Supplementary Material 2. Survey form

1. **Characteristics of the pharmacist**

1) Demographics

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| --- | --- | --- | --- |
| **Gender** | ① Male | ② Female |  |
| **Age group** | ① <40 | ② 40-49 | ③ ≥50 |
| **Employment** | ① Pharmacy owner | ② Pharmacy employee |  |
| **Community pharmacy experience** | ① <10 years | ② ≥10 years |  |
| **Average working hours per day** | ① <9 hours | ② ≥9 hours |  |

2) Characteristics related to service provision

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| --- | --- | --- |
| **Please indicate whether you have experienced participating in outreach pharmaceutical services below.** | Participation | |
| Pharmacist home visits | ① Yes | ② No |
| Drug safety education | ① Yes | ② No |
| Safe Pharmacy | ① Yes | ② No |
| **Counseling and providing information on the efficacy and side effects of over-the-counter medicines** | ① Every time | ② Not every time |

3) Information on COVID-19

|  |  |  |
| --- | --- | --- |
| **Source of information**  (Multiple selections possible) | ① Government (MHW/KDCA/MFDS/others) | |
| ② Korean Pharmaceutical Association | |
| ③ Academic journals or professional books | |
| ④ Online newspapers | |
| ⑤ SNS (Kakao Talk/Twitter/Facebook/others) or YouTube | |
| **Frequency of use of information sources** | ① Every day | 1. ≥2 days |

1. **Characteristics of the pharmacy**

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| --- | --- | --- |
| **Pharmacy location** | ① Near general hospital, hospital or the clinic | ② Pharmacies with no medical facilities nearby |
| **Number of working pharmacists** | ① One pharmacist | ② ≥2 pharmacists |
| **Number of prescriptions per day/**  **amount of general sales per day excluding prescription drugs** | ① ≥100 or ≥ \ 500,000 | ② <100 or < \ 500,000 |

**3. The importance and performance of the role perceived by community pharmacist**

Please indicate the importance and performance of the roles perceived by CPs in the context of the COVID-19 pandemic.

1) **Prevention**

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| Roles | Importance | | | | | Performance | | | | |
| ⑤  Very Important | ④ important | ③ Moderately Important, | ②  Slightly Important | ①  unimportant | ⑤  always | ④  often | ③  sometimes | ②  rarely | ①  never |
| **Providing information on COVID-19 symptoms and related information** |  |  |  |  |  |  |  |  |  |  |
| **Provision of infection prevention education, such as hand hygiene, social distancing, and proper use of masks** |  |  |  |  |  |  |  |  |  |  |
| **Checking of quarantine guidelines, such as disinfection and ventilation of pharmacies, wearing of personal masks, and hand hygiene** |  |  |  |  |  |  |  |  |  |  |

2) **Preparation**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Roles | Importance | | | | | Performance | | | | |
| ⑤  Very Important | ④ important | ③ Moderately Important, | ②  Slightly Important | ①  unimportant | ⑤  always | ④  often | ③  sometimes | ②  rarely | ①  never |
| **Preliminary securing of prescription drug supply, including chronic disease drugs (except when the drugs are out of stock)** |  |  |  |  |  |  |  |  |  |  |
| **Preliminary securing of over-the-counter drugs and quasi-drugs (disinfectants, masks, etc.)** |  |  |  |  |  |  |  |  |  |  |
| **Preparation of COVID-19-related work guidelines in pharmacies (e.g., designating the role, quarantine guidelines, and reporting guidelines)** |  |  |  |  |  |  |  |  |  |  |
| **Collecting and updating the latest information for the treatment and management of patients with COVID-19** |  |  |  |  |  |  |  |  |  |  |

3) **Response**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Roles | Importance | | | | | Performance | | | | |
| ⑤  Very Important | ④ important | ③ Moderately Important, | ②  Slightly Important | ①  unimportant | ⑤  always | ④  often | ③  sometimes | ②  rarely | ①  never |
| **Implementation of the COVID-19-related health and quarantine policies of the government** |  | | | | |  | | | | |
| Listing and selling emergency medicines for COVID-19 at-home care or self-isolation |  |  |  |  |  |  |  |  |  |  |
| Involvement in the implementation of the Mask Policy |  |  |  |  |  |  |  |  |  |  |
| **Guiding pharmacy visitors on the use of COVID-19 home test kits and the proper reporting of positive tests results** |  |  |  |  |  |  |  |  |  |  |
| **Identification of patients suspected with COVID-19 and provision of information obtained from public health centers, clinics, and KDCAto the suspected patients** |  |  |  |  |  |  |  |  |  |  |
| **Ensuring sufficient drug supply and creation of solution plans for out-of-stock medications** |  | | | | |  | | | | |
| 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. |  |  |  |  |  |  |  |  |  |  |
| 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 |  |  |  |  |  |  |  |  |  |  |
| **Electronic prescriptions, fax prescription dispensing, and drug delivery which were temporarily allowed during the COVID-19 pandemic** |  |  |  |  |  |  |  |  |  |  |
| **Reporting of the adverse events of COVID-19 vaccines and treatments to MFDS, KIDS,and KPA** |  |  |  |  |  |  |  |  |  |  |

4) **Recovery**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Roles | Importance | | | | | Performance | | | | |
| ⑤  Very Important | ④ important | ③ Moderately Important, | ②  Slightly Important | ①  unimportant | ⑤  always | ④  often | ③  sometimes | ②  rarely | ①  never |
| **Identifying and actively managing patients who have recovered from COVID-19 (sequelae and drug consultation, etc.)** |  |  |  |  |  |  |  |  |  |  |
| **Update work guidelines related to the pandemic (prevention, stockpiling, dispensing, administration, etc.) and prepare internal evaluation data** |  |  |  |  |  |  |  |  |  |  |

**4. Limiting factors for pharmacists to perform the role in the COVID-19 pandemic.**

Please answer the difficulties that prevented you from fulfilling your role as a CP during the COVID-19 pandemic.

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| --- | --- | --- | --- | --- | --- |
|  | ⑤  Strongly Agree | ④  Agree | ③  Neutral, | ②  Disagree | ①Strongly Disagree |
| Legal limitation of the role CPs |  |  |  |  |  |
| Lack of communication channels |  |  |  |  |  |
| Lack of willingness of doctors to cooperate with CPs |  |  |  |  |  |
| Lack of consumer demand for CPs’ services |  |  |  |  |  |
| Lack of government policy |  |  |  |  |  |
| Lack of CPs’ sense of duty and awareness |  |  |  |  |  |
| Insufficient economic compensation |  |  |  |  |  |
| Insufficient time |  |  |  |  |  |
| Other limiting factors (open-ended questions) |  | | | | |