



Dear Valued Pharmacy Guest,

As you can imagine, our day to day life has changed dramatically and how we conduct business in our pharmacy will also need to change to adapt to the ever-changing environment. Our pharmacies are often the lifeline for many of our patients in ensuring that they are receiving the lifesaving medicine that they might need. Many of our pharmacy guests may have compromised immune systems and are very susceptible to viruses such as the one that the world is dealing with today.

We want to extend our gratitude for your continued patience and understanding as the Coronavirus situation has evolved. We understand that you look to us for medications and guidance in order to keep your family healthy and we take that responsibility very seriously.

To keep all of our pharmacy guests, as well as our pharmacy team healthy, we have implemented some new practices in the delivery of our in-store service that will temporarily change your experience at our pharmacy.

- Whenever possible, we request you phone in your refill prescription to us rather than physically bring the bottle to us in person. This will minimize as much physical contact as we're able to. We realize this is a bit out of the ordinary as we truly do appreciate and value the face-to-face relationship we have with our pharmacy patients.
- We will be transitioning all prescription drop-off and pick-up to our drive-thru windows **at our drive-through locations only**, for the foreseeable future. We will email you as soon as your prescription is available for pick-up.
- If you are not feeling well, please send a healthy member of your family to pick up your prescriptions in your place to help us keep all of our store guests and pharmacy staff healthy as well so that they can continue to serve all our guests.
- If you prefer not to utilize the Drive-Thru, you can also request FREE mailing of your prescriptions directly to your home.
- Eligible pharmacy patients can enroll into our auto-refill program so that your prescription is ready when you need it. We simply contact you when it is ready so that you do not need to make any unnecessary trips to the pharmacy.
- Due to the increased demand, refills will require 2 business days to be fulfilled unless there is an emergency. We appreciate your patience.

- Over the next few days you are going to start to see a plexiglass barrier go up in the locations to create a safety barrier between the guest and the pharmacy staff. The direct interaction will look different than you are used to, but rest assured the pharmacy staff is here to help but it will just look different than it has in the past. We have also installed these at our grocery store check-out lanes as well.
- We will also temporarily pause administering of all vaccines until we are able to provide the required protective gear the pharmacist needs to administer the vaccine.

There are many other precautions that we are taking in addition to these listed above:

- We are requiring that our pharmacy staff are sanitizing upon entering and exiting the pharmacy.
- We have a very detailed cleaning schedule that the pharmacy staff will follow to keep the work areas clean.

We know and understand that this is not the norm and we would like to apologize in advance for any disruption that this might cause. Together we can keep our critical pharmacy staff healthy, but also keep those that need medicines and other maintenance drugs healthy as well.

Thank you for understanding and thank you for choosing our pharmacy for your needs and services.

Sincerely,

Your Coborn's, Cash Wise and Marketplace Foods Pharmacy Team