



# Rx RESPONSE

Medicine to Patients in Times of Emergency



## The Pharmacy Status Reporting Tool Frequently Asked Questions

*In a first-of-its-kind initiative, Rx Response has developed the Pharmacy Status Reporting Tool to report which pharmacies are open in declared disaster areas. This free, online asset offers a user-friendly format for citizens to quickly identify the location of the nearest open pharmacy, thus minimizing disruption to medicine supplies.*

### 1) What is Rx Response?

**Rx Response** was developed as an initiative of America's pharmaceutical supply system in 2007 to help ensure the availability of medicine to patients during a severe public health emergency. **Rx Response** acts as a single point of contact for the entire pharmaceutical supply system and federal and state emergency management officials to communicate pharmaceutical needs and other issues which may impact the supply system.

The communications are actively monitored by all segments of the pharmaceutical supply system to ensure the fastest possible resolution.

### 2) Who might find the Rx Response Pharmacy Status Reporting Tool useful?

- > Anyone who needs medicine in a disaster area
- > Emergency rooms, acute care clinics and physicians' offices for patient referrals
- > Pharmaceutical distributors and manufacturers
- > Emergency management and public health officials

### 3) Will my pharmacy be open normal business hours and will they have the medicine I need?

The **Pharmacy Status Reporting Tool** includes not only operating status information, but also contact information, including address and phone number. With this information, you can call a pharmacy to inquire about hours of operation or the supply of a specific medicine.

### 4) Can I narrow my search to find a pharmacy in my neighborhood?

Yes. Users can narrow their search by providing information such as a zip code or street address within their city, county or state. The reporting tool will automatically compile a list of the nearest open pharmacies based on the address where a person is located. The open pharmacy locations will be provided as an excel spreadsheet to emergency managers and in map format for emergency managers and consumers on the **RxResponse.org** website. (see sample below)



Pharmacy Status Reporting Tool as used during the January 2009 Kentucky Ice Storms.



(continued on back)



# Rx RESPONSE

Medicine to Patients in Times of Emergency



## The Pharmacy Status Reporting Tool – Frequently Asked Questions

(continued from front)

### 5) What does it cost to access the Pharmacy Status Reporting Tool?

There is no cost. The Pharmacy Status Reporting Tool is a free public service.

### 6) Where can I access the Pharmacy Status Reporting Tool?

When activated for a disaster, the Pharmacy Status Reporting Tool is available on the Resources for Emergency Management page of the Rx Response website ([www.rxresponse.org/em](http://www.rxresponse.org/em)).

### 7) How does the Pharmacy Status Reporting Tool work?

**Rx Response** made the assumption that if pharmacies are billing prescriptions to insurance companies, they are open for business. Based on that assumption, **Rx Response** partnered with the National Council for Prescription Drugs Program (NCPDP) to develop a process to identify pharmacies in the disaster area that are submitting prescription claims. **Rx Response** then makes this information available through the Pharmacy Status Reporting Tool.

### 8) Has the Pharmacy Status Reporting Tool ever been tested?

Yes. During the Kentucky ice storms in January 2009, this tool was activated for the first time. Kentucky emergency management officials were very pleased to have the information provided to them about open pharmacies.

### 9) What else should I know about my medicines in a disaster?

Many people stock up on water, bread, and canned goods in preparation for a disaster, but forget about their medication. **Rx Response** has developed a tool to help you prepare for your medication needs during a severe public health emergency.

Visit [www.RxResponse.org](http://www.RxResponse.org) for helpful preparation tips and to download your personalized wallet Medication Card.



Rx Response Coalition Partners:

