPE) used by the Pharmacy</p> <p>Restriction:</p> <ul style="list-style-type: none"> • A Patient Ineligibility Screening Fee cannot be billed in conjunction with this service. 	\$42
09858141	<p>At-Home Self-Collected COVID-19 Dispensing and Specimen Handling Fee</p> <p>Amount paid includes the following:</p> <ul style="list-style-type: none"> • Assembly of self-collection test kit and kit dispensing to individual, if applicable. • Patient eligibility screening. • Receiving the self-collected COVID-19 specimen from individual and conducting quality control of the specimen collected. • Quality assurance of COVID-19 test requisition form and completion of the ordering clinician's section 	\$35

	<ul style="list-style-type: none"> • Reporting of results (including specimen cancellation/rejections), and documentation requirements. • Reimbursement for any privately purchased personal protective equipment (PPE) used to provide this service. <p>Restrictions</p> <ul style="list-style-type: none"> • A Patient Ineligibility Screening Fee cannot be billed in conjunction with this service. • Should a self-collected specimen received from the individual not be viable (i.e. not pass the in-Pharmacy quality control check), the PIN may be billed for this service. 	
09858142	<p>At-Home Self-Collected COVID-19 Specimen Handling Fee (For School Staff and Students)</p> <p>Amount paid includes the following:</p> <ul style="list-style-type: none"> • Receiving the self-collected COVID-19 specimen from students and staff who have received a PCR self-collection kit through publicly funded elementary and secondary schools and participating private and First Nations schools. • Conducting quality control of the specimen collected. • Quality assurance of COVID-19 test requisition form and completion of the ordering clinician's section. • Reporting of results (including specimen cancellation/rejections), and documentation requirements. • Reimbursement for any privately purchased personal protective equipment (PPE) used to provide this service. <p>Restrictions</p> <ul style="list-style-type: none"> • The PIN must only be billed upon the completion of the entire service described above. • A Patient Ineligibility Screening Fee cannot be billed in conjunction with this service • Should a self-collected specimen received from the individual not be viable (i.e. not pass the in-Pharmacy quality control check), the PIN may be billed for this service. 	\$15
09858126	<p>Transportation Fee (COVID-19 Specimen) for Lab-Based PCR Tests</p> <p>Refer to Billing and Reimbursement Guide for complete details about which Billing and Reimbursement Fee should be used by your store</p> <p>Restrictions:</p> <ul style="list-style-type: none"> • A maximum of one (1) claim per day per store based on actual daily transportation costs, up to a maximum of \$140. • Only actual daily transportation costs (including shipping materials) may be submitted, up to \$140 per day per store. 	Up to \$140

- | | | |
|--|---|--|
| | <ul style="list-style-type: none">• Claims must be billed using the service date (i.e. the date on which the Pharmacy service is provided). | |
|--|---|--|

Delivery of the Test Kits to the Labs

- A third-party delivery company will be arranged to pick up samples from your store up to twice daily
- Collected specimens must be shipped to the lab the same day they are collected if possible, to ensure specimen integrity and a timely public health response in the case of a positive COVID-19 result.
- Samples must be transported with an icepack and cooler
 - If specimens will not be shipped within 72 hours, specimens will be required to be frozen and kept frozen during transport.
- Pharmacies must submit the transportation fee specific for their store. See the Billing and Reimbursement Guide available on Flip for more details.
- **Important: Collected specimen cannot be transported using the Store's delivery vehicle as the auto insurance policy does not cover transportation of biohazardous materials.**

Pharmacies initially Enrolled (Prior to November 2021) in the Publicly Funded PCR Testing Program:

- Pharmacies that were initially in the Covid-19 Testing program will have their specimens shipped to the In-Common Laboratories (ICL) lab through Dynacare. Pharmacies need to have documentation to support any billing for transport services.
- The current location for specimen collection drop-off is:
 - In-Common Laboratories, 57 Gervais Drive, North York, ON, M3C 1Z2

Pharmacies NOT initially Enrolled (Prior to November 2021) in the Publicly Funded PCR Testing Program:

- The current location for specimen collection drop-off is the closest PHO (Public Health Ontario) laboratory to your Pharmacy location that performs COVID-19 testing
 - The PHO processing laboratory will contact you directly via fax/efax to confirm your onboarding process.

Communication of Results to Patients

- Pharmacists must provide the Patient information handout to each Patient after conducting the test
- Once the test has been processed by the licensed laboratory, the Pharmacy will be notified of the Patient's test result via fax.

Positive Results

Pharmacist will be responsible for communicating all positive results to Patients

Positive cases will also be followed up by Public Health to complete contact tracing with the Patient

Positive Test Protocol:

1. Contact the Patient to inform them of their result
2. Inform the Patient that Public Health will be in touch if they have not already for contact tracing [and instructions on self-isolation.](#)
3. Complete the fax form and send to our internal medical services team (the nurse will follow up with public health to ensure contact tracing was completed with each positive Patient)

Negative Results

Pharmacy Teams will **only** be responsible for communicating negative results to two groups:

1. Patients tested who have a red and white card
2. Patients tested who are not covered by OHIP / do not have a Health Card

Indeterminate Results

- In the unlikely event of an indeterminate result, the Pharmacist will contact the Patient to communicate that their test result was indeterminate, advise that a second swab is required.

Contact your District Manager, Pharmacy Operations Specialist, or VP if you have any questions.

Urgent Action Required

1. Review the Launch Package for the Public PCR Testing Program, including the Executive Office Notice, Executive Office Q&A, Program Implementation Guide
2. Work with your District Manager to determine the most appropriate testing setup for your store



It is imperative that confidential personal health information is only accessed when appropriate. Access to this information for purposes not related to providing health care constitutes a privacy breach and a

serious invasion of an individual's privacy, as well as an abuse of authorized user access privileges.

Attachments (7)

EO Notice Pharmacy Testing Nov 18 2021.pdf

SDM Public COVID-19 PCR Testing Program Imp Guide Nov 18.pdf

Pharmacies Qs and As - COVID-19 Test Nov 18 2021.pdf

COVID-19 Guidance Testing of Individuals in Pharmacies 2021-11-17.pdf

Symptomatic Close Contact Testing FAQs.pdf

Supply Order Form.docx

Pharmacy Specific - Complete COVID-19 PPE Protocol - 11.21 - ON Final.pdf

Youssef Habib | Youssef.Habib@shoppersdrugmart.ca | +1 (289) 242-1391