

APPENDIX 2 Survey Questions

1. Do you provide informed consent to participate in the research study?
 - a. Yes
 - b. No

 2. Have you provided patient care during COVID-19 pandemic in any practice setting?
 - a. Yes
 - b. No
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Demographics and Practice Characteristics

1. In which jurisdictions have you practiced during COVID-19 pandemic? Select all that apply.
 - a) Alberta
 - b) British Columbia
 - c) Manitoba
 - d) New Brunswick
 - e) Newfoundland and Labrador
 - f) Nova Scotia
 - g) Ontario
 - h) Prince Edward Island
 - i) Quebec
 - j) Saskatchewan
 - k) Northwest Territories
 - l) Nunavut
 - m) Yukon

2. In which practice setting(s) have you provided direct patient care during COVID-19 pandemic? Select all that apply.
 - a) Community Pharmacy- Franchise or Chain (e.g., Safeway, Sobeys, Shoppers Drug Mart)
 - b) Community Pharmacy- Independent
 - c) Team-based Community Practice (e.g., primary care network, family health team)
 - d) Acute Care/Inpatient Care (eg. hospital)
 - e) Ambulatory/Outpatient Clinic (e.g., specialty clinics)
 - f) Continuing or long-Term Care
 - g) Other (please specify) (e.g., virtual pharmacy)

3. Please indicate how often you have undertaken each of the following roles during COVID-19

	Never	Rarely	Sometimes	Often	Always	N/A
Handling logistics of obtaining medication supplies (e.g., identifying work arounds for drug shortages, coordinating with other pharmacies)						
Establishing remote pharmacy services (e.g., medication delivery system, telehealth)						
Screening for COVID-19 symptoms						
Renewing/extending a prescription for continuity of care for chronic diseases						
Providing independent prescribing						
Administering vaccinations (e.g., influenza vaccines)						
Providing emergency supply refills during COVID-19 (e.g., 30 days supply)						
Rationing limited supplies of medications (e.g. limiting dispensing to 30 days supply only)						
Treating ambulatory conditions (e.g. mild constipation, skin rash)						
Providing expertise or guidance to other health care providers on COVID-19 treatments						
Providing expertise or guidance to community members on COVID-19 treatments						
Following up on patient's medication safety and efficacy when being actively treated with proposed COVID-19 treatments						
Providing Psychological First Aid (e.g., allaying patients fears for COVID-19, identifying patients at risk of mental health crises)						
Educating the public on reducing the spread of COVID-19 (e.g., handwashing, social-distancing)						

4. Please rate your level of agreement with the following statements

Statements	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
The COVID-19 pandemic significantly affected my place of work (e.g., pharmacy)						
The COVID-19 pandemic significantly affected the way I practice						
The COVID-19 pandemic significantly increased my stress level						
The COVID-19 pandemic significantly increased my concern for safety (e.g., self and others)						
Patients came to my pharmacy as they did not want to risk going to other health care providers and/or emergency rooms						
Community members are coming to my pharmacy for COVID-19 information						
Community members are coming to my pharmacy for me to calm their fears and anxiety regarding the COVID-19 pandemic						

5. How do you obtain your information about COVID-19? Select all that apply.

- a. World Health Organization website
- b. Government websites (e.g. Health Canada, provincial health ministry websites)
- c. Pharmacy college websites (e.g. Alberta College of Pharmacists, College of Pharmacists of British Columbia)
- d. Newsletters (e.g. Canadian Pharmacist Association)
- e. Webinars (e.g. Canadian Society of Hospital Pharmacist)
- f. Internet (e.g. Google)
- g. Social media platform (e.g. Twitter)
- h. TV
- i. Radio
- j. Primary literature/Prints/textbooks
- k. Word of mouth
- l. Others (please specify): _____

6. How do you and your pharmacy communicate information to your community (e.g. community members, patients, other health care providers, etc.) about COVID-19? Select all that apply.
- a. In-person
 - b. Phone call
 - c. Texting
 - d. Email
 - e. Fax
 - f. Video/conference meetings
 - g. Social media platform
 - h. Others (please specify):_____
7. Do you engage with the local disaster and public health agencies to coordinate your pharmacy's response?
- a. Yes
 - b. No
8. Did any of the following challenges **significantly** impact your practice and/or your pharmacy? Select all that apply.
- a. Lack of personal-protective equipment (e.g. face masks, gloves)
 - b. Decreased supply of medications (e.g. medication shortage)
 - c. General supply shortage (e.g. hand sanitizer)
 - d. Inadequate staffing
 - e. Lack of time for clinical counseling (e.g. care plan activities)
 - f. HR-related issues (e.g. vacation time/ paid time off, sick/personal leave, scheduling flexibility, threat of repercussions for missing work, hazard pay)
 - g. Inadequate time for breaks/meals
 - h. Lack of priority access to COVID-19 testing
 - i. Prescription surge (e.g. patient stockpiling)
 - j. Unfair patient expectations (e.g., feeling frustrated with delay in services)
 - k. Insurance issues (e.g. copay)
 - l. Discomfort with temporary expanded practice scope (e.g. extending opioids for continuity of care)

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