

COVID FAQs

What should I be doing now to prepare for the impact of COVID-19?

- Clearly display the [COVID-19 posters](#) at points of entry to your pharmacy and near the medicine counter
- Read and share with your team your Business Continuity Plan (BCP) and consider whether it needs to be updated to reflect the current and emerging situation
- Keep up to date with the developments by regularly checking the information on [COVID-19 on GOV.UK](#)

Will the Cegedim Service Desk remain open during this period?

Cegedim already has in place a BCP (inclusive of pandemic impacts) which regularly undergoes testing as part of our ISO accreditation and we will use in the event of an outbreak.

Our BCP plan is currently in operation and our Service Desk will continue to focus on supporting customers who have any service disruption. Our Service Desk contact number and opening hours will remain the same:

Tel: 0330 303 3340

Monday – Friday: 08.30am – 6.00pm

Saturday: 09.00am – 1.00pm

What's the best way to clean and disinfect my scanners in the pharmacy?

Guidance on how to clean and disinfect the Newlands scanners can be found here:

<https://www.cegedimrx.co.uk/hubfs/Guidelines%20on%20cleaning%20%20disinfection%20Newland.pdf>

ENGLAND ONLY

If I need to close my pharmacy, what should I do?

If you have already closed and no longer have access to the Pharmacy:

You will need to notify Cegedim as soon as possible by contacting the Service Desk on 0330 303 3340 so that we can disable the auto download of EPS prescriptions immediately and support in the return of EPS scripts to the spine.

If you are planning a closure and still have access to the Pharmacy:

Ensure all dispensed and collected scripts have been notified. Then contact the Cegedim Service Desk to advise when you are closing and we will disable any auto download of EPS prescriptions from that point and support in the return of EPS prescriptions.

If we are part of a group, is it possible to divert prescriptions to an alternative store?

If you are able to safely disconnect and transport the server to the alternative store, then we can help to set up so that EPS scripts sent to the closed store can still be downloaded. You will need to inform the Service Desk on 0330 303 3340 before the move so we can advise the full process to ensure the transfer can be successful.

Additional Questions

If you have any additional questions, which have not been answered within this document: [Submit here](#)

We will direct questions to our in-house experts and respond directly, as well as add to the FAQs document where necessary.