**Emergency Preparedness**

**Section:** Environmental

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** PHARM Core 14, 27, 34, PHARM-OP 4, 13

**Policy ID:** 3.1

**Approved by:**

**POLICY**

<insert practice name> shall have an emergency preparedness plan designed to provide its patients continuing care and support appropriate to the care or service provided. **[PHARM-OP 13 (d)]** <insert practice name> will respond promptly to any detected problems and take corrective action as needed. **[PHARM Core 14 (e)]** In the event of an emergency or local disaster that would result in an interruption of service, <insert practice name> shall ensure adequate coverage for patient care and services. **[PHARM Core 34]**

Emergencies shall fall under the following general categories, each having its own specialized procedure: **[PHARM Core 14 (a)]**

* Transportation - An environmental condition, such as a flood, blizzard, hurricane, fire, etc., where common courier services may be unable to be dispatched to patient locations.
* Electrical/Communication - An environmental or technical difficulty resulting in the loss of power or communications for an extended time.
* Staff - An organizational or internal issue resulting in shortages of personnel due to illness, emergencies, or disasters.
* Patient – Medication in patient’s home becomes damaged due to flood, fire, other natural or man-made disaster

**PROCEDURE**

Transportation and Electrical

1. The Pharmacy Manager shall maintain a current list of all employees with their phone numbers
2. Should an emergency be declared, the Pharmacy Manager shall notify appropriate personnel to remain on an on-call status
3. The Pharmacy Manager shall establish a central emergency communication center with appropriate personnel. Medication supply and ability to resupply will be assessed across all clinic sites.
4. Maintain a current patient/ list permitting personnel to contact patients on a priority basis dependent upon level of need and urgency
5. Pharmacy personnel shall establish phone contact, if possible, with patients by priority, and determine urgency of related care or service. (Prioritize patients based upon severity of risk.) Personnel shall coordinate a delivery schedule based upon available patient data and information about road conditions. Assign deliveries to appropriate <insert practice name> personnel based upon competency **[PHARM Core 14 (b, c-i, c-ii)]**
6. Urgent or life-threatening situations where delivery is not possible should be facilitated by:
   1. Utilizing medication supply from another <insert practice name> site; **[PHARM-OP 4 (e)]**
   2. Contacting authorities for possible assistance or evacuation to an appropriate health care facility. **[PHARM Core 14 ( c-i, c-ii)] [PHARM Core 34]**

Staff

1. Training programs shall be conducted to develop the adequate knowledge and skills necessary to allow personnel in one job category to adequately perform in another patient/client related job category if so needed. **[PHARM Core 27 (a)]**
2. <insert practice name> shall maintain a file of backup personnel capable of providing the level of service needed by patients. **[PHARM Core 34]**
3. <insert practice name> shall utilize local hospitals and be prepared to call upon alternate organizations providing the same/or similar services, should <insert practice name> be unable to adequately service its patient/client population with available staff. **[PHARM-OP 4 (e)]**

Patient

* + - 1. Patient’s medication is damaged in natural or man-made disaster. <insert practice name> employee’s will work with patient, insurance, &/or manufacturer to get medication replaced to minimize therapy interruption. **[PHARM-OP 4 (e)]**

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