

SUMMARY CHECKLIST

for Pharmacies Implementing and Sustaining High-Quality, Client-Centered HIV Prevention Services

STRATEGY 1

Develop the Community Pharmacy's Path to HIV Prevention Services, Including PrEP and PEP

- ☐ Assess the HIV prevention services needs of the community by developing a local HIV profile
- ☐ Assess the policy environment for delivering and sustaining pharmacy-initiated services in the community
- ☐ Understand the rules and protocols that guide pharmacist-initiated HIV prevention services, including client assessments and providing PEP and PrEP
- ☐ Engage the community to learn more about local needs

STRATEGY 2

Foster Partnerships to Support Expanding Equitable Access to HIV Prevention Services

- ☐ Assess the collaboration opportunities between the pharmacy and other health service providing organizations
- ☐ Explore and establish partnerships with CBOs to increase demand for and create efficiencies when providing HIV prevention and linkage to care services – particularly when engaging new clients that may be interested in sexual health services or behavioral health services
- ☐ Engage CHWs, ambassadors, or liaisons to support stronger partnerships between the pharmacy and community
- ☐ Partner with public health and/or community-based service providers to align pharmacy services with broader community health initiatives that provide additional client support, assist with linkage to care, and ensure efficient follow-up for HIV confirmatory testing when needed
- ☐ Establish relationships with HIV and infectious disease specialty clinics in the community
- ☐ Develop partnerships with local laboratories or telehealth providers to offer timely, accessible lab testing for PrEP and PEP initiation and HIV/STI screening
- ☐ Develop formal agreements with insurers, state pharmacy associations, health departments, and/or local health services providing resources to support pharmacy-based service delivery, reimbursement processes, reporting requirements, and streamlined referral processes for additional health services
- ☐ Establish partnerships with harm reduction programs to create a strong referral network for behavioral and/or substance use disorder health needs and support
- ☐ Explore integrating telehealth partnerships to expand pharmacist access to medical consultations, confirmatory testing referrals, and follow-up care and to expand options for people that may prefer or need to see a pharmacist virtually



STRATEGY 3

Assure High-Quality Provision of HIV Prevention Services

- ☐ Determine which HIV Prevention services can be offered in the community pharmacy and what service models will work best
- ☐ Standardize intake, screening, and prescribing workflows to ensure HIV prevention services integrate into pharmacy operations
- ☐ Ensure pharmacy technicians or CHWs can assist with non-clinical tasks, such as client intake, appointment scheduling, navigation, PrEP and PEP adherence counseling, follow-ups, and linkage to care
- ☐ Develop client education materials, including FAQs, standardized counseling scripts, and client digital reminders for refills
- ☐ Train all pharmacy staff on privacy best practices to ensure all HIV prevention services are delivered in a confidential and client-centered manner
- ☐ Ensure pharmacy staff have opportunities to keep up to date on HIV prevention care guidelines
- ☐ Use digital tools for client intake, documentation, and follow-up tracking to streamline services and minimize manual workload
- ☐ Ensure compliance with all state-specific regulations and policies, including privacy, confidentiality, and HIPAA compliance
- ☐ Regularly review and update service protocols to align with evolving HIV prevention guidelines (e.g. testing, PrEP, PEP) and emerging best practices
- ☐ Understand available support programs and potential challenges associated with financing HIV prevention services (i.e., payment options for testing and medication dispensing)

STRATEGY 4

Establish a Welcoming Environment for Each Client

- ☐ Set up client intake systems so pharmacies can collect relevant medical history and risk factors before testing through digital forms, verbal intake, or pre-visit screening
- ☐ Use signage, outreach, advertising campaigns, and/or campaign materials to normalize HIV testing and other prevention services as part of routine care
- ☐ Designate a private space for testing and results counseling to ensure confidentiality and client comfort
- ☐ Train all pharmacy staff in stigma-free, culturally responsive engagement and empathy-based interactions to ensure a welcoming environment for all pharmacy clients

STRATEGY 5

Create Referral Systems for Follow-up and Linkage to Care Services

- ☐ Establish structured referral pathways with local health departments; CBOs; and primary care, behavioral health, infectious disease, or HIV specialist providers to ensure seamless client transitions for additional services
- ☐ Embrace warm hand-off referral processes with trusted CBOs and public health agencies to ensure clients receive comprehensive care beyond the pharmacy and are actively connected to providers
- ☐ Maintain an up-to-date directory of referral partners for confirmatory HIV testing, STI testing and treatment, PrEP and PEP follow-ups, and harm reduction services
- ☐ Engage pharmacy technicians or other staff to serve as patient navigators and assist with follow-ups, ensuring clients successfully engage with referred services

STRATEGY 6

Embrace Processes That Will Support Continuous Quality Improvement

- ❑ Define core data elements needed to monitor service quality, client outcomes, pharmacy workflow efficiency, referrals, follow-up processes, and privacy protections for sensitive data
- ❑ Integrate data collection tools with existing pharmacy management systems to ensure efficient documentation and reporting
- ❑ Consider options to implement real-time dashboards or automated reporting tools to track service performance metrics
- ❑ Analyze insurance claims databases to identify potential PrEP candidates for pharmacy outreach based on STI diagnoses or other risk indicators

STRATEGY 7

Ensure the Sustainability of HIV Prevention Services with Effective Billing and Reimbursement Processes

- ❑ Expand pharmacist participation as providers in Medicaid, Medicare, and private insurance networks to ensure reimbursement for provided services
- ❑ Develop standardized billing processes across payers to ensure seamless claims submission and minimize reimbursement delays
- ❑ Utilize billing software for reimbursement of medical services
- ❑ Train pharmacy staff on medical billing processes, including Current Procedural Terminology (CPT²⁰) codes and payer reimbursement mechanisms for pharmacist-led PrEP, PEP, HIV screening, and related services
- ❑ Leverage technology to improve efficiencies for claims follow-up that could minimize billing errors and reduce administrative burdens on pharmacy teams (e.g., AI-driven or automated tools)

