**Disaster Preparedness Action List**

*The following checklist offers some suggestions which should be implemented routinely to help minimize the potential consequences of a disaster or adverse circumstances.*

**1. Compile primary phone numbers**

* State board of pharmacy
* Computer company
* DEA/fire and police departments
* Insurance agents(s)/landlord
* Wholesalers and major suppliers
* Employees
* Utility companies

**2. Maintain Current List of all vendors**

* Mail and email addresses
* Phone and fax numbers, including help desk
* Complete representatives’ information, including after-hours phone numbers
* Phone/electric/cable/DSL/computer

**3. Maintain important documents as hard copies and digitally**

* State license/DEA license/pharmacist and tech licenses
* Diplomas
* Controlled substance inventories
* State tax license/federal tax license
* Copies of your corporate charge cards
* Copies of your bank account numbers
* Any other license or posted notice that would normally be required to be posted at your business site
* All of your insurance documents
* Original drafts/all riders/all changes

**4**. **Enroll Your Pharmacy at:** <https://www.healthcareready.org/rxopen>, which notifies patients which pharmacies in their area are open during disasters.

**5. Have the ability to store the appropriate quantity of invoices/claim advices/contracts/etc.**

**6. Take pictures of everything (including aisles, fixtures, basement, technology, and office areas) annually or after major changes and renovations in pharmacy.**

**7. Create a “before” video and update video annually or after major changes and renovations in pharmacy.**

**8. Back-up hard drives daily and maintain duplicate external hard drives.**

**9. Full system backup (both Rx and POS)**

* Business office computers
* Take home external drives and swap out each day

**10. Form a legal “cooperative agreement” with another pharmacy on an in-case-of-emergency basis.**

**11. Identify potential storage sites in case of emergency.**

**12. Maintain a good rapport with your business neighbors.**

**13. Set up a post-loss plan to protect your operations and market, and to notify your customers, banks, and suppliers.**

**14. Know your disaster response players, including insurance company representatives.**

**Disaster Response Action List**

*The following checklist offers steps which should be completed immediately in the incidence that a disaster or adverse circumstance may occur which affects your pharmacy.*

**1. Before entering the damage area**:

* Check with police/fire departments and utility companies
* Work in pairs
* Wear protective clothing

**2. Conduct pharmacy walkthrough with video of damages**

* Can submit this video and narration to insurance adjuster along with before videos, will reduce the time needed by adjuster to make decisions

**3. CONTACT the appropriate key players:**

* Board of Pharmacy based on state regulations for "Involuntary Closure”
* DEA
* Legal representation
* Insurance company
* Law enforcement if needed
* Support network (cooperative agreement pharmacy and neighboring businesses)
* Patients (update your RxOpen status at <https://www.healthcareready.org/rxopen> or send text/automated call to patient list)

**4. Consider setting up an off-site answering service or device.**

**5. Delegate authority when possible to key personnel who will obtain and maintain store information that can aid your business during a transitional period.**

**6. Review state and Board regulations regarding “Emergency Dispensing.”**

**7. Prepare a policy analysis and claim strategy.**

**8. Pre-prepare a public relations program to inform all stakeholders and the public of the store’s status and where they can obtain their medications.**

**9. Reach out to the NCPA Foundation and Complete the Disaster Relief Fund Application**

**10. Make the decisions that are best for the survival of your Company.**

**11. Refer to additional resources (published by The Department of Homeland Security) as needed:**

[**https://www.fema.gov/what-do-if-your-business-or-farm-was-damaged**](https://www.fema.gov/what-do-if-your-business-or-farm-was-damaged)

[**https://www.ready.gov/business**](https://www.ready.gov/business)

[**https://www.pharmacytimes.com/news/preparing-for-medication-safety-accessibility-during-a-natural-disaster**](https://www.pharmacytimes.com/news/preparing-for-medication-safety-accessibility-during-a-natural-disaster)

\*Provides tips on what to counsel patients over on storage/general things to do

[**https://www.aarp.org/health/drugs-supplements/info-2017/emergency-prescriptions-hurricane-harvey-fd.html**](https://www.aarp.org/health/drugs-supplements/info-2017/emergency-prescriptions-hurricane-harvey-fd.html)

\*Provides information at the bottom of the article over who patients can contact for specific care