



2017 Hurricane Season

Activation Summary

Healthcare Ready (HcR) activated on August 24, responding to Hurricanes Harvey, Irma, Maria and Nate. The Rx Open map was turned on for Texas, Louisiana, Alabama, Mississippi, Georgia, South Carolina, Florida, and Puerto Rico. Manual tracking of pharmacies in the US Virgin Islands was done in order to assess pharmacy status and resupply needs.

ACROSS ALL FOUR EVENTS, SUPPORT ACTIVITIES INCLUDED:

- Activation of the Rx Open map to assist emergency managers and patients with access to medicines needs.
- Serving as a resource for evacuees seeking assistance finding medicines, especially for evacuees in the US after leaving Puerto Rico. Partnered with Centene to support HHS-evacuated dialysis patients and caregivers in Georgia and Florida.
- Engaging with the healthcare facilities, tracking the needs of evacuees to ensure continuity of care and prescription refills.
- Working with manufacturers and distributors to assess their immediate needs and providing status updates from FEMA, DHS and HHS. Assisted with delivery of medicines and medical supplies, including finding air transport options and assisting with flight prioritization. Established a process with HHS and DHS/FEMA to route requests for assistance to them for prioritization and action. Most private sector operational needs were diesel, gas and water (until commercial options were restored).

HEALTHCARE READY: RESPONDING TO HARVEY, PREPARING FOR IRMA

- Mapped operating status of **7500+ PHARMACIES**
- Fielded urgent requests from **DOZENS OF NGOs**
- Secured medicines, supplies and transport from at least **20 COMPANIES**
- Coordinated **3 HELICOPTER DELIVERIES** to hospitals
- Triaged **500 INDIVIDUAL PATIENT PLEAS**
- Supported response with **4000+ STAFF & VOLUNTEER HOURS**
- Worked with **3 FEDERAL AGENCIES** and participated in **25+ coordinating CALLS & MEETINGS**
- HELPED 1000s OF PATIENTS ADDRESS URGENT HEALTH NEEDS**

BUT THERE'S MUCH MORE TO DO. Be part of Healthcare Ready's lifesaving efforts. Learn how you can partner, support and donate at www.healthcareready.org

HEALTHCARE READY RESPONDING TO HURRICANE MARIA

We activated on September 20, working closely with physicians networks, hospitals, civil society groups, NGOs, the federal government, government of Puerto Rico, and the Puerto Rico Hospital Association. Our dedication and commitment is stronger than ever.

- 4500+** Man hours
- Dozens** Of evacuated patients helped
- 30+** requests from hospitals & doctors
- 1,046** pharmacies Tracked operating status
- 14 and climbing** Direct patient queries
- 4 and climbing** Patient reunification efforts in progress

Healthcare Ready provided 'end to end' assistance – from coordinating donations in the US, to their transport to the island, to the port/airport, to the hospital, and finally to the patient.

Number of days activated	70+
Rx Open pharmacies mapped	16,536
States/Territories supported	9
Population impacted	74,792,951
Number of staff and volunteers	35+
Media interviews	25
Media articles and features (reach)	39 <i>336,429,877</i>



- Assisting with identification of medical supply needs across healthcare facilities and coordinating with NGOs and private sector partners to route supplies to facilities in need.
- Using social media as a tool to share information with patients and partners. Partnered with Google to use search trends information to help identify communities with the greatest healthcare needs.

REQUESTS FOR ASSISTANCE DIFFERED FOR EACH EVENT.

A HIGHLIGHT OF THE RECURRING THEMES FOR EACH EVENT IS SHOWN BELOW.

Harvey (Texas, Louisiana)

- Assisting uninsured patients with healthcare access
- Routing requests for medicines and supplies from facilities to NGOs with available medicines
- Helicopter transport to assist with deliveries of medical shipments
- Connecting private sector partners with NGOs in need of support (hygiene kits, mobile pharmacies, mobile vision vans, staff support)

Irma (Florida, Puerto Rico, USVI)

- Assisting uninsured and medically fragile patients with healthcare access and prescription refills
- Created partnership with Uber and Americares to help transport patients to healthcare facilities
- Identifying sources of oxygen tanks for the Florida Department of Health to special needs shelters

Maria (Puerto Rico, USVI)

- Fuel requests to provide diesel for generators of manufacturing facilities and distribution centers. Gasoline, food, and water requests for facilities trying to support employee needs
- Identifying needs of pharmacies, including resupply challenges
- Requests for supplies and medicines for distal healthcare facilities (including hospitals and clinics)



DURING HURRICANE HARVEY, Healthcare Ready worked with Americares, the Kidney Community Emergency Response Network (KCER), and the End Stage Renal Disease Network to evacuate dialysis patients in Texas and get them transported to dialysis centers for care.

DURING HURRICANE IRMA, Healthcare Ready facilitated a partnership between Uber and Americares to transport patients from shelters to medical facilities to receive healthcare services. This partnership involved a pilot of Uber's patient transport capability.

IN RESPONSE TO THE THREAT OF HURRICANE MARIA, HHS decided to evacuate end-stage renal disease patients from the US Virgin Islands to the continental US to ensure that they received care. Healthcare Ready established a partnership with Centene (and their Peach State program) to provide wraparound services and pharmacy support for the evacuees.

DURING THE RESPONSE TO HURRICANE MARIA, there were mental health patients in the USVI in dire need of prescription refills of the maintenance medications. Healthcare Ready worked with HHS and the private sector to determine which pharmacies had a full supply of the needed products, to avoid a complicated (and expensive) government mission to fly in the needed medicines.

Patient Impact

Over the course of nearly three months, HcR fielded over 1,000 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 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 was successful connecting with the local Walgreens who worked 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 they were across state lines. This normal over-the-counter refill became more complicated than anticipated. HcR 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 connected with the local emergency management office in the Louisiana county she was 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](#).*