

Dear Tulalip Clinical Pharmacy customers:

Several patients expressed concerns about medication shortage due to supply chain issue in China (China supplies a significant amount of drug ingredients to the world). I want to assure you that we are currently very well stocked on most medications. It's our standard operating practice to overstock pharmacy at the beginning of the year, partly to take advantage of volume discount and partly to protect us from situation like this. I have no doubt we will be able to provide uninterrupted pharmacy service beyond this challenging situation.

To reduce the chance of COVID-19 transmission at the pharmacy and to ensure safety for everyone, we have implemented the following precautionary measures:

- 1) Clean and sanitize all work surface at least once an hour
- 2) Staff will wear masks and gloves during work hours until further notice
- 3) Fill 90-days supply of maintenance medications whenever possible.
- 4) Sick patients are encouraged to wear masks inside pharmacy
- 5) Staff in different departments will communicate primarily via phone, Skype and email.
- 6) Delivery driver will check on elders to ensure they have all necessary supplies and report any issues immediately to pharmacy management and [Elder Care Program](#).

What you can do to help:

1. Wear masks at the pharmacy if you are sick (coughing, sneezing, or having a fever)
2. If you are sick and cannot arrange someone to pick up your meds, please call us (360-716-2660) when you arrive. Our staff will be happy to bring your medications out to your cars.
3. Consider ordering more than a month's supply of your maintenance medications. Please keep in mind that pharmacy will experience bigger workload as we anticipate higher than usual volume in the next few weeks. Your understanding and patience will be much appreciated.
4. Arrange pick up for elders so they don't have to worry about getting out.
5. Talk to pharmacy staff about signing up for our RxNotify service, which will send text or email message to you when your RXs are ready to pick up. You can also download pharmacy's Android app to better manage your prescriptions and to communicate with us. <https://www.tulalipclinicalpharmacy.com/pharmacy-services/prescriptions/>
6. For Medbox patients, I want to assure you your delivery will be on time every month just as they have always been for the last six years because on-time delivery is one of our highest priority and we do have plenty of your maintenance medications in stock right now. For those of you who wish to order more than a 1-month supply at a time, please keep in mind our blister packs and most compliance packages have expiration limit due to drug stability issues when multiple drugs coexist in a blister. This could prevent us from packing more than 1-2 month supply at a time.

Please don't hesitate to contact me or my staff if you have any concerns. We will do our very best to accommodate your prescriptions needs.

Kelvin Lee



The Consolidated Borough of

**QUIL CEDA
VILLAGE**

Tulalip Clinical Pharmacy

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