Supplementary Material 1. Roles with high importance and performance

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| Rank | **Importanc** | **Performance** |
| 1 | In case of shortage or unavailability of chronic disease drugs, the prescribing doctors are contacted to change/modify the prescription or request for generic substitution **(Response)** | Guiding pharmacy visitors on the use of COVID-19 home test kits and the proper countermeasures in case of COVID-19-positive pharmacy visitors **(Response)** |
| 2 | Preliminary securing of prescription drug supply, including chronic disease drugs (except when the drugs are out of stock)**(Preparation)** | In case of shortage or unavailability of chronic disease drugs, the prescribing doctors are contacted to change/modify the prescription or request for generic substitution **(Response)** |
| 3 | Checking of quarantine guidelines, such as disinfection and ventilation of pharmacies, wearing of personal masks, and hand hygiene **(Prevention)** | Checking of quarantine guidelines, such as disinfection and ventilation of pharmacies, wearing of personal masks, and hand hygiene **(Prevention)** |
| 4 | The shortage of over-the-counter or quasi-drug supply should be monitored to urge the government and KPAto provide a solution or exchange insufficient over-the-counter drugs through local pharmacies **(Response)** | Preliminary securing of prescription drug supply, including chronic disease drugs (except when the drugs are out of stock)**(Preparation)** |
| 5 | Collecting and updating the latest information for the treatment and management of patients with COVID-19 **(Preparation)** | Listing and selling of emergency medicines for COVID-19 needed for at-home care or self-isolation **(Response)** |