

February 3, 2021

Our Process is Simple, Succinct and Successful.

The process Walberg Family Pharmacies has developed is simply designed around what pharmacists do best every day. We organize, fine tune, and critique our processes to make everything as efficient as possible to safely serve our communities healthcare needs. No matter if it is filling 1000 prescriptions or administering 1000 immunizations, the simpler the process is, the better it can be replicated and scaled. We have the trust of our community and are ready and able to vaccinate them. The Pfizer vaccine has been approved since December 11, 2020 and the Moderna vaccine since December 18, 2020. As of Monday February 3, 2021, our county has only been able to administer 8144 injections while my calculations from the state issued [COVID19 Vaccine Distribution Spreadsheet](#) over 20,000 doses have been shipped to Mercer County agencies/pharmacies. In only three days, our process has allowed us to vaccinate almost 2500 patients with their first dose and schedule them for their second dose immediately. Since last Thursday, we have been awaiting more vaccine.

Knowing a COVID vaccine has been in development, The Walberg Family Pharmacy team has taken the time needed to perfect a simple, succinct, and successful vaccination process. Our process is easy for other community pharmacies to replicate and find just as effective. There is no need to recreate or design a complex system. Everyone has a common vaccination goal. We need to pool our resources and help each other achieve the goal. With that in mind, I'd like to take a few moments to share a brief synopsis of the process we have found to be successful in providing COVID vaccines to the communities we serve.

Obviously, the key to everything is the vaccine itself. While receiving 100 or 200 doses is great, our process proves that we can truly be more successful with community clinics that vaccinate 1000 or 2000 in one day. So, my focus will be on the community clinics we have recently organized and implemented. As soon as we receive notification, we will be receiving vaccines, we begin our work. Prior to the notification that vaccine is coming, we begin the process of securing a venue, such as a church. We found churches offer ideal settings for vaccination clinics. An important component is their available seating. There is no need to rent chairs and set them up. The church pews offer seating for hundreds that allow for proper social distancing while the patients are in their 15 minute waiting period to ensure there are no allergic reactions. This area is proctored by retired physicians and/or nurses who willingly donate their time to the health and service of our communities.

Upon our physical receipt of the vaccine in our stores, we immediately set out to work on finalizing our venues and preparing our enrollment process. For the enrollment process, we have selected the HIPAA compliant scheduling/document creation company called JotForms. We have created a document that allows us to gather the necessary demographics, ask the proper questions on the consent form, and schedule appointments for those wanting to be vaccinated. Upon submitting the JotForms document online, the patient will receive an email that reminds the patient of their scheduled time and place to receive their inoculation. All of the patients' information, as well as the schedule information, are stored in a database. This database is critical, so that we have the ability to communicate with the patients regarding their vaccine. For example, we will use their email addresses to communicate with them regarding their already scheduled, second vaccine dose in 28 days. The email informs them that in 28 days, they will arrive to the same venue, at the same time, and repeat the same process. In addition, the email will instruct them to complete a second consent form to ensure they are healthy for their final dose. To simplify the process for the patients, especially those without access to printers, we print out the patients consent forms for both the first and second doses and have them ready for the morning of the immunization clinic. They are alphabetized by patient name for easy

retrieval. To alleviate congestion of people, it is imperative that patients only show up for the actual appointment time they are scheduled for. This is one time that being early is not beneficial. We continually remind patients to only show up at their scheduled time. If they have a scheduled time, they have a dose waiting for them. This eliminates their fears of missing out on a vaccine.

Upon arriving, each patient is greeted at the door to have a temperature check and ensure proper mask donning. The patient then proceeds to the registration tables to receive their preprinted consent form. At that point, we ask them to review the questions on the form to ensure nothing has changed in their status since completing the form. The patient is then guided to the next area where team members review the consent form for accuracy or positive responses. Any positive responses are highlighted and documented in specificity for the pharmacist to be able to review. At this point, the team also registers the patient on the PA SIIIS website and indicates which vaccine they are receiving, as well as the arm they are preferring to have immunized. Their arm selection is then circled on the consent form for easy notification and review by the immunizer.

At this point, the patient is ready for the vaccine and is guided along to the immunizers. To immunize 1000 people in 8 hours, our immunizers consist of a group of 5 pharmacists. The patient waits for the next available pharmacist, who will review the consent form again and answer any questions the patient may have. The pharmacist also verifies the correct dosage of the pre-drawn syringe and then immunizes the patient. After being immunized, the patient will receive an immunization card that states both their dosage information, as well as their next scheduled appointment. From here, the patient is escorted or directed to the sanctuary/waiting area that is monitored by our volunteer physicians for the required 15 minutes. Upon completion of the observation period and with no signs of an adverse reaction, the patient is free to leave. Once again, they are reminded to return in 28 days to the same place at the same time. Our entire vaccination process is complete for a patient in 25 minutes.

Our COVID vaccination process has allowed over 2500 patients to be immunized in about 20 hours. Our enrollment process securely collects the patient demographics and schedules the patients' appointments in as little as 80 minutes for 1000 doses. In addition, the system is set up to directly email the patient their scheduled time and place for their immunization, thus eliminating a time-consuming task for us. For the patients, this simple process removes the need to spend hours on the telephone and wait in lines. One example I have recently learned about consists of a system that is overrun by the necessity of handling over 300 phone calls an hour trying to schedule patients. These patients are worried and anxious about getting a vaccine appointment and will oftentimes call multiple vaccination locations, thus bogging down the phone lines and overwhelming the staff across the county or counties.

We have been successful in obtaining areas around the county to provide our community immunization clinics. This allows us to reach more people in different areas. We have been contacted by multiple venues willing to open their doors for the public to get immunized. As pharmacists, we know what it takes to immunize, as immunizing is not new to us. The biggest challenge is the second dose. It has to be scheduled at the time of the first vaccination. In addition, the people need to be reached out to for reminders. Our email database is essential for the ability to reach out in a large communication to each and every person. With the 28-day rotation of the second dose of the Moderna vaccine, it truly hinders the distribution of additional first doses. It is imperative to partner with each other and have multiple teams of immunizers. To maximize the number of patients reached with the vaccine, each group needs to give as many immunizations as possible in the first 28 days for Moderna or 21 days for Pfizer. Once the second dose time period begins, the first team of immunizers is unable to give any more first doses as they are now preoccupied with giving the second doses. At this point, a second team of immunizers needs to begin the first dose immunization process for as many patients as possible for the next 21 or 28 days. Currently, I believe there are organizations that are "stuck" in the

rotation where they are not able to give anymore first doses because they are now giving second doses, and they do not have enough immunizers for both doses. Unfortunately, their resources are tapped out, but they may actually still have the vaccine in their freezers. Vaccine in the freezer does not protect anyone. We need to form partnerships and help each other to make this vaccine available to those who are willing and able to immunize. We cannot sit back and let vaccine take up freezer space. People need vaccinated as quickly as possible. The vaccine must move from the freezer to people's arms. We all have a common goal, so we need to work together to achieve it.

In our communities, we have the resources to make this happen. All communities have a core group of five immunizers who are either pharmacists, nurses, or doctors to handle the physical immunization process. The rest of our team is made up of community volunteers and/or support staff. This is where we work with one another. On average, one of our clinics that immunizes 1000 people takes 5 pharmacists and 15 support staff. This number includes parking attendants, intake personnel, data entry, directors, and observers. With this process in place, we can and will easily vaccinate those ready and willing.

Another major challenge we have faced with our process is reaching those without technology abilities. But, the community has stepped up to help each other. We have found a very large percentage of hard to reach people have someone they can rely upon who is computer savvy. Whether it be a neighbor, a loved one, a firefighter, a librarian, or a church friend, they have found ways to get registered with technology. Anyone with a smartphone, tablet or computer is able to assist in completing the process. Without the need to print any paperwork, the process is certainly doable for the majority of the community, and with the help of a trusted friend, the others have the same opportunity.

Our community clinics are proven to be successful and can reach 2000 people in one day with 10 immunizers and a large venue. We are mobile and can take our process anywhere the county needs us to go. Our professional team is able and ready to vaccinate. Our common goal of vaccinating our community members as quickly as possible is 100% achievable when we have the vaccine available to us. We urge you to let us keep doing what we do best. Please provide us with large quantities of the COVID vaccine and the opportunity to protect our communities. Time is of the essence. We must move quickly. Together, we can safeguard our communities from the devastation of COVID-19.

Respectfully Submitted,

Bretton Walberg, RPh

Owner Walberg Family Pharmacies