

Omnicare Couriers,

Since the COVID pandemic began back in March of 2020, it has required our Omnicare pharmacies and corporate support teams to adapt and adjust our customer delivery practices. As nationwide vaccinations rates continue to increase and in accordance with recent changes to CDC, state, and local guidance, Omnicare will return to our pre-COVID-19 Delivery and Returns procedures effective July 1, 2021.

We ask that the below procedures be reviewed and cascaded to your respective teams to ensure the changes to the delivery protocols are followed effective July 1, 2021.

The Logistics LTC team will be reaching out to each respective courier leadership teams in the coming days to answer any questions you may have prior to this change.

## **Omnicare Delivery & Returns for ALL Omnicare Customers**

*Effective Thursday, July 1<sup>st</sup> @ 8am local time*

### **Delivery**

- We ask couriers to continue the practice of calling a customer up to ~15 minutes prior to delivery
- We ask our couriers to continue to follow the posted site specific health and safety guidelines for each customer (such as PPE usage, site entry, check ins, temperature screenings, etc.). Please review these postings on a regular basis as we anticipate that guidelines may change and evolve over time per the customer's discretion.
- Couriers are to deliver to the individual nursing stations **UNLESS** the customer is not allowing entry. If entry is not permitted at a customer location, the courier can deliver to a single delivery point determined by the customer
- A physical signature must be obtained on the delivery manifest at the time of delivery (in addition to ePOD) from the nurse or designated staff member to receive the delivery of controlled substance medication(s)
- Controlled substance refusals must occur by the customer at the time of delivery

### **Returns**

- Returns will be accepted from customers based on the state's creditable return policy.
- Customers are to notify our couriers of any returns to be sent back to the pharmacy at the point of delivery.

Returns will be processed when returned to the pharmacy

Please reach out to local operations teams for additional questions.

Thank you