



## 2018 Activation Summary

Healthcare Ready (HcR) activated to respond to multiple events across the country in 2018. Events included the largest and deadliest fires to ever occur in California, multiple Atlantic hurricanes affecting states from Virginia down to Florida, and some of the strongest storms to ever affect Hawaii and the Commonwealth of the Northern Mariana Islands in the Pacific.

### 2018 Activation Overview

Healthcare Ready activated for fourteen (14) separate major disasters that affected twelve (12) states and territories with a combined population of over 105 million people. HcR's activations for these events totaled over 90 days at ENGAGED status.

Over the course of these activations, Healthcare Ready responded to over two hundred and fifty requests for assistance and information from the private sector, federal, state, and county emergency management agencies, and individual patients, including:

- Coordinating close to 30 deliveries of critical medical supplies to shelters and medical facilities in the affected areas
- Arranging evacuation for over 150 dialysis patients to receive treatment
- Facilitating donations of over 6,000 donated hygiene kits, 500 doses of naloxone, and 2 deliveries of urgently needed medical oxygen tanks to medical needs shelters

The HcR team also represented private sector healthcare in HHS's Secretary's Operations Center (the only non-Federal organization requested to sit in the operations center) and routinely briefed on the status of healthcare and public health operations on FEMA's National Business Emergency Operations Center coordination calls.

While the majority of requests for assistance and information occurred during activations for Hurricanes Florence and Michael, HcR also shared critical information on pharmacy status, emergency refill laws and policies, insurance information, prescription assistance programs (e.g. EPAP) and more for other events.

Number of days activated (ENGAGED)	90+
Requests for HcR assistance or information	250+
Rx Open pharmacies mapped	24,109
States/Territories supported	12
Patients directly supported	300+



## Timeline of Major Activations

JULY 31 – AUGUST 10

### Summer California Wildfires

While the activation was initially for the Carr Fire affecting the city of Redding, the Mendocino Complex's Ranch Fire and River Fire quickly became additional events of concern. The Mendocino Complex Fire became the largest recorded fire complex in California history at 459,123 acres.

The HcR EOC tracked pharmacy status through Rx Open and promoted wildfire-specific preparedness messaging on social media.

AUGUST 21 – AUGUST 27

### Hurricane Lane

Though Hurricane Lane was downgraded to a tropical storm by the time it approached the Hawaiian Islands, the storm system brought historic levels of rain, causing flash flooding, landslides, and storm surge. HcR response coordination activities included:

- Initiated HPH Sector Coordinating Council (SCC) Coordination Call (to improve private sector coordination)
- Tracked critical supply chain and healthcare facilities vulnerable to flooding
- Tracked status of pharmacies with Rx Open

SEPTEMBER 12 – SEPTEMBER 24

### Hurricane Florence

Hurricane Florence hit the coast of North Carolina as a tropical storm, but slowly dragged itself through North and South Carolina for days dumping multiple feet of rain in some areas. It became a horrible flooding event that would require months of recovery in the Carolinas. The HcR EOC was activated around the clock for nearly two weeks fielding requests for assistance and serving as a critical coordinator, matching needs to resources.

Highlights of HcR's requests for assistance and activities included:

- **Dialysis patient transport:** Coordinated urgently needed bus transportation for over 100 dialysis patients and their caregivers to a facility able to treat them and house them in a nearby special needs shelter.
- **Patient refill assistance:** Directly responded to more than a dozen patients requests for information or assistance with refilling prescriptions for their medication
- **Shelter needs:** Tracked medical needs in shelters around the state and supported deliveries of oxygen tanks, oxygen supplies, and comfort kits to multiple shelters housing hundreds of evacuated residents of North Carolina.



Partnered with **Google** to analyze pharmacy and aggregated health search trends

Mapped **6,500+** pharmacies

Secured **urgent donation** of oxygen tanks and supplies for mega shelter

Facilitated donation of **6,000+ comfort kits** for survivors

Coordinated evacuation of **100+ dialysis patients**

Coordinated **5+ major medical deliveries** to hospitals

Worked with **3 federal agencies, 13 state and local groups, 14 NGOs, 18 coordination groups** and positioned **100s of medical volunteers** and assets to support survivor needs

Fielded **dozens of direct patient pleas** for assistance

**HEALTHCARE READY: Responding to Florence**

**HEALTHCARE READY** **Recovery is ongoing.** Join Healthcare Ready in its lifesaving work. Learn how you can support, donate, or partner at [www.healthcareready.org](http://www.healthcareready.org).

## OCTOBER 9 – OCTOBER 31 Hurricane Michael

This powerful storm made a crash landing onto the gulf coast of Florida as a Category 4 hurricane, the strongest hurricane to have ever hit the area. While it dissipated within a couple days, it had enough time to completely wipe away homes and businesses in Panama City, Florida, the town that faced the most widespread damage. Healthcare Ready worked for weeks on end to support the recovery with the following primary activities:

- **Supporting Pharmacy Needs:** Helped establish a mobile pharmacy outside of a hospital. Mapped the operational status of over ten thousand pharmacies across the southeastern US.
- **Hospital Restoration:** Worked with partners to restore communications capabilities for four hospitals in the span of about 24 hours.
- **Coordinating Supply Deliveries:** Facilitated the donation of 500 doses of naloxone to shelters across the panhandle and the donation of dozens of medications and medical supplies to a damaged Panama City clinic. Responded to 12 requests to support medical deliveries.
- **Direct Patient Support:** Coordinated the transportation of 30 stranded patients to a dialysis center for urgently needed treatment and responded to dozens of patient calls and emails throughout the activation.



## HEALTHCARE READY: Responding to Michael

- Mapped status of **13,700+** pharmacies
- Organized **emergency transportation for 30 stranded dialysis patients** in need of treatment
- Coordinated **donation of 500 naloxone doses** to shelters
- Responded to **12 requests for largescale deliveries of medical supplies**
- Coordinated **placement of critical mobile pharmacy** at damaged hospital
- Fielded **dozens of direct patient pleas**
- Coordinated **telecommunications restoration for 4 hospitals**
- Coordinated donation of **over 25 medicines and products** for damaged hospital
- Provided **nationwide emergency refill guidance**
- Partnered with Google** to match medicine searches to pharmacies

### OCTOBER 24 - NOVEMBER 8

## Super Typhoon Yutu

Typhoon Yutu was the strongest typhoon to impact the Mariana islands and the second-strongest storm system to impact the US and territories. We worked with federal partners to track supply chain needs in the Pacific Island territories, such as the availability of flu vaccinations for people on the Northern Mariana Islands. This focus highlighted how the overlap of flu season and hurricane season can directly impact a healthcare response. We were simultaneously pushing out messaging on our blog about the importance of getting the flu shot for the general public, while we reached out to private sector partners with potential needs and a general offer of assistance for the Yutu response. Fortunately, the normal supply chain on the islands was resilient enough to service its patients without supplemental support.

### NOVEMBER 14 - DECEMBER 4

## Camp and Woolsey Fires

Information sharing activities for the Camp and Woolsey Fires included wildfire safety messaging and emergency prescription refill law education. We activated Rx Open in California, while it was still activated for Hurricane Michael and Super Typhoon Yutu. Team members reached out directly to pharmacies impacted by the fires to update the map with the most accurate information and fielded requests for pharmacy operations updates from HHS.



## Other Activations

**September 5:** Tropical Depression Gordon (Louisiana, Mississippi, and Alabama)

**September 12 and September 13:** Hurricane Olivia (Hawai'i)

**September 11 – September 14:** Typhoon Mangkhut (Guam)

**November 30 – December 4:** Alaska earthquake (Alaska)

**December 7 – 10:** Winter Storm Diego

### HEALTHCARE READY | Help for Kidney Patients

**Patient Hotlines:**  
 DaVita: 800-400-8331  
 Fresenius: 800-626-1297  
 DCI: 866-424-1990  
 DCI Donor Hotline/Transient DSI: 877-374-3375  
 ARA: 888-880-6867  
 RAI: 800-403-2530  
 US Renal Care: 866-671-8777

**José Andrés** @chefjoseandres  
 Important information! In Puerto Rico was very difficult to get medicines! Good job! Important information!

**Healthcare Ready** @HC\_Ready  
 #RxOpen has been updated for #SouthCarolina, #Virginia, #WestVirginia, #Maryland, #Guam, and find open pharmacies near you: rxopen.org

### California Emergency Prescription Refills

Patients in California can get an emergency refill of their prescription medications or devices without the prescriber's authorization.

#CampFire #WoolseyFire | **HEALTHCARE READY**

**Brock Long** @FEMA\_Brock  
 @HC\_Ready reminds us that mental health care remains vital during disaster response. If you or someone you know needs assistance please call Hawaii's free crisis line below. #lane #MentalHealthMatters

**Healthcare Ready** @HC\_Ready  
 For people affected by... Volunteers: person and anxiety 24/7 #volunteers

**Rick Scott** @FLGovScott  
 We continue to communicate and monitor pharmacies in the areas impacted by Hurricane Michael. To find an open pharmacy go to [RxOpen.org](http://RxOpen.org), which maps open and closed pharmacies during disasters.

**Peggy Singer** @SingerPeggy · Sep 12  
 @SCEMD @bcbscc @HC\_Ready @fema @PHEgov @CNN @maddow @MSNBC @scdoi Urgent. Charleston resident 39wks pregnant w/ 3rd child trying to evacuate. Being told by BlueChoiceEPO reps that she can only deliver in SC. Told no benefits outside of SC even during #Florence. Please advise.

**Healthcare Ready** @HC\_Ready  
 ...ing to @SingerPeggy @SCEMD and 7 others

Peggy, @bcbscc has said that BlueCross and BlueChoice HealthPlan members displaced due to evacuation who need covered services from out-of-network or out-of-state providers will have those services approved. Let us know if we can do more to help.

**BCBSSC** @bcbscc  
 We are getting questions and want to reiterate: BlueCross and BlueChoice HealthPlan members who are displaced due to #HurricaneFlorence evacuation and require medically necessary

**The Emergency Prescription Assistance Program (EPAP) is activated for the Northern Mariana Islands.**

EPAP allows uninsured CNMI patients affected by Super Typhoon Yutu to receive up to a 30-day refill of their prescriptions, certain vaccines, and durable medical equipment (crutches, wheelchairs, etc.) at no cost.

**Call the EPAP Hotline for more information: 1-855-793-7470**

**HEALTHCARE READY** | #SuperTyphoonYutu  
 HEALTHCAREREADY.ORG

**José Andrés** @chefjoseandres  
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**EPAP can help uninsured patients impacted by Hurricane Michael in Florida get up to a 30-day refill of their prescriptions, certain vaccines, and durable medical equipment.**

**EPAP is activated for the following Florida counties:**  
 Alachua, Baker, Bay, Bradford, Calhoun, Citrus, Columbia, Dixie, Escambia, Franklin, Gadsden, Gilchrist, Hernando Hillsborough, Holmes, Jackson, Levy, Liberty, Madison, Manatee, Pinellas, Santa Rosa, Suwanee, Taylor and Washington.

### HEALTHCARE READY | HEALTH

**Rep. David Rouzer** — US Representative for North Carolina  
 District 7  
 34 mins ·  
 PLEASE SHARE -- In need of a pharmacy? Visit the Healthcare Ready website for an up to date map of open pharmacies across North Carolina.  
<https://www.healthcareready.org/rxopen>  
 #nc07 #hurricaneflorence #florencenc

**HEALTHCAREREADY.ORG Rx Open**  
 The map was updated at 2:30 PM EST on Monday, September 17, 2018. View additional healthcare resources on our Hurricane Florence page.

Healthcare Ready, Lisa Rhodes Littler and Cheryl Hood 1 Comment 3 Shares

**Congressman Tom Rice** @RepTomRice  
 If you need to fill a prescription, use this tool to find open pharmacies during #Florence.

**Healthcare Ready** @HC\_Ready  
 #RxOpen is now activated for #SouthCarolina, #NorthCarolina, #Virginia, #WestVirginia, and #Maryland. Use it to find open pharmacies during #Florence: rxopen.org