

# NCPA Foundation's

## Disaster Preparedness Checklist For Independent Community Pharmacy



*The following checklist offers some suggestions which should be routinely implemented to help minimize the potential consequences of a disaster or adverse circumstance on an independent community pharmacy. Disaster response may differ state-to-state, so we recommend consulting with your local emergency management office as well as state boards of pharmacy for recommendations and requirements.*

### 1. Compile Contact Information

*Mail and email addresses, phone and fax numbers (including help desk information), relevant representative(s)' information (ask for any after hours phone numbers)*

- State Board of Pharmacy
  - Dispensing System Vendor
  - Fire & police departments
  - Insurance Agent(s)/Landlord(s)
  - State & Local Emergency Management
  - Wholesalers and major suppliers
  - NCPDP
  - Current list of all vendors
  - Information for:  
Phone/Electric/Cable/Internet/ and  
Computer Providers
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### 2. Create A "Before" Video And Update The Video Annually or After Any Major Changes/Renovations To Your Pharmacy

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### 3. Back-up Hard Drives Daily And Maintain Duplicate External Hard Drives. Full System Back-up Of Both Rx And POS

- Business Office Computers
  - Take home external drives and swap out each day to mitigate ransomware attacks and other disasters/catastrophes.
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### 4. Take Pictures Annually Or After Any Renovations/Changes To Your Pharmacy

- Front-end, DME
  - Basement
  - Office space(s)
  - Clinical Consultation Space(s)
  - Robotics and other large equipment
  - Pharmacy Department
  - Workstations/Staff Areas
  - All storage areas (shelves/closets/etc.)
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### 5. Maintain Important Documents As Hard Copies And Digitally

*Make sure you have the ability to store the appropriate quantity of invoices/remit advices/contracts/etc.*

- State license/DEA license/pharmacist & tech license(s)
  - Diplomas
  - Controlled substance inventories
  - State tax license/federal tax license
  - Original drafts/all riders/all changes
  - All insurance documents
  - Copies of your corporate charge cards
  - Copies of your bank account numbers
  - Any license or posted notice that is required to be posted at your business site
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6. Form A Legal “Cooperative Agreement” With Another Pharmacy On An In-Case-Of-Emergency Basis

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7. Identify Potential Storage Sites In Case Of Emergency (*Could also be shared with another business in your community, as an example*)

8. Maintain A Good Rapport With Your Business Neighbors

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9. Set Up A Post-Loss Plan To Protect Your Operations And Market, Notify Your Customers, Banks, And Suppliers

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10. Know Your Disaster Response Players, Including Insurance Company Representatives

## Helpful Resources

- [FEMA.gov/assistance/business](https://www.fema.gov/assistance/business)
- [Ready.gov](https://www.ready.gov)
- [sba.gov/funding-programs/disaster-assistance](https://www.sba.gov/funding-programs/disaster-assistance)
- [healthcareready.org/pharmacies](https://www.healthcareready.org/pharmacies)
- [nvoad.org](https://www.nvoad.org)
- [ncpdp.org/resources/emergency-preparedness](https://www.ncpdp.org/resources/emergency-preparedness)
- [ncpafoundation.org](https://www.ncpafoundation.org)