



Pharmacist on the Front Lines of a Pandemic - Q&A with Lonni Johnson

How did you find yourself needing to prepare for an unexpected pandemic?

Honestly, we had no preparation time. We reacted day by day as the situation unfolded.

How is life at your store different from normal now?

We are now much more adaptable and capable of rapid change. There is much less rigidity and a fighting of change within the staffing. We are much more able to go with the flow and to accept an aura of uncertainty as just being part of pharmacy life.

What kind of safety measures or PPE are you using to do your job?

We are using all PPE's that are required and reasonable for the service being provided and the position and safety of the staff and patients.

How are you staying safe?

We are following exact cleaning and PPE and distancing protocols.

What have your interactions been like with customers/consumers/patrons?

We are adjusting by which service we are providing. We wear masks, social distancing and we have a plexi barrier. When giving injections or testing we use full PPE protection and a private room, as well as for compounding we have full level B protocols. Masks are used in the pharmacy routine. Regular hand washing and alcohol sanitizer is enforced and recommended.

Our interactions have also become more psychology focused. Patients and staff, both, in many cases feel that an injustice is being perpetrated, they are angry, sad, frustrated, threatened and feeling at a loss and in many cases just scared. This means that a large percentage of our practice is focused on providing a calm, reasonable, safe place to be. It also means that we face some very challenging moments and situations that need to be diffused rationally and without judgement or opinions in most cases.

How are you managing the extra cleaning practices?

It is requiring a new routine and a new SOP as well as extra time management to incorporate into the daily scheduling.

What do you want people to know about your job?

Pharmacy is not just a job. We are front line healthcare professionals. We are here for you when you need us, we come through again and again each time that we are asked to accept more responsibility,



do more for our community, we put up our hands and say absolutely YES. We do not show up for work 5 minutes before opening and leave when we lock the door. We are caring for our family, your family, friends, neighbors and the sick and troubled. We are still at work long after the shift ends most nights. When we do go home, we are still available for anyone to call for information, problems or just to talk. This we do out of love for our patients and our community not because it is a job.

How has your family been affected by your work?

I have missed many family occasions because of work. Even a Christmas dinner that I was cooking had to be postponed. I have missed most meals because of work. But my family understands because they can see my passion, they respect me and can now see as adults why I do what I do and that I love it.