

EMERGENCY PLANNING FOR THE HOME CARE PATIENT

This pamphlet has been provided by St. Matthews Specialty Pharmacy to help you plan your actions in case there is a natural disaster where you live. Many areas of the United States are prone to natural disasters like hurricanes, tornadoes, floods, and earthquakes.

Every patient receiving care or services in the home should think about what they would do in the event of an emergency. Our goal is to help you plan so that we can try to provide you with the best, most consistent service we can during the emergency.

Know What to Expect

If you have recently moved to this area, take the time to find out what types of natural emergencies have occurred in the past, and what types might be expected. Find out what, if any, time of year these emergencies are more prevalent. Find out when you should evacuate and when you shouldn't.

For patients in the immediate local area, The Jefferson County Emergency Management Agency (EMA) has an emergency public health preparedness plan outlining what to expect and how to prepare for a disaster at <https://louisvilleky.gov/government/health-wellness/emergency-public-health-preparedness>. You can contact them by phone at 502-574-6520. Your local Red Cross, local law enforcement agencies, local news and radio stations will also provide information and tips for planning.

Know Where to Go

One of the most important pieces of information you should know is the location of the closest emergency shelter. These shelters are opened to the public during voluntary and mandatory evacuation times. They are usually the safest place for you to go other than a friend or relative's home in an unaffected area.

Know What to Take with You

If you are going to a shelter, there will be restrictions on what items you can bring with you. Bring all your medications and supplies with you to the shelter if possible. Not all shelters have adequate storage facilities for medications that need refrigeration. We recommend that you call ahead and find out which shelter in your area will let you bring your medications and medical supplies. In addition, let them know if you will be using medical equipment that requires an electrical outlet.

Reaching Us if There Are No Phones

How do you reach us during a natural emergency if the phone lines don't work and/or the internet is down?
How would you contact us?

You may contact us using a cellular phone service. The emergency cellular number to contact us will be provided on the website and social media contact page or by social media messenger. If you have no way to call our cellular phone, you can try to reach us by having someone you know call us from their cellular phone. (Cellular phone companies often set up communication centers during natural disasters. If one is set up in your area, you can ask them to contact us.) If the emergency was unforeseen and we cannot get in touch with you, we will try to contact you through local law enforcement agencies.

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An Ounce of Prevention

We would much rather prepare you for an emergency ahead of time than wait until it has happened and then send you the supplies you need. To do this, we need for you to give us as much information as possible before the emergency. We may ask you for the name and phone number of a close family member, or a close friend or neighbor. We may ask you where you will go if an emergency occurs. Will you go to a shelter or a relative's home? If your doctor has instructed you to go to a hospital, which one is it? Having the address of your evacuation site, if it is in another city, may allow us to service your therapy needs through another company.

Helpful Tips

- Get a cooler and ice or freezer gel-packs to transport your medication if they require refrigeration.
- Get all of your medication information and take them with you if you evacuate.
- Pack one week's worth of supplies in a plastic-lined box or waterproof tote bag or tote box. Make sure the seal is watertight.
- Make sure to put antibacterial soap and paper towels into your supply kit.
- If possible, get waterless hand disinfectant. It comes in very handy if you don't have running water.
- If you are going to a friend or relative's home during evacuation, leave their phone number and address with St. Matthews Specialty Pharmacy and your home nursing agency.
- When you return to your home, contact your home nursing agency and St. Matthews Specialty Pharmacy so we can visit and see what supplies you need.

For More information

There is much more to know about planning for and surviving a natural emergency or disaster. Additional nationwide information and resources can be found at <https://www.ready.gov/>. Ready is a national public service campaign designed to educate and empower the American people to prepare for, respond to and mitigate emergencies, including natural and man-made disasters.

Review the information from [ready.gov](https://www.ready.gov/). The information includes:

- Get informed about hazards and emergencies that may affect you and your family.
- Develop an emergency plan.
- Collect and assemble disaster supplies kit, which should include:
 - Three-day supply of non-perishable food
 - Three-day supply of water - one gallon of water per person, per day
 - Portable, battery-powered radio or television and extra batteries
 - Flashlight and extra batteries
 - First aid kit and manual
 - Sanitation and hygiene items (moist towelettes and toilet paper)
 - Matches and waterproof container
 - Whistle
 - Extra clothing
 - Kitchen accessories and cooking utensils, including a can opener
 - Photocopies of credit and identification cards
 - Cash and coins

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- Special needs items, such as prescription medications, eyeglasses, contact lens solutions, and hearing
- aid batteries
- Items for infants, such as formula, diapers, bottles, and pacifiers
- Other items to meet your unique family needs
- Learn where to seek shelter from all types of hazards.
- Identify the community warning systems and evacuation routes.
- Include in your plan-required information from community and school plans.
- Learn what to do for specific hazards.
- Practice and maintain your plan.

An Important Reminder!

During any emergency situation, if you are unable to contact our company and you are in need of your prescribed medication, equipment or supplies, ***you must go to the nearest emergency room or other treatment facility for treatment.***

HOW TO MAKE YOUR HOME SAFE FOR MEDICAL CARE

At St. Matthews Specialty Pharmacy, we want to make sure that your home medical treatment is done conveniently and safely. Many of our patients are limited in strength or unsteady on their feet. Some are wheelchair- or bed-bound. These pages are written to give our patients some easy and helpful tips on how to make the home safe for home care.

Infection Control Education for the Patient

- Select a clean, well-lit flat surface, such as a table.
- Assemble the additional supplies you will need for your injection.
- Wash your hands with soap and warm water.
- Wipe injection site with an alcohol swab.
- If needed, you may cover the injection site with a bandage.

Patients receiving specialty medications that are injected by the patient at home or are immunosuppressive agents are asked a question regarding infection status at each refill and documented.

Fire Safety and Prevention

- Smoke detectors should be installed in your home. Make sure you check the batteries at least once a year.
- If appropriate, you may consider carbon monoxide detectors as well. Ask your local fire department if you should have one in your home.
- Have a fire extinguisher in your home, and have it tested regularly to make sure it is still charged and in working order.
- Have a plan for escape in the event of a fire. Discuss this plan with your family.

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- If you use oxygen in your home, make sure you understand the hazards of smoking near oxygen. Review the precautions. If you aren't sure, ask your oxygen provider what they are.
- If you are using electrical medical equipment, make sure to review the instruction sheets for that equipment. Read the section on electrical safety.

Electrical Safety

- Make sure that all medical equipment is plugged into a properly grounded electrical outlet.
- If you have to use a three-prong adapter, make sure it is properly installed by attaching the ground wire to the plug outlet screw.
- Use only good quality outlet "extenders" or "power strips" with internal circuit breakers. Don't use cheap extension cords.

Safety in the Bathroom

Because of the smooth surfaces, the bathroom can be a very dangerous place, especially for persons who are unsteady.

- Use non-slip rugs on the floor to prevent slipping.
- Install a grab-bar on the shower wall, and non-slip footing strips inside the tub or shower.
- Ask your medical equipment provider about a shower bench you can sit on in the shower.
- If you have difficulty sitting and getting up, ask about a raised toilet seat with arm supports to make it easier to get on and off the toilet.
- If you have problems sensing hot and cold, you should consider lowering the temperature setting of your water heater so you don't accidentally scald yourself without realizing it.

Safety in the Bedroom

It's important to arrange a safe, well-planned and comfortable bedroom since a lot of your recuperation and home therapy may occur there.

- Ask your home medical provider about a hospital bed. These beds raise and lower so you can sit up, recline and adjust your knees. A variety of tables and supports are also available so you can eat, exercise and read in bed.
- Bed rails may be a good idea, especially if you tend to roll in bed at night.
- If you have difficulty walking, inquire about a bedside commode so you don't have to walk to the bathroom to use the toilet.
- Make sure you can easily reach the light switches and other important things you might need through the day or night.
- Install night-lights to help you find your way in the dark at night.
- If you are using an IV pole for your IV or enteral therapy, make sure that all furniture, loose carpets and electrical cords are out of the way so you do not trip and fall while walking with the pole.

Safety in the Kitchen

Your kitchen should be organized so you can easily reach and use the common items, especially during your recuperation while you are still a bit weak.

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- Have a friend or health care worker remove all common small appliances and utensils from cabinets and place them on your counters where you can easily use them.
- Have a chair brought into the kitchen to the counter work area if you have difficulty standing.
- Make sure you are careful lifting pots and pans. Not only might they be hot, but they can be heavy as well. Use padded mitts to firmly grasp pans and pots on both sides.
- Ask your kitchen or hardware store about utensils for manually impaired or arthritic persons, including:
 - Basic electric can openers
 - Bottle and jar openers
 - Large-handled utensils
- When working at your stove, be very careful that intravenous, tube feeding tubing or oxygen tubing do not hang over the heat. They can be flammable.

Getting Around Safely

If you are now using assistant devices for ambulating (walking), here are some key points:

- Install permanent or temporary guardrails on stairs to give you additional support if you are using a cane or are unsteady.
- If you are using a walker, make sure that furniture and walkways are arranged to give you enough room.
- If you are using a walker or wheelchair, you may need a ramp for getting into or out of the house.
- Ramps can be purchased ready-made or may be constructed for you. Talk to your home medical equipment provider about available options.

MAKING DECISIONS ABOUT YOUR HEALTH CARE

Advance Directives are forms that say, in advance, what kind of treatment you want or don't want under serious medical conditions. Some conditions, if severe, may make you unable to tell the doctor how you want to be treated at that time. Your Advance Directives will help the doctor to provide the care you would wish to have.

Most hospitals and home health organizations are required to provide you with information on Advance Directives. Many are required to ask you if you already have Advance Directives prepared. This pamphlet has been designed to give you information and may help you with important decisions. Laws regarding Advance Directives vary from state to state. We recommend that you consult with your family, close friends, your physician and perhaps even a social worker or lawyer regarding your individual needs and what may benefit you the most.

What Kinds of Advance Directives Are There?

There are two basic types of Advance Directives available: a Living Will and a Durable Power of Attorney.

A **Living Will** gives information on the kind of medical care you want (or do not want) become terminally ill and unable to make your own decision. It is called a "Living" Will because it takes effect while you are living. Many

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states have specific forms that must be used for a Living Will to be considered legally binding. These forms may be available from a social services office, law office or a library. In some states, you are allowed to simply write a letter describing what treatments you want or don't want. In all cases, your Living Will must be signed, witnessed, and dated. Some states require verification.

A **Durable Power of Attorney** is a legal agreement that names another person (typically a spouse, family member or close friend) as an "agent" or "proxy." This person would then be able to make medical decisions for you if you should become unable to make them for yourself. A Durable Power of Attorney can also include instructions regarding specific treatments that you want or do not want in the event of serious illness.

What Type of Advance Directive is Best for Me?

This is not a simple question to answer. Each individual's situation and preferences are unique.

For many persons, the answer depends on their specific situation or personal desires for their health care. Sometimes the answer depends on the state in which you live. In some states, it is better to have one versus the other. Many times, you can have both, either as separate forms or as a single combined form.

What Do I Do If I Want an Advance Directive?

- First, consult with your physician's office or home care agency about where to get information specific for your state.
- Once you have discussed the options available, consult with any family members or friends who may be involved in your medical care. This is extremely important if you have chosen a friend or family member as your agent/proxy in the Durable Power of Attorney.
- Be sure to follow all requirements in your state for your signature, witness signature, notarization (if required) and filing.
- You should provide copies of your Advance Directive(s) to people you trust, such as close family members, friends and/or caregiver(s). The original document should be filed in a secure location known to those to whom you give copies.
- Keep another copy in a secure location. If you have a lawyer, they will keep a copy as well.

How Does My Health Care Team Know I Have an Advance Directive?

You must tell them. Many organizations and hospitals are required to ask you if you have one. Even so, it is a good idea to tell your physicians and nurses that you have an Advance Directive, and where the document can be found.

Many patients keep a small card in their wallet that states the type of Advance Directive they have, where a copy of the document(s) is located, and a contact person, such as your Durable Power of Attorney agent/proxy, and how to contact them.

What If I Change My Mind?

You can change your mind about any part of your Advance Directive, or even about having an Advance

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Directive, at any time.

If you would like to cancel or make changes to the document(s), it is very important that you follow the same signature, dating and witness procedure as the first time, that you make sure all original versions are deleted or discarded, and that all health care providers, your caregiver(s), your family and friends have a revised copy.

What If I Don't Want an Advance Directive?

You are not required by law to have one. Many home care companies are required to provide you with this basic information, but what you choose to do with it is entirely up to you.

For More Information

This pamphlet has been designed to provide you with basic information. It is not a substitute for consultation with an experienced lawyer or knowledgeable social worker. These persons, or your home care agency, can best answer more detailed questions, and help guide you towards the best Advance Directive for you.

DRUG DISPOSAL TECHNIQUES FOR PATIENTS

Follow any specific disposal instructions on the drug label or patient information that accompanies the medication. Do not flush prescription drugs down the toilet.

Take advantage of community drug take-back programs that allow the public to bring unused drugs to a central location for proper disposal. Call your city or county government's household trash and recycling service (see blue pages in phone book) to see if a take-back program is available in your community. The Drug Enforcement Administration, working with state and local law enforcement agencies, sponsors National Prescription Drug Take Back Days throughout the United States.

If no instructions are given on the drug label and no take-back program is available in your area, throw the drugs in the household trash, but first:

- Take them out of their original containers and mix them with an undesirable substance, such as used coffee grounds or kitty litter. The medication will be less appealing to children and pets and unrecognizable to people who may intentionally go through your trash.
- Put them in a sealable bag, empty can or other container to prevent the medication from leaking or breaking out of a garbage bag.

Additional Tips

- Before throwing out a medicine container, scratch out all identifying information on the prescription label to make it unreadable. This will help protect your identity and the privacy of your personal health information.
- Do not give medications to friends. Doctors prescribe drugs based on a person's specific symptoms and medical history. A drug that works for you could be dangerous for someone else.
- When in doubt about proper disposal, talk to your pharmacist.

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- The same disposal methods for prescription drugs could apply to over-the-counter drugs as well.

SYRINGE DISPOSAL FOR PATIENTS

Syringes, hypodermic needles, lancets and auto-injectors used for the administration or injection of medications into the body are often referred to as “sharps.” Sharps is a medical term for devices with sharp points or edges that can puncture or cut skin. They may be used at home, at work and while traveling to manage the medical conditions of people or their pets.

Once used, sharps can have the potential to spread certain blood-borne diseases to another person. Used needles and other sharps are dangerous to people and pets if not disposed of safely because they can injure people and spread infections that cause serious health conditions, such as HIV and hepatitis. Pet owners who use needles to give medicine to their pets should follow the same sharps disposal guidelines used for humans. It is important to dispose of sharps safely to prevent accidental spread of these types of infections.

How to Dispose of Sharps

Used sharps should be immediately placed in a sharps disposal container. FDA-cleared sharps containers are generally available through pharmacies, medical supply companies, health care providers and online. These containers are made of puncture-resistant plastic with leak-resistant sides and bottom. They also have a tight fitting, puncture-resistant lid. If an FDA-cleared container is not available, a heavy-duty plastic household container, such as a laundry detergent container, can be used as an alternative. When your sharps disposal container is about three-quarters (3/4) full, follow your community guidelines for proper disposal methods. Do not over-fill your sharps container.

How to Dispose of a Sharps Container

Sharps disposal guidelines and programs vary depending on where you live. Check with your local trash removal services or health department (listed in the city or county government (blue) pages in your phone book) to see which of the following disposal methods are available in your area. For more information specific to your state, call Safe Needle Disposal at 1-800-643-1643 or email info@safeneedledisposal.org.

What To Do If You Are Accidentally Stuck by a Used Needle or Other Sharp

If you are accidentally stuck by another person’s used needle or other sharp:

- Wash the exposed area right away with water and soap or use a skin disinfectant (antiseptic) such as rubbing alcohol or hand sanitizer.
- Seek immediate medical attention by calling your physician or local hospital.

Follow these same instructions if you get blood or other bodily fluids in your eyes, nose or mouth or on your skin.

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GRIEVANCE / COMPLAINT REPORTING

You may lodge a complaint regarding your St. Matthews Specialty Pharmacy service without concern for reprisal, discrimination or unreasonable interruption of service. To place a grievance, please call 844-690-4462 to discuss your concerns directly with the pharmacy. You may also contact the company using the Cordant Compliance Hotline at 833-222-4169. We will not take action against you for filing a complaint. You may also file a complaint with the Secretary of the U.S. Department of Health and Human Services by mail at 200 Independence Ave. S.W., Washington DC 20201, by calling 877-696-6775, or by visiting www.hhs.gov/ocr/privacy/hipaa/complaints/. Complaints should be resolved within 5 working days.

You may also make inquiries or complaints about this company by contacting the state Board of Pharmacy at 502-564-7910 or pharmacy.board@ky.gov; Medicare at 1-800-MEDICARE; the Accreditation Commission for Health Care (ACHC) at 919-785-1214; and/or the Utilization Review Accreditation Commission at <https://www.urac.org/contact/file-a-grievance/>.