

Emergency Access to Prescriptions Plan (Policy and Procedures)

Program	Emergency Plans – Module 1	Policy Number	EM-01.07 (v. 2.20)
Applies to	Charge Nurse, Director of Care, Assistant Director of Care, Maintenance, Medical Director, Scheduling Supervisor		
Effective Date	October 20, 2022	Replaces	N/A

PURPOSE: This policy outlines the procedures required to ensure residents have timely access to all prescribed medications during any potential emergency in compliance with the *Fixing Long-Term Care Act, 2021*.

DEFINITIONS: N/A

POLICY: The key requirements of this policy are as follows:

- 1) The Homes will ensure that required procedures and medical supply provisions are in place to ensure residents have timely access to all prescribed medications during any emergency.
- 2) This policy will be activated by the Director of Care, as required by evacuation, relocation, loss of technology, interruptions in pharmacy services or staffing shortages.

Note: Director of Care will consult with the Director, Seniors Services on whether to activate the Incident Management System (IMS) if it has not already been activated.

- 3) Requirements of all medication manual policies must continue to be met throughout emergency response. See **Medication Management System Program Policies and Procedures**.

PROCEDURES: This section contains procedures for the following:

- A: Crisis- Full Evacuation**
- B: Relocation of residents**
- C: Loss of technology**
- D: Loss of regular pharmacy provider**
- E: Staffing shortages**

A. Crisis- Full Evacuation

After residents have been evacuated, Director of Care/Assistant Director of Care will:

- Prioritize (1) access of medication records and (2) medication ordering, in collaboration with the Medical Director/Most Responsible Physician(s) and pharmacy provider, based on resident population priorities
- Access resident medical records remotely:
 - Through the Homes' electronic record system and Electronic Medication Administration Record (EMAR), or
 - Coordinate with alternate Home site to print medication records (if remote access to the Homes' electronic record system and EMAR is not possible), or
 - Request EMAR sheets from pharmacy provider if required
- Coordinate medication orders for emergency delivery. See **Appendix A: Contact Information for Homes' current pharmacy provider**

Pharmacy provider will:

- Replace and dispense all required medications in a timely manner
- Deliver required medication to alternate locations along with pharmacy supplies and equipment
- Print and deliver EMAR Sheets and/or Prescriber's Medication Review, as requested
- Provide ongoing refills to the alternate location for the duration of the evacuation
- Contact the applicable pharmacy immediately to inform of resident transfers to any temporary facilities

B. Relocation of residents from Home to another site

If safe to do so, Director of Care/Assistant Director of Care will:

- In collaboration with the Maintenance Team, delegate staff members to securely transport medication carts, resident charts, emergency drug supply box and refrigerated medications to transportation partners. See **Appendix A: Evacuation Transportation Plan in Evacuation Plan – CODE GREEN (Policy and Procedures)**

Note: Cooler bags are located in each Home Area medication room and ice packs are available in each Home Area refrigerator.

Note: A staff member must not leave the medication carts unattended. See **Obtaining and Keeping Drugs Policy and Procedures MM#5**

- Ensure medication records are transported. This will include the following actions based on preparation time available prior to relocation:
 - <1 hour: contact pharmacy provider to obtain EMARs during relocation process
 - 1-2 hours: locate and transport the most recent Medication Drug Review sheets as able
 - >2 hours: transport full resident charts coordinated with transportation partners
- Order required medication for delivery to relocation site based on resident population priorities in collaboration with Medical Director and pharmacy provider
- Set up secure medication storage at relocation site. See **Obtaining and Keeping Drugs Policy and Procedures MM#5**

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C. Loss of technology

Director of Care/Assistant Director of Care will:

- Access medication information through alternate sources in this order:
 - The Homes' electronic record system and/or EMARs through alternate Home if only one location is impacted, **or**
 - Contact pharmacy provider for last medication drug review for each resident, **or**

Medical Director will:

- Coordinate physician review of resident charts to re-create prescriptions if required

D. Loss of regular pharmacy provider

Director of Care (or designate) will:

- Contact local pharmacies to fill prescriptions, as required

E. Staffing Shortages

Director of Care/Assistant Director of Care will:

- Follow procedures in the **Seniors Services Business Continuity Plan** and the **Written Staffing Plan (Policy and Procedures)**
- Reach out to Home and Community Care Support Services Central (HCCSS Central) for support, if requested by Medical Director

Medical Director will:

- Assess if additional physicians or registered nurses in the extended class are required and:
 - Contact physicians from current roster for both Homes
 - Request additional support through the Director of Care if required

ROLES AND RESPONSIBILITIES:

Role	Responsibilities
Charge Nurse	<ul style="list-style-type: none"> • Lead communications with pharmacy provider to order and facilitate deliveries of medications
Director of Care/Assistant Director of Care	<ul style="list-style-type: none"> • Coordinate with Medical Director for prioritization of residents' medical needs and to ensure medical service resources provide adequate support • Lead response plan for prescription medications • Transport medications and medication records (if required) during evacuation. See Evacuation Plan – CODE GREEN (Policy and Procedures)
Maintenance	<ul style="list-style-type: none"> • Transport medications and medication records (if required) during evacuation. See Evacuation Plan – CODE GREEN (Policy and Procedures)



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Medical Director	<ul style="list-style-type: none"> Advise and provide oversight on matters relating to medical care of the residents Ensure staffing requirements are met for physicians
Most Responsible Physician (MRP)	<ul style="list-style-type: none"> Assist with prioritizing medication needs based on knowledge of resident population
Pharmacy Provider	<ul style="list-style-type: none"> Deliver medication, supplies and records, as requested Communicate with pharmacy for resident location transfers
Scheduling Supervisor	<ul style="list-style-type: none"> Work with nursing management to coordinate staffing needs. See Written Staffing Plan Policy and Procedures
Emergency and Contingency Planning Specialist	<ul style="list-style-type: none"> Provide education and training on Emergency Plans
Education and Wellbeing Team	<ul style="list-style-type: none"> Maintain staff records of education and training

Authority	<i>Fixing Long-Term Care Act, 2021, s.90; Ontario Regulation 246/22 s. 131-133, 138-140, 145, 268 (4); Personal Health Information Protection Act, 2004; CARF Aging Services Standards; and York Region Seniors Services Administration</i>		
Related Resources	<ul style="list-style-type: none"> Appendix A: Contact Information for Homes' current pharmacy provider (August 2022) Related Home Policies: Obtaining and Keeping Drug Policy and Procedures MM#5; Emergency Drug Supply Policy and Procedures MM#6; Administration of Drugs Policy and Procedures MM#9; Drug Records Policy and Procedures MM#12; Emergency Planning Policies and Procedures Current Pharmacy Provider's Care Home Disaster Plan as of Dec. 13, 2021 LTC Emergency Preparedness Manual 		
Policy Contact	Senior Program Analyst	Review Period	Annually