



Prepped to Serve: The Community Pharmacy's HIV Prevention Toolkit *Is Your Community Pharmacy Prepped to Serve?*

The following questions can guide pharmacy leaders and community partners to determine what actions are needed to establish and sustain a pharmacy-based HIV prevention services program. All strategies do not need to be addressed to begin developing a program. Service delivery capacity can strengthen over time.

Strategy 1: Develop the Community Pharmacy's Path to HIV Prevention Services

- ✓ Have we assessed the HIV prevention needs of our local community and developed a local HIV profile?
- ✓ Do we understand the policy environment and protocols for pharmacist-initiated HIV prevention services, including PrEP and PEP?
- ✓ Have we engaged community stakeholders to identify local needs and service gaps?

Strategy 2: Foster Partnerships to Support Expanding Equitable Access

- ✓ Have we identified and initiated partnerships between pharmacies and community-based health serving organizations?
- ✓ Are there collaborations with community health workers or community liaisons that can strengthen community engagement and service delivery?
- ✓ Do we have formal agreements with insurers, health departments, or telehealth providers to support service delivery and reimbursement?

Strategy 3: Assure High-Quality Provision of HIV Prevention Services

- ✓ Have we determined which HIV prevention services we can offer and standardized workflows for intake, screening, and prescribing?
- ✓ Are pharmacy staff trained in privacy best practices and up-to-date on HIV prevention guidelines?
- ✓ Do we have access to digital tools that may streamline client intake, documentation, and follow-up tracking?

Strategy 4: Establish a Welcoming Environment for Each Client

- ✓ Have we created a private, stigma-free space for HIV testing and counseling?
- ✓ Are all staff trained in culturally responsive and empathetic client engagement?
- ✓ Do we use outreach and signage to normalize HIV prevention services as routine care?

Strategy 5: Create Referral Systems for Follow-up and Linkage to Care

- ✓ Do we have structured referral pathways with local health departments, physicians, CBOs, and specialty providers?
- ✓ Does the pharmacy have access to personnel that are equipped to serve as patient navigators for follow-up and linkage to care?
- ✓ Is our referral directory current and comprehensive for HIV/STI testing and harm reduction services?

Strategy 6: Embrace Processes That Support Continuous Quality Improvement

- ✓ Have we defined core data elements and integrated data collection tools into our pharmacy systems?
- ✓ Are we using dashboards or automated tools to monitor service quality and client outcomes?
- ✓ Do we analyze available data (e.g., prescription fills) to identify outreach opportunities for potential PrEP candidates?

Strategy 7: Ensure Sustainability with Effective Billing and Reimbursement

- ✓ Are we enrolled as providers in Medicaid, Medicare, and private insurance networks to ensure service sustainability?
- ✓ Are pharmacy staff trained in medical billing processes and CPT codes for HIV prevention services?
- ✓ Do we have standardized billing workflows and software to support claims submission and reimbursement?