COVID-19 Resource Guide:
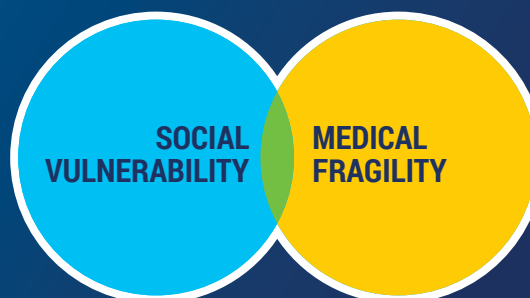## Community & Patient Organization

WORKING TOGETHER TO HELP THOSE IMPACTED BY COVID-19

Patient and Community Support for COVID-19

Including:

- End-stage renal disease
- Mental health and behavioral
- Aging and elderly
- Homeless

Community support focused at the intersection of needs – Social vulnerability and medical fragility

SUPPORT FOR PATIENT GROUPS

SUPPORT FOR COMMUNITY GROUPS

SOCIAL VULNERABILITY

MEDICAL FRAGILITY

As the outbreak of COVID-19 evolves in the United States and around the globe, both the private and public sectors are joining forces to find solutions and fill gaps in the system to address this global public health crisis. Health organizations across the supply chain are tirelessly working to develop ways to diagnose, prevent, and treat those affected by the novel coronavirus.

Healthcare Ready (healthcareready.org), a nonprofit organization that works to build and enhance the resilience of communities before, during, and after disasters, has joined forces with several partners to provide communities (including communities of color and those with marginalized populations) with donations of personal protective equipment, medicines, and critical supplies. Healthcare Ready was founded in 2006 after Hurricane Katrina as a public-private partnership to focus on connecting patients to available healthcare during disasters. This toolkit explains how your community can benefit from the support that Healthcare Ready and its partners are providing.

HOW CAN YOUR ORGANIZATION WORK WITH HEALTHCARE READY?

Healthcare Ready is partnering with Pharmaceutical Research and Manufacturers of America (PhRMA), the Biotechnology Innovation Organization (BIO), the Healthcare Distribution Alliance (HDA), and the National Association of Chain Drug Stores (NACDS) to launch a streamlined donation process to allow companies across the healthcare industry to provide in-kind and monetary support for critical needs.

Examples of requests that Healthcare Ready can support include:

- Procuring personal protective equipment
- Facilitating the delivery of medical supplies to healthcare groups and community organizations
- Providing assistance to help patients navigate their healthcare needs such as how they can refill their prescription medications during a crisis
- Providing technical assistance and capacity building to determine resources and approaches to ensure continuity of care for patients – especially in high-risk groups

These requests and donations can be made by contacting alerts@healthcareready.org or calling 1-866-247-2694.

Resources – including maps and FAQ documents – can be found at healthcareready.org/covid19.

WHICH PROGRAMS AND SERVICES DOES HEALTHCARE READY PROVIDE THAT CAN BENEFIT MY COMMUNITY?

- **COVID-19 Resource Hub:** As response efforts continue, Healthcare Ready continues to monitor and track resources for patients and the organizations that serve them. Resources and toolkits for individuals and patients include state-level insurance emergency orders on prescription refills, tips to protect yourself from COVID-19, and telehealth coverage policies for COVID-19. The Resource Hub also includes relevant pandemic business continuity resources for the healthcare supply chain including best practices for disinfection and infection control and guidance for workforce protection, including preparedness resources and toolkits. Feel free to contact Healthcare Ready with any inquiries about additional resources or unmet needs in your communities.
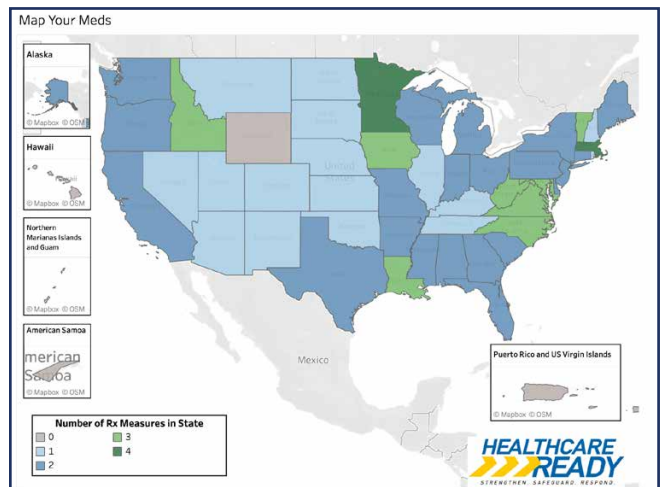
  For COVID-19, Healthcare Ready is also releasing weekly "Situation Reports" to partners. To sign up, visit http://alerts@ healthcareready.org.

- **Map Your Meds:** This map allows patients to find information on changes to prescription medication rules and laws in your state due to the current outbreak of COVID-19. Use this resource by visiting www.healthcareready.org/covid19-patient-resources/meds/.

- **Rx Open:** Rx Open helps patients get access to medicine in an emergency by mapping the location of open and closed pharmacies in a disaster-stricken area on the free www.RxOpen.org and www.HealthcareReady.org/RxOpen websites. Relief agencies rely on Rx Open to ensure people in shelters have access to pharmacies. The resource also includes American Red Cross shelters. Rx Open has been turned on for the entire US and US territories.

- **Rx On the Run:** Are you prepared if a disaster strikes? Many people stock up on water, bread and canned goods, but forget about their medicines during a crisis. Patients can use Rx on the Run at www.HealthcareReady.org/rx-on-the-run to print a personalized wallet card that documents their prescriptions and other important medical information.

ADDITIONAL RESOURCES THAT CAN BENEFIT YOUR ORGANIZATION:

- **Medicine Assistance Tool (MAT), created by PhRMA:** MAT is a search engine that contains information on more than 900 public and private assistance programs that can help people access their medicines. Constituents can use this search engine and get more information about medicine costs by visiting www.mat.org.

  You may also call 2-1-1 – available across several localities in the US – to ask about local services that may help you pay for your medications.

INFORM THOSE YOU SERVE

We encourage you to share or repost Healthcare Ready information on your social media channels, as well as in your newsletters or through public service announcements. If you wish to create your own content surrounding Healthcare Ready resources, below is suggested messaging:

SOCIAL MEDIA CONTENT SAMPLE

- **Example 1:** We're all working to find credible, factual information around #COVID19. The team at @HC_Ready has created a COVID-19 hub of information including emergency prescription refills, tips to protect yourself, and telehealth coverage. Learn more here: bit.ly/COVID19-patient-resources

- **Example 2:** Wondering how you can prepare your medications during emergencies like #coronavirus? @HC_Ready developed the #RxOpen map so you can find open pharmacies near you: bit.ly/Rx-Open

- **Example 3:** The team at @HC_Ready launched a #MapYourMeds state-by-state interactive map to keep you up to date on emergency #Rx refills, #health insurance waivers, and early refills during #COVID19: https://bit.ly/2XWjNpz

- **Example 4:** Many people are stocking up on water, bread and canned goods during #COVID19, but forget about their medicines. Download your personalized #RxOnTheRun wallet card to keep track of your #Rx and other important medical information: https://bit.ly/2yBKXHE @HC_Ready

- **Example 5:** Having trouble paying for your #prescriptions? @PhRMA #MedicineAssistanceTool was built to connect patients with resources that may help lower out-of-pocket costs. Tell your friends! https://bit.ly/3cBeMqL

NEWSLETTER CONTENT SAMPLE

As COVID-19 continues to impact the United States, people have been stocking up on food and supplies. While you plan for the unexpected, did you remember to include your prescription medications as an essential part of your preparedness routine? Use these five helpful resources by Healthcare Ready to help you prepare:

- **Rx Open**: Rx Open helps patients get access to medicine in an emergency by mapping the location of open and closed pharmacies in a disaster stricken area on the free www.RxOpen.org and www.healthcareready.org websites.

- **Rx On the Run:** You can use Rx on the Run to print a personalized wallet card that documents their prescriptions and other important medical information. Print your personalized wallet card here: https://healthcareready.org/rx-on-the-run/.

- **Map Your Meds:** This interactive map provides information on changes to prescription medication rules and laws in your state including prescription refills, insurance waivers, and early refills. Use this resource by visiting www.healthcareready.org/covid19-patient-resources/meds/.

- **Medicine Assistance Tool created by PhRMA:** This dedicated search engine allows eligible users to search for financial assistance resources available through the various biopharmaceutical industry programs. Patients can use this search engine by visiting www.mat.org.

- **COVID-19 Resource Hub:** As response efforts continue, Healthcare Ready continues to monitor and track resources for individuals and patients including state-level insurance emergency orders on prescription refills, tips to protect yourself from COVID-19, and telehealth coverage policies for COVID-19. The resources hub also includes relevant pandemic business continuity resources for the healthcare supply chain including best practices for disinfection and infection control and guidance for workforce protection.

Use healthcare experts and providers as your first source of information. Always check with your healthcare provider, pharmacist and insurance provider first to determine a plan for upkeeping your health during a disaster. Check out Healthcare Ready's COVID-19 Patient Resource Center for steps you can take today to prepare your health for disasters.

PUBLIC SERVICE ANNOUNCEMENT SCRIPT

During a disaster, many people stock up on water, bread and canned goods, but forget about their medicines. Remember to include your prescription medications as an essential part of your preparedness routine! Learn more about Healthcare Ready's patient support resources by visiting www.HealthcareReady.org.

WEB BANNER

Download this web banner to include on your website to direct those you serve to Healthcare Ready resources at Healthcare Ready's COVID-19 Patient Resource Center.

300x100

STAY CONNECTED WITH HEALTHCARE READY

HEALTHCARE READY IS HERE FOR YOU

Healthcare Ready will continue to closely monitor the following efforts around the COVID-19 pandemic and leveraging its relationships with the healthcare supply chain, patient organizations, and providers to address current needs to fill gaps in the system by:

ENSURING SUPPLY CHAIN INTEGRITY: Proactively engaging with organizations throughout the supply chain to facilitate access to needed pharmaceuticals, personal protective equipment, and other critical medical supplies to areas of critical need during this crisis.

STRENGTHENING PARTNERSHIPS WITH US HEALTH SYSTEM PARTNERS: Coordinating with federal partners at the US Department of Health and Human Services (HHS) and the Federal Emergency Management Agency (FEMA) to understand healthcare and public health impacts and needs while monitoring the response and concerns of the US health system to mitigate the outbreak domestically.

TRACKING GLOBAL RESPONSE EFFORTS: Monitoring global response efforts to contain the outbreak, including tracking the impacts of travel advisories, quarantines, and other actions that have implications for the healthcare capacity and response across the US. These tools inform recommendations to government partners to reduce the potential for disruptions in the supply chain.

COORDINATING MONETARY & IN-KIND SUPPORT: Maintaining a close pulse on humanitarian assistance efforts, including monetary and in-kind support, to prioritize and coordinate donations and supplies to the hardest hit areas in need.

DIRECT SUPPORT TO COMMUNITIES AND PATIENTS: Providing technical assistance and response support to communities, especially those with a high number of COVID-19 cases and a high proportion of patients diagnosed with chronic diseases. Healthcare Ready is focused on disseminating resource on preparedness, emergency prescription measures, and other healthcare access information.

CONTACT HEALTHCARE READY

Questions about our services and resources, including requests for information, assistance or additional resources can be sent to Healthcare Ready via:

- Email:
  - Response-related questions or assistance: Alerts@HealthcareReady.org
  - General outreach to Healthcare Ready: ContactUs@HealthcareReady.org
- Hotline: 1-866-247-2694
- Sign up for Healthcare Ready's weekly "Situation Reports" that provide routine overviews on the response and critical information that can help you protect your communities. Request to be added to the email list here: http://www.healthcareready.org/contact-us

SUBSCRIBE TO OUR SOCIAL MEDIA CHANNELS

- Twitter: @HC_Ready
- Facebook: fb.com/HealthcareReady
- LinkedIn: linkedin.com/company/healthcare-ready

HealthcareReady.org