

# COVID Alert Level 4 - August 2021

Kia ora koutou

We will all now be aware of the emerging situation regarding detected community transmission in New Zealand. Hopefully this latest COVID-19 transmission and variant can be isolated and that only a short period of restrictions will be required.

**Thank you to all pharmacists and the teams working hard at the frontline.**

We recognise the efforts you go to at the frontline and acknowledge the pressure and load this places on the profession. As the regulator we remain available to help and support. Council's recertification, registrations, project, policy, and compliance work will be operating as normal, albeit with our team working virtually.

- **For non-urgent matters email is best. Our general enquiries email is: [enquiries@pharmacycouncil.org.nz](mailto:enquiries@pharmacycouncil.org.nz)**
- **For urgent matters - please call - if you call is not answered immediately please leave a message and a team member will contact you.**

A reminder that in addition to your professional bodies, guidance and support is available via the Ministry of Health:

- The Āwhina app is available to download with COVID information for health professionals and can be found [here](#)
- The latest information from the Government COVID response team is available [here](#)
- The Healthline number to ring is **0800 358 5453**  
For mental health help, people can call or text **1737**

Again, thank you for your hard work. Take care.

Noho ora mai

Arthur Bauld / Michael Peard  
**Chair / Chief Executive**

Reflecting on the previous period of alert level 4, we learnt that disruption and rapid adaptation can increase risk to patients. Because of this it is more important than ever to ensure that your processes are robust, standards of practice and professionalism are maintained, and that communication is maintained throughout your team. At this time many patients will be relying on their pharmacist for guidance, assurance, and non-biased information. Acknowledge that they may also be anxious and so clear, accurate, and consistent communication that is individualised to the patient is imperative.