

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
- Dispensing System Vendor
- Fire and police departments
- Insurance agents(s)/landlord
- Wholesalers and major suppliers
- DEA Regional Office
- 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/internet/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: [Healthcare Ready](#)

which notifies patients which pharmacies in their area are open during disasters.

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

6. Take pictures annually or after renovations

- Pharmacy department
- Front-end, DME
- Storage, basement
- Office space
- Clinical consultation space
- Robotics and other large equipment

7. Create a "before" video and update the 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 to mitigate ransomware attack and other disasters

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, respirator or other PPE as needed

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 [Healthcare Ready](#) or send text/automated call to patient list)

4. Consider setting up an off-site answering service or device. Transfer your pharmacy phone number to your cell phone.

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 as needed:

- [FEMA: What kind of help do you need?](#)
- [Ready.gov for business](#)
- [Understanding Pharmaceutical Distribution \(Module 11: Pharmacy Preparedness\)](#)
- [Blog: State of Emergency Prescription Protocols](#)
- [Informational Brief: Advancing and Evolving Role of Pharmacy in Preparedness and Response](#)
- [Preparing for Medication Safety, Accessibility During a Natural Disaster](#)
- [How to Get Your Prescription Drugs During a Disaster](#)