

**Q:** Residents and families are concerned about medication supply.

**A:** Consonus Pharmacy sources our medication supply through one of the three largest distributors of medications in the U.S. We are in constant contact with their team as they monitor the impact of Coronavirus on the world's drug supply chain. At present, there is no immediate direct threat to availability of medications. Consonus is maintaining daily delivery service without interruption, and we expect that to continue.

If a family or resident that does not currently use Consonus is concerned about being able to pick up or deliver medications from a retail pharmacy and expresses an interest in using Consonus, we are prepared to support residents who are interested in switching pharmacies.

**Q:** How do I assist in getting a resident switched to Consonus?

**A:** There are three simple steps to sign a resident up with Consonus Pharmacy Services:

1. Resident or responsible party to sign Consonus Agreement form
2. Gather face sheet, updated prescription insurance information and medication list. Please indicate medications not to be filled and sent.
3. Fax information to Consonus Pharmacy

**Q:** Can I get emergency medications for a resident that does not use Consonus Pharmacy as their preferred pharmacy?

**A:** Our biggest priority is the safety of each resident. As your contracted partner pharmacy, we will do everything possible to send emergency supplies, if needed. This is a unique situation that we all must work together to problem solve. Please call Consonus Pharmacy to discuss the individual situation.

**Q:** The family is unable to bring the medications into the community for their loved one. Can Consonus help?

**A:** We realize that families will be facing their own challenges related to COVID-19, making managing medications for their loved one more complicated. Options in this case would be to sign the resident up to utilize Consonus as their preferred pharmacy or contact us to arrange emergency supply of medications.

**Q:** Does Consonus charge for emergency fills for residents that do not use Consonus?

**A:** Because taking care of seniors is the most important thing to Consonus, we are waiving all emergency delivery charges for non-Consonus residents during the COVID-19 pandemic.

**Q:** Will Consonus dispense over the counter medications for a resident that does not use Consonus as their primary pharmacy?

**A:** Like any other medication, we will dispense in bubble pack systems, which are resident specific and in standardized packaging that the community is accustomed to. Standard packaging and systems decrease the risk for medication errors.