

Omnicare Delivery & Returns Practice due to COVID-19 for ALL Omnicare Customers

Effective since Monday, April 20th (2020) @ 8am local time until further notice.

****As a reminder, throughout the Omnicare delivery and return process appropriate distancing should be maintained for all parties involved (per CDC recommendations) and customer specific protocols must be adhered to related to the utilization of facemasks and other PPE.**

Delivery

1. Call is to be made to the customer in advance of the IC arriving to the customer's location (ideally 10-15 mins prior).
2. The independent contractor is to deliver a customer's order to an established location outside of the facility.
 - a. If the facility has a two door vestibule, the independent contractor may enter the vestibule while the nurse remains behind the facility inner door
3. The independent contractor is to wait until a nurse is present to pick up delivery.
4. From a distance, the IC must speak with the customer directly and obtain the name of the individual accepting the order. The IC is to manually record that individual's name and type "COVID" as ePOD and may request to take a photo for proof of delivery (customer's consent is required).
 - a. Customers are not to refuse any portion of their pharmacy orders.

Returns

****In the event a customer is unwilling to comply with this return process, please notify Courier leadership and escalate accordingly to the Omnicare Pharmacy. Couriers are not required to handle returns outside of the outlined process below.**

Omnicare pharmacies will be providing your staff bags and containers to support returns from their customers. These supplies will be provided at the point of route dispatch at the Omnicare Pharmacy.

1. At the point of delivery (outside of facility), if a customer indicates that they have returns to be sent back, the IC is to provide the customer with the necessary packaging supplies.
2. The customer is to place all returns (pharmacy orders, eKits, Pumps, paperwork, equipment, etc.) into the provided packaging and seal or tie shut at the time of delivery exchange.
3. Contractors are encouraged to utilize gloves to handle all returns back to their vehicle. If utilized, gloves are to be placed in a trash bag and returned to the pharmacy for appropriate disposal within designated areas at the Omnicare Pharmacy.
4. Contractors are encouraged to utilize gloves to handle the transfer of these returns back at the Omnicare Pharmacy. Product and gloves should be placed in the designated area.

Our delivery and returns practices are subject to change as we continue to monitor the COVID-19 pandemic. Updates will continue to be provided.

Please reach out with any questions.

Thank you,