



2017 Hurricane Season - Activation Patient Calls

Over the course of nearly three months, Healthcare Ready (HcR) fielded over 100 direct requests for patient assistance, many of which were directed from professional call centers such as OnStar and the Red Cross. Additional direct requests for assistance (900+) were fielded through social media channels and other partner networks. While most incoming calls were requests for medicine assistance, HcR also received several requests for evacuation. We assisted many other patients virtually (email and social media), and by supporting our partners with direct patient requests.

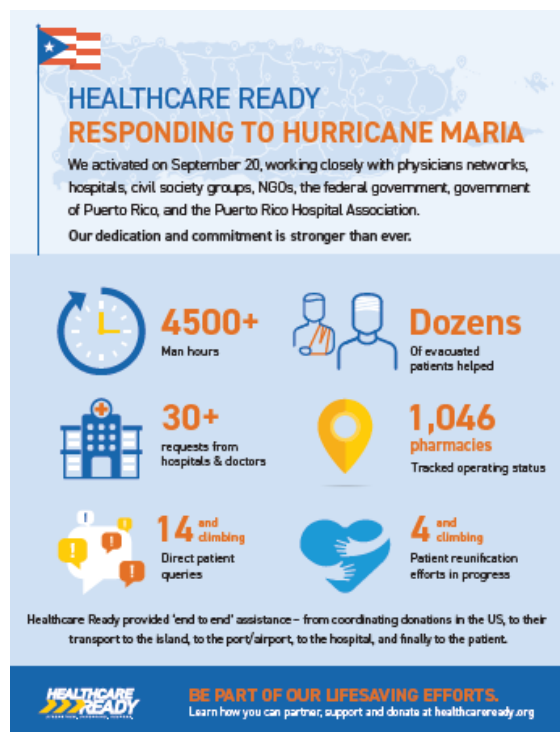
The operators were incredibly accommodating when HcR employees hastened to acquire as much patient information as possible. The result of the devastating situation created a mutual goal between phone operators and HcR to assist patients as best as possible. The following are representative examples of cases in which HcR successfully aided patients.

Tanya: Texas

Many patients during Hurricane Harvey were elderly, living far from family support, and unsure where to turn. Tanya was one such patient and was routed to HcR seeking access to insulin. With only a few days left of her original insulin supply she grew concerned the hurricane would leave her without her essential medicine. She was mobile enough to get to a pharmacy or at least had someone who would be



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able to go for her. A HcR employee took down her medical information along with her location. With the aid of HcR's many pharmacy partnerships and Rx Open, a service provided free by HcR, it was possible to locate a nearby pharmacy. HcR instructed Tanya to connect with the nearby pharmacy to inquire about the availability and ease of acquiring her insulin. A day later, HcR followed up with Tanya. She had success connecting with the local Walgreens who was willing to work with her insurance company to obtain her insulin.

Shira: Florida

Shira and her husband were displaced from Florida to Louisiana due to power outages from Hurricane Irma. Shira's husband needed insulin, but was having difficulty acquiring it. Not only because they were short on funds, but also because they were across state lines. This normal over-the-counter refill became more complicated than anticipated. Healthcare Ready had little success directly working with Shira's insurance company and the American Diabetes Association was not able to assist Shira with her insulin needs. In the end, HcR could connect with the local emergency management office in the Louisiana county she was residing in to assist in finding a local clinic. After Shira contacted the local clinic, they agreed to supply her husband with a small supply of insulin.

*Names have been changed to maintain patient anonymity. More information on patient requests can be provided by request. Learn more about our patient work on [our website](#) and our [recent blog](#).



Healthcare Ready's Role

Healthcare Ready (HcR) continues to support recovery planning and efforts on the ground, as significant unmet needs persist due to infrastructure challenges and complex coordination requirements. We continue to act as a liaison, working with NGOs and local departments on the ground to assess current needs and inform recovery planning.

During the immediate response, Healthcare Ready's support was instrumental to the US healthcare and public health response effort. From our first day of activation, Healthcare Ready provided federal (HHS, DHS, FEMA), state, and local emergency management and public health agencies with key insights into private sector healthcare supply chain operations and NGO efforts necessary to achieve successful healthcare recovery for the affected jurisdictions.

Highlights of our work are detailed below.

- HcR staff liaised directly with HHS Critical Infrastructure Protection Program leadership to establish a process which prioritized industry needs, using FDA justification letters to support their resource requests, including priority fuel re-supplies.
- Coordinated fuel re-supply to four distribution centers at criticality including one with a \$33 million inventory in jeopardy.
- Worked with the Puerto Rico Department of Health to develop guidance on healthcare donations and re-supply for hospitals.
- Monitored status for 16 USVI pharmacies and 48 Puerto Rican dialysis centers, sharing information with public and private sector partners.
- Identified medicine and supply needs of 75 healthcare facilities, revealing a trend in tetanus and insulin requests.
- Widely distributed the governor's executive order declaring Emergency Prescription Assistance Program (EPAP) to inform residents of 30-day access to medicines.
- Translated the relevant Executive and Administrative Orders from Spanish to English.
- Provided a Statement for the Record to the Senate Homeland Security and Governmental Affairs Committee detailing specific challenges healthcare was



encountering, including coordination challenges and insufficient response resources.

- Of the more than 1,000 requests for assistance and information received by Healthcare Ready, 77 were from government agencies or officials seeking assistance or guidance for critical needs; 61 were routed directly to government agencies.
 - Evacuation, fuel, pharmacy, and vaccination requests.
 - Delivery of radios and generators.
- 55 Healthcare Ready staff members and volunteers contributed over 9,000 hours to assisting with activation efforts, including:
 - Medication, durable medical equipment requests.
 - Coordinating dialysis, essential wraparound services.

