

2017 HURRICANE SEASON

In response to Hurricanes Harvey, Irma and Maria, Rx Open was activated across Puerto Rico, Texas, Florida, Louisiana, Alabama, Georgia, and South Carolina



HARVEY

4,519

pharmacies' status mapped



IRMA

7,469

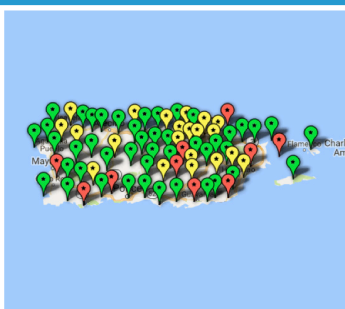
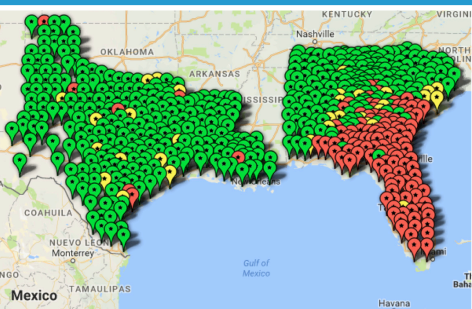
pharmacies' status mapped



MARIA

731

pharmacies' status mapped



Patients use Rx Open to find pharmacies to:

- Refill medicines
- Access needed durable medical equipment and emergency medical services
- Access power to charge devices and purchase food
- Use as a community anchor and safety net

Pharmacies Are Critical to Protecting Health During Hurricanes

12

Average number of prescriptions filled per person in the US

15%

of Americans could only be away from medications or medical equipment for 2-3 days before serious health effects

75%

of Americans trust pharmacists to provide critical information

"We rely on Healthcare Ready to provide timely, accurate information on which pharmacies are open to help ensure clients in Red Cross shelters can get the healthcare they need in times of crisis."

Mary Casey-Lockyer, Disaster Health Services, American Red Cross

"Thank you for your help... We've all learned after Katrina that getting access to medication and information about where to get medicines is an important part of the emergency response and we couldn't do it without you."

Janet Napolitano, Former Secretary, Department of Homeland Security

PATIENTS

Patients evacuated for Harvey and Irma used the map to locate pharmacies to obtain chronic care medicines and replace durable medical equipment. Maria evacuees also used the map to identify open pharmacies in parts of Puerto Rico and the U.S. mainland.

- State medical associations and patient advocacy organizations shared the map as a resource and encourage patients to use it before and during an emergency.
- Patients can use the map on their own, and Healthcare Ready staff uses it when fielding direct patient calls for assistance.

Pharmacies, as critical institutions in communities (often anchor communities), are often used to address non-medical needs.

- During Hurricane Sandy, pharmacies housed charging stations for displaced residents without power.

EXAMPLES

During Harvey, Healthcare Ready received calls from patients who were separated from care and didn't know how to refill medicine or access care. They called for help and the Healthcare Ready Response Team used the tool to walk through options, and often called pharmacies on the patient's behalf.

- Being able to target open pharmacies in an area is critical for being able to quickly locate specific medicines for patients (e.g. mental health medications, hypertensives, medicines for children).

Community Health Centers and clinics used the map to direct patients to nearby pharmacies.

During Irma, patients preparing for the storm used the map to locate pharmacies and take advantage of an Executive Order that allowed for 30-day advance refills.

- Closed pharmacies used the map to help route patients to open pharmacies.

HEALTHCARE FACILITIES AND PROVIDERS

Federal Disaster Medical Assistance Teams (DMATs) use the map to direct patients where to get refills and receive continued care after being treated by a DMAT.

SUPPLY CHAIN AND EMERGENCY MANAGERS

Local health departments used the map to direct first responders where to obtain tetanus shots for recovery efforts.

- HHS's Secretary's Operations Center (SOC) uses pharmacy status as a critical metric of community recovery. Government officials use the county map, which displays the percent of pharmacies open in a county, to measure recovery and assess community needs.

During Irma, shelter workers used the map to find pharmacies available to fill critically needed medicines for patients with special needs.

Evacuees used Rx Open for guidance on where to access critical medicines, including Maria evacuees in Florida and Georgia.

