

Dear BioPro Friends,

We would like to inform you that among the concerns around the Coronavirus (COVID-19) locally and worldwide, we are taking steps to ensure people needing our services, who are coming to BioPro Biologics, remain healthy and safe. We are committed to serving and helping you in the best way possible and ensuring your safety and health as well as those of the BioPro staff and the health partners we work with.

We have recently implemented the following:

1. Enhanced sanitization protocols in all high traffic and high contact areas.
2. All consultation areas are disinfected between consultations and vaccinations and counters are wiped and disinfected on a more frequent basis than usual.
3. Solius device and chairs are being wiped down more frequently. In addition to routine cleaning, the SOLIUS device is now cleaned after each use, as well there are cleaning wipes available for client use inside the device.
4. Adhering to recommendations announced by the BC Ministry of Health and taking additional prudent measures to ensure the well-being of everyone at BioPro Biologics Pharmacy.
5. Hand washing protocols have always been in place and will receive additional attention.

What you can do to help if you need prescriptions or BioPro pharmacy services:

1. **For Prescription Refills:** When you need a prescription refilled, please phone the pharmacy (**778-379-8161**) or email us (info@biopropharmacy.ca) first rather than coming in person to determine if the prescription can be refilled and delivered to you without you coming in. During these times, phone lines may be busier than usual, please leave a voicemail message or send an email if we are unable to answer your call.
 - **If you have run out of medications, your medications have expired, or you do not have refills and you are in self-isolation or required isolation,** call BioPro to discuss your situation and we may be able to arrange a small supply for you in these exceptional circumstances to ensure you have continued treatment, even if you cannot visit with your physician (subject to legal requirements being met).
2. **For Consultations or Prescription Pick-Up:** If you are coming in for a scheduled consultation or picking up medication and you are feeling unwell or have cold-like symptoms (runny nose, sore throat, difficulty breathing, or fever etc.), please call the pharmacy rather than coming in person. We will work out a solution with you. You should consider sending someone else to pick up your medication for you if it cannot be delivered, check with us about delivery.

- If you are sick on the day of your appointment, please call **778-379-8161** to reschedule. You will not be charged for your missed appointment.
 - 3. **For Vaccinations:** If you know you are coming as a drop-in for vaccination, call ahead and we will let you know when would be the best time to come in so that you will not be waiting with others and can be moved into a private consultation/treatment pod right away.
 - 4. **For Prescriptions:** Ask your physician to fax your prescription to BioPro (**Fax 778-379-8160**) rather than receiving the printed paper copy to carry, which will be handled by several people. Call or email BioPro after the prescription has been faxed and we will update you on the status and how to receive your prescription.
 - 5. **For Over-The-Counter (OTC) Health Products:** If you are in need of non-prescription over-the-counter products, please contact BioPro and we may be able to arrange delivery of your OTC products with your medications without delivery charges.
 - 6. **Purchase of Supplies and Health Products:** As announced by the BC Ministry of Health and Provincial Health Officer Dr. Bonnie Henry, there is no need to personally overstock on products and supplies. We have adequate supplies of products and will be able to maintain these if we all judiciously buy quantities we need and do not overstock (we have compounded a supply of hand sanitizer).
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- If you or a family member of your household has returned from a known high-risk area, please do not come to the pharmacy until you have completed a 14 day observation self-quarantine period. The Public Health Agency of Canada recommends self-quarantine for 14 days if you have returned from any country outside of Canada.

Thank you,

Lysa Leong, BSc.(Pharm.), CDE

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And

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