

Attention: Home Office Leaders, Administrators, Directors' of Nursing

As your trusted pharmacy partner, we want to address the most common questions that our customers have had after navigating the sign-up process through the pharmacy partnership portals. We will continue to update you as we move through this dynamic time together.

- Q:** I have received communication from another pharmacy about scheduling my COVID vaccine clinic, but I thought I chose Consonus? How can I verify that?
- A:** We understand that communication has been sent to some from other pharmacies whether they were selected as primary or secondary pharmacy provider choices. Pharmacy provider lists including facility assignment have *not* been finalized yet, but as soon as they are, we will be reaching out to our customers.
- Q:** My facility is in California and/or Washington, but understand that Consonus have not been approved to provide vaccines in these states yet?
- A:** Consonus is diligently working hard to advocate with state to be part of the solution in getting vaccines to seniors and staff. On Wednesday, Consonus sent a video outlining details around our work in this area. In case you missed it, here is a [link](#). Please watch the video for further direction.
- Q:** Can I change my pharmacy partner?
- A:** Facility federal sign up for pharmacy provider partnership is now closed. The CDC is now advising that communities call the state or local health department if your facility did not sign up for a pharmacy partner. We would ask that our customer reach out to us if you are needing assistance so we can assist with the latest guidance.
- Q:** Is there a consent that will be provided and when should I get those?
- A:** We will be reaching out next week to our assigned facilities with a sample consent and process as we get closer to an anticipated vaccine approval. We realize the urgency around this as it can take time to get them back.
- Q:** I heard that an order is NOT required for this vaccine?
- A:** Although an order is not required for a pharmacy to dispense the COVID vaccine, it is recommended that facilities obtain standing orders for administration, like any other vaccine. If you are part of a corporate entity, please check with your leadership on how they will be handling this.
- Q:** I am concerned my staff and residents will be hesitant to be vaccinated. Does Consonus have anything education to share?
- A:** Yes. We will be providing resources to help you address resident, family and staff concerns. Giving your clinicians the tools they need to vaccinate with confidence.