

# NCPA Foundation's

## Disaster Response Checklist

### For Independent Community Pharmacy



The following checklist offers steps which should be completed immediately after a disaster or unforeseen catastrophe impacts your pharmacy. This checklist may need to be adjusted based on your personal circumstance(s) and the laws and rules governing your state.

#### 1. Before entering the affected area:

- Reach out to your utility companies to assess the current situation
- Check with your local police and fire departments if it is safe to enter
- Take someone with you to assess the damage. It is safer to check in pairs
- Wear protective clothing, respirator, and other PPE as needed

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#### 2. Conduct a walkthrough of your pharmacy with video of the damages:

- Having a video along with narration and submitting this to insurance adjusters and funders will reduce the time needed by the adjuster to make decisions, especially when you also have the “before” video prepared.

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#### 3. Reach out to the NCPA Foundation and complete the Disaster Relief Fund grant application:

- Provide before and after documentation
- Submit a narrative with your application that shares whether losses are incurred beyond what insurance will cover

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#### 4. Reach out to the appropriate agencies and entities that need an update on your situation:

- Your legal representation
- Your insurance company
- DEA & law enforcement if needed
- Your support network (neighboring businesses, pharmacy associations, cooperative pharmacy(ies))
- NCPDP & Patients
- Board of pharmacy based on state regulations for “involuntary closure”

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#### 5. Delegate authority whenever possible:

*Make sure you have key personnel who are able to obtain and maintain important information that can aid your business during this transitional period.*

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

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#### 6. Review State And Board Regulations Regarding “Emergency Dispensing”

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#### 7. Verify if the disaster you sustained is in a federally designated area

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#### 8. For federally designated disasters:

- Make sure you are registered with Express Scripts in order to be able to process claims under EPAP
  - Consider applying for a SBA disaster loan: <https://lending.sba.gov/search-disaster/>
  - Wear protective clothing, respirator, and other PPE as needed
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#### 9. In the event that you had to evacuate during an emergency:

- Ensure continuity of care for your patients
- Comply with Board notification requirements
- Before leaving, ensure controlled substances are physically secured
- Consider that moving your location is not an option in all states

*Some states have special licenses for providing services at a different location (i.e. AZ, IL, TX, MO, OR). Also can be limited to short period of time (i.e. 30 days MO; six months IL)*

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#### 10. Fundraising:

- Some pharmacies have been successful with utilizing GoFundMe to raise funds for their pharmacy after a disaster
  - If you want to raise additional funds for affected pharmacies in your area, considering partnering with NCPA Foundation to help manage your campaign
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#### 11. Learn As You Go:

*No two disasters are the same. You will need to make decisions that are best for you, your business, and your community*

- Debrief with your pharmacy team and any partners, ask for their feedback on what has gone well and what has been challenging
  - Adapt and update protocols and policies with practical feedback
  - Back-reporting and documentation will be essential to getting “back to normal”
  - Temperature monitoring may be difficult, adjust your methods and tools used to ensure medications are being stored appropriately
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