

## Disaster Preparedness Checklist

The following checklist offers some suggestions to help minimize the potential consequences of a disaster.

Also visit the **Pharmacy Disaster Support Center** at [www.rxdisaster.com](http://www.rxdisaster.com) for disaster-specific checklists, resources, and tools related to preparedness, response, and recovery.



1. Compile primary phone numbers
  - State board of pharmacy
  - Computer company
  - DEA/fire and police departments
  - Insurance agents(s)/landlord
  - Wholesalers and major suppliers
  - Employees
  - Utility companies
2. List of all vendors
  - Mail and email addresses
  - Phone and fax numbers, including help desk
  - Complete representatives' information, including after-hours phone numbers
  - Phone/electric/cable/DSL/computer
3. Maintain important documents—copies of current licenses
  - State license/DEA license/pharmacist and tech licenses
  - Diplomas
  - Controlled substance inventories
  - State tax license/federal tax license
  - Copies of your corporate charge cards
  - Copies of your bank account numbers
  - Any other license or posted notice that would normally be required to be posted at your business site
  - All of your insurance documents
  - Original drafts/all riders/all changes
4. Have the ability to store the appropriate quantity of invoices/claim advices/contracts/etc.
5. Take pictures of everything (including aisles, fixtures, basement, technology, and office areas).
6. Retake pictures when needed—keep a current visual history of your business.
7. Create a “before” video
  - Use of video and narration of damage reduces the time needed by the insurance adjuster to make a decision on damage.
  - Update video p.r.n.
8. Back-up tapes/CDs/hard drives
  - Dual/redundant external hard drives—back up each day
9. Full system backup (Rx and POS)
  - Business office computers
  - Take home each day and swap out next day
10. Before entering the damage area:
  - Check with police/fire departments and utility companies
  - Work in pairs
  - Wear protective clothing
11. Form a “cooperative agreement” with another pharmacy on an in-case-of-emergency basis.
12. Scope out potential storage sites.
13. Maintain a good rapport with your business neighbors.
14. Consider having an off-site answering service or device.
15. Delegate authority when possible to key personnel who will obtain and maintain store information that can aid your business during a transitional period.
16. Prepare a policy analysis and claim strategy.
17. Set up a post-loss plan to protect your operations and market, and to notify your customers, banks, and suppliers.
18. Pre-prepare a public relations program to inform all stakeholders and the public of the store’s status and where they can obtain their medications.
19. Know the players, including insurance company representatives.
20. Make the decisions that are best for the survival of your company.