

A PLAN FOR PHARMACIST-MANAGERS TO FOLLOW IN CASE OF A NATURAL DISASTER

Prepare Ahead of Time

- I. Assemble a list of all employees with contact information including cell phone, home phone and e-mail addresses.
 - II. Assemble a broadcast fax or email list of local radio and television stations with their news phone number.
 - III. Assemble a broadcast fax or e-mail list of physician offices and hospitals.
 - IV. Obtain from the County Manager's office a contact at the County Emergency Management Headquarters.
 - V. Make list of contact information for wholesalers and delivery services such as UPS and FedEx.
 - VI. Obtain waterproof covering material for later use.
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1. If controlled substances are lost in a disaster the pharmacist-manager needs to contact the Greensboro DEA office at 336/547-4219. It may be necessary to complete a loss form – DEA 106 and/or disposal form DEA 41. A similar form should be completed for the Board of Pharmacy and it can be obtained at 828/465-2324.
 2. If the pharmacy is to be closed and/or evacuated the appropriate supervisory personnel should be notified.
 3. Anticipate power outages. In some cases a portable generator may be advisable. Ice and coolers should be available to store refrigerated products. Store flammable materials appropriately.
 4. Check the Board's website home page at www.ncbop.org for guidance in the case of hurricanes. Text will be prominently placed near the top of the page.
 5. If the pharmacy computer is down prescriptions can be dispensed manually. (Note #15) Labels can be typed or handwritten using a waterproof pen if possible. Printed drug

information may not be available but patient counseling still needs to occur.

6. Refill authorizations may be difficult or impossible to obtain. Pharmacists can then utilize the Emergency Refill rule, .1809. This allows for a one time emergency refill up to a 30 day supply provided that:
 - a. The drug is not a controlled substance;
 - b. The medication is essential to the maintenance of life or to the continuation of therapy in a chronic condition;
 - c. In the pharmacist's judgment, interruption of therapy might produce undesirable health consequences;
 - d. The pharmacist creates a written order with pertinent information;
 - e. The pharmacist notifies the prescriber or the prescriber's office of the emergency dispensing within 72 hours.
7. If the store is to be closed and evacuation is warranted the pharmacist-manager should produce 2 sets of backup tapes or disks of all drug inventory and all prescription information. One set of information could be kept in a safe place and another kept off-site in the possession of the pharmacist-manager. Prior to evacuation, computers should be shut down and covered with waterproof material. If flooding is expected the computer should be disconnected from the terminals and moved to a safe area.
8. Schedule II drugs should be moved to a locked, secure place. A safe may be used but is not required. Other products such as prescription drugs should be moved, if possible, above the floor level and covered with waterproof materials.
9. Notify all store personnel if the store is to be closed. (See # I.)
10. Notify local radio and television media if the store is to be closed. (See # II.)

11. Notify local physicians and/or hospitals of store closing by broadcast fax or e-mail if necessary. (See # III.)
12. Notify the emergency management headquarters of closings/evacuations. (See # IV.)
13. When the store reopens notify all store personnel; physicians and hospitals; local radio and television media; emergency management and emergency management headquarters. (See #I, II and III)
14. When the situation is stabilized the pharmacy personnel should be notified to take steps to restore the integrity of the pharmacy setting. (See # I.)
15. If prescriptions have been dispensed while the computer is disconnected please note Board Rule .2304 on Automated Data Processing Systems. Among other things the Rule provides that:

“When the automated data processing system is restored to operation, the information regarding prescriptions filled, refilled or transferred during the inoperative period shall be entered into the automated data processing system within the time equal to the number of inoperative days times three; for example, if the system were inoperative for five days then all interim data shall be entered within 15 days of the last inoperative day.”

The goal of this Rule is to return to one set of records as soon as reasonably possible.