

# Prescription Medication Guidance for ADS Providers

Updated 4/20/2020

For current COVID-19 information in Seattle-King County, visit [www.kingcounty.gov/COVID](http://www.kingcounty.gov/COVID).

## Do you have the medications you need?

- CDC recommends having a 7-10-day supply of medications available. In some areas, where pharmacy access is limited, you may need a 90-day supply.
- Contact your pharmacy prior to running low on medication and if you usually receive a 30-day supply of medication(s), ask for a 90-day supply instead.
- Some health care plans have mail order options and some pharmacies will deliver at no cost during COVID-19.
- Most insurance plans have waived the signature requirement for receiving medications during the COVID-19 emergency to lower chances of viral transmission. This requirement has also been waived for Medicaid clients.
- Controlled substances still must be picked up in person or through drive through.
- Some refrigerated items like insulin is limited in mail order. Call pharmacist to request/access.

## Prescription Drug Delivery

The following pharmacies currently offer free home delivery of medication(s). See Note, below.

- [Albertsons/Safeway](#). Waive delivery fees for same-day and next-day prescription deliveries, as well as for mail deliveries, until May 1, 2020. Most rush deliveries (one- and two-hour) are excluded.
- [CVS Pharmacy](#). Free one-to-two-day delivery of prescription medicine for high-risk customers until May 1, 2020.
- [Kaiser Permanente](#). Mail order pharmacy options. Call Kaiser Permanente Pharmacist.
- [Kelley-Ross Pharmacy](#). **Ships and delivers to ADS clients** and may have capacity for additional clients.
- [Kinney Drugs](#). For customers who are not feeling well, free delivery of prescriptions and products such as over-the-counter medications, household supplies and pantry items.



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- **Othello Station Pharmacy.** Provides in home delivery of medications and services in various languages including Somali, Oromo, Tigrinya and Swahili. 206-620-2400
- [Rite Aid.](#) Home delivery available upon request and the company will waive delivery fees. Contact the Rite Aid pharmacist for details. Controlled substances or refrigerated medications are not eligible.
- [Walgreens.](#) Waiving delivery fees for all eligible prescriptions. Talk with a pharmacist to confirm prescription eligibility. Essential household items such as cleaning and medical supplies are available for purchase at the pharmacy drive-through.

## Note

- Links to individual pharmacies are provided for your convenience. Please note that information is subject to change and is not comprehensive.
- Delivery availability may vary by location and staffing; some pharmacies may send you medication via mail or refer you to a nearby location that offers delivery.
- Some pharmacies may use a third-party application for delivery services.
- **Check with your pharmacy if not on this list to see if they are mailing/delivering medications.**

## Other Options

- Some social service providers may be able to assist with medication delivery (e.g., meal delivery or transportation driver, senior center volunteers). First, check with your pharmacist, and then contact your local non-profit provider agencies.
- Contact your pharmacy to see if they have drive-up option or can bring your medications to you at curbside outside the pharmacy.

## Information for Your Pharmacy

- Let your pharmacy know if you have any issues with hearing the doorbell or someone knocking on the door, or if you need additional time opening the door.
- Let your pharmacy staff know the best way to notify you when the medications are to be delivered.
- Be aware that due to COVID-19 when your medication is delivered there will be no contact allowed with the delivery person.
- Be aware that the driver will ring the doorbell or knock and move away from the door maintaining a 6-foot distance from you.
- Be aware that the driver will wait up to 5 minutes. If there is no answer, they will take the medications as they must deliver them to you directly.

## Guidance for Delivery Drivers

- Direct person to person contact should be avoided – limit interaction to brief hellos and delivery of medication.
- Some people may have difficulty walking and may need additional time to answer the door.
- Ring the doorbell or knock and move back (6 feet away from the door) per CDC guidelines.
- While maintaining 6 feet distance
  - Let the person know you are with \_\_\_\_ pharmacy or agency to deliver medication(s).
  - Greet the person and place the medications(s) on a door handle or doorknob if possible and wait for the client to get the medication.
  - Reminder: direct person to person contact should be avoided.
- Provide a warm and friendly face, even if you can't interact for long. Ask them if they have any other needs.
- After medication delivery, wash hands thoroughly, or use hand sanitizer.
- Do not leave medications unattended. If there is no answer, take the medications with you and notify the pharmacy.

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Guidance was compiled from the following sources and intended to support aging network providers assist their clients.

- [Washington State Pharmacy Quality Assurance Commission](#)
- [Public Health Seattle-King County](#)
- [AARP](#)

Please note that information changes daily and consult the above sources for the most current information.