

Coronavirus (COVID-19)

October 7, 2020

MEDICATION AND PHARMACEUTICAL SERVICES Information for the population

This fact sheet provides accurate, validated information on current medication and pharmaceutical services challenges and is prepared in co-operation with the Ordre des pharmaciens du Québec.

Medication supplies

The Ministère de la Santé et des Services sociaux and its partners are working to ensure that a sufficient and uninterrupted supply of medication is available throughout Québec.

Pharmacists can deliver medication in accordance with the rules that applied prior to the COVID-19 pandemic. They must determine the length of time covered by the quantity served on the basis of the patient's needs and any potential difficulty of resupply of the medication.

How to best receive services from your pharmacist

In order to obtain the best information about COVID-19, call **1-877-644-4545**. Pharmacies are not the preferred place to obtain this type of information.

In order to limit contacts between patients and pharmacy caregivers, callers should in the first place dial in to renew their prescriptions. We strongly recommend calling your pharmacy 24 hours in advance to give staff time to prepare your order. Some pharmacies also provide online renewal on their website.

If you are only seeking advice from your pharmacist, use the telephone.

Most pharmacies offer a delivery service. Remember that the sheer volume of deliveries is currently much higher than usual and try and be understanding when extra time is needed. We also ask that people in good health refrain from using delivery services, to free up priority time for those that are unable to pick up their meds in person.

If you go to the pharmacy in person, stay at least two metres away from everyone else inside the store. Consult the [Health recommendations for everyone](#) to learn more about the hygienic measures to adopt.

If you are in [recommended isolation](#) and need medication, do not go to your pharmacy in person. Instead, phone your pharmacist to share your situation and receive the support you need for your medication and pharmaceutical services. Ask a close friend or family member to pick up your meds at the pharmacy or ask the pharmacist if delivery is available.

Optimal medication for treating a fever

Acetaminophen (sold over-the-counter as Atasol[®], Tylenol[®], Tempra[®] and house brands) remains the best choice for reducing fever. Do not exceed the recommended dose—this is especially important for children, based on their weight. If you feel the need to ask your pharmacist for answers about how to use the product, do not hesitate to call in.

Ibuprofen and other NSAID anti-inflammatories like Advil[®], Motrin[®], Aleve[®] or Aspirin taken for fever should not be envisaged except when recommended by a health professional or in case of an allergy to acetaminophen. People who take aspirin or NSAIDs regularly should not stop except when so advised by their doctor or pharmacist.

*Information in this fact sheet has been adopted by the Ministère de la Santé et des Services sociaux (MSSS) from work by the Sous-comité COVID-19 pharmacie and is also supported by the Comité clinique directeur COVID-19, on which sit, among others, the Collège des médecins du Québec, the Fédération des médecins spécialistes du Québec, the Fédération des médecins omnipraticiens du Québec, the Association des conseils des médecins, dentistes et pharmaciens du Québec, the Ordre des infirmières et infirmiers du Québec and the Ordre des pharmaciens du Québec.

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