

# POD/Dispensing Partner Plan Template

Name of Organization \_\_\_\_\_

Address: \_\_\_\_\_

## Type of Organization

- Business   
  Faith Based Organization   
  Community Based Organization  
 Education   
  Government Agency   
  Healthcare   
  Other

## Part 1: Protect Your Assets – Prepare your Employees

Prepare your organization to dispense medications by creating a dispensing plan that addresses your organization’s specific needs. *Each organization is unique in the number and type of employees and in its business operations and the type of services offered and clients served. All of these factors will affect how you dispense medications to your employees and clients. This template was created to assist organizations to plan for and set up their own Closed Point of Dispensing site.*

### 1.) Appoint A Committee:

#### Identify a Coordinator & Two Back Up Coordinators

Dispensing Partner Coordinator (Primary Contact Person)	
Name	
Position/Title	
Work Phone #	
Home Phone #	
Cell/Pager #	
E-mail Address	
First Back-Up Coordinator	
Name	
Position/Title	
Work Phone #	
Home Phone #	
Cell/Pager #	
E-mail Address	
Second Back-Up Coordinator	
Name	
Position/Title	
Work Phone #	
Home Phone #	
Cell/Pager #	
E-mail Address	

**2.) Determine Who Your Site Will Serve:**

*Medications Will Be Dispensed To:*

Estimate the number of people to whom you will dispense medications for each group below.

\*Estimates of family members can be calculated by multiplying the number of employees and clients by **2.5** (average number of persons per household).

<b>Employee / Client Information</b>	<b>Number of Older Adults age 65+</b>	<b>Number of Adults Age 18-64 and children over 80 lbs.</b>	<b>Number of Children under 18 and weigh less than 80 lbs.</b>
<b>Employees, volunteers &amp; contractors to be served</b>			
<b>Family Members of Employees, volunteers &amp; contractors</b>			
<b>Clients and others to be served</b>			
<b>Family Members of clients and others to be served</b>			
<b>Totals</b>			

**Client/Patient Information**

Our clients/patients are: *(Check as many as apply.)*

- Not applicable, we will not be dispensing to clients
- Homebound
- Living in a Residential Facility (Facility name(s): \_\_\_\_\_)
- Living in a Skilled Nursing or Similar Facility (Facility name(s): \_\_\_\_\_)
- Disabled
- Seniors
- Inpatient Hospital
- Clinic Patients
- Clients with behavioral health challenges
- Homeless
- Children
- Incarcerates
- Uninsured/Underinsured
- Low Income
- Other: \_\_\_\_\_

<b>Employee/Client Information (continued)</b>	
<b>Estimated number of individuals speaking a language other than English:</b>	
<b>What languages?</b>	
<b>Do you have medical/occupational health personnel on staff? If yes, please indicate type: (MD, RN, Nurse Practitioner, Other )</b>	

**3.) Provide Education / Information**

***Communicating With Your Employees and Clients/Patients***

<b>Communications</b> (Indicate all methods you would be able to use)	
<b>Telephone:</b>	
<b>Electronic:</b>	
<b>Hard copy:</b>	
<b>In Person:</b>	
<b>Other? (Specify)</b>	

**Before the event**, communicate with your **employees** about:

- **Basics of the Dispensing Partner Program:** That you will provide medications to them during some large-scale public health emergencies.
- **Roles and responsibilities of employees** in an emergency involving Dispensing Partners. It is recommended that you share your dispensing plan with employees who will have key roles during an emergency.
- **Basics on how medications will be dispensed** to employees, their family members, clients and public (if applicable).
- **How they can keep informed** (e.g., radio and TV).
- **Information they should bring** when the medications are dispensed to assist in screening for possible allergies and/or contraindications—to make sure each person gets the appropriate antibiotic.
  - The importance of knowing/keeping a list of any drugs they are allergic to or have been told not to take and of medicines they are taking
- **Provide people with as much information about dispensing operations as possible.** Consider having key employees trained in emergency preparedness through online courses, presentations, and educational materials available at:

Center for Disease Control and Prevention:

<https://www.cdc.gov/cpr/readiness/healthcare/closedPODtoolkit.htm>

Marin County Health and Human Services Dispensing Partner Program:

<https://www.marinhhs.org/dispensing-partner-program>

Alameda County POD Training Videos: <http://www.acphd.org/phep/podtraining.aspx>

Bay Meds is an online training resource created by The Bay Area Mass Prophylaxis Working Group (BAMPWG). This site has trainings, screening forms, and a link to the mobile screening app clients can use. <http://baymeds.org/home>

Specific Medical consultation guide, complete with screening tools and forms, is located:

<http://baymeds.org/providers.html> Guide is called: “Anthrax Post Exposure Prophylaxis Medical Consultation Guide” (updated 7/2018)

FEMA Training for Incident Command System and the National Incident Management System Recommended courses are: IS-100, IS-200, and IS-700. Available for free online:

<https://training.fema.gov/is/crslist.aspx>

***Describe how you will communicate with your employees and clients/patients before the event (and who is responsible):***


**During the event**, communicate with your employees and clients/patients about:

***Employees:***

- Where and when to report to work
- Their Dispensing Partner jobs and how to perform those jobs

***Employees/Employees’ Families/Clients/Patients:***

- Where and when they will receive their medications.
- What information they should have in order to receive their medications.
- Drug information sheets for the medications, including what they should do if they have a negative reaction to the medication
- How they can keep informed about the emergency.

***Describe how you will communicate to your employees and clients during the event (and who is responsible):***



**After the event**, communicate with your employees and clients/patients about:

- The importance of taking the entire prescribed regimen.
- The outcome of your organization’s dispensing effort.
- Any questions or concerns they may have and how to find further information, as needed.

<b><i>Describe how you will communicate with your employees and clients/patients after the event (and who is responsible):</i></b>

## Part 2: Prepare Your Facility

Preparing your facility ahead of time for the possible activation of dispensing will ensure smooth operation.

### 1.) Identify a Dispensing Location on the Premises

In order to dispense the medications to a large number of people in a relatively short time, you will need to identify ahead of time a particular location on the premises that is capable of certain accommodations. This area should be fairly large and open, preferably a large meeting room, cafeteria or gymnasium.

- Identify a secure room that can be utilized for medication and supplies storage with temperature ranging from about 68-77 degrees.
- Separate entrance and exit
- Easily identifiable by all employees
- Able to accommodate tables, chairs and large numbers of people
- Accessible for people with access and functional needs

<b><i>Describe/Identify the location you have chosen for dispensing medications:</i></b>

**2.) Identify /Store Necessary Supplies**

- Office supplies (pens, clipboards, etc.)
- Tables and chairs
- Bags or envelopes
- Photocopier
- Other:

**3.) Determine Security Needs and Capabilities**

Consider your current security resources and capabilities and determine if additional security will be needed in an emergency to protect your facility, staff and clients.

Employees, family and clients/patients will need to feel safe.  
Furthermore, all medications will need to be secured at all times.

## Part 3: Develop Your Procedures

A facility-specific planning committee should be developed. This planning committee should take charge of developing procedures directly related to dispensing operations.

The committee should lead the development procedures and work with Marin County Department of Health and Human Services (MCDHHS) as needed so that all parties involved are aware of the plans and procedures.

- Mass dispensing of preventive medications for Anthrax will be conducted in two phases:
  - Phase 1: Response — First 48 Hours
    - MCDHHS Provide 10-day course of antibiotics to every person in Marin County
  - Phase 2: Response — Days 3-10
    - Provide 50-day course of antibiotics to exposed population
- Determine procedures specifically related to activation, set-up, operation and deactivation. Things to consider or direct conversations:
  - Please read the Medical Consultation Guide, complete with screening tools and forms, located: <http://baymeds.org/providers.html>
  - How will you arrange your dispensing location?
  - Who will be responsible for retrieving medications?
  - How many individuals will you send for pickup? Include at least 2 back-ups.
  - Will you have security personnel along for medication retrieval? (Each organization will have to arrange for their own security personnel if they so desire.)
- Have procedures such as emergency call-down lists in place.

- What size vehicle will you need to retrieve the necessary amount of medication for your organization? Will you need more than one vehicle?
- Will company or personal vehicles be used?

## 1.) Determine How Medications will be Requested or Returned

When an emergency has been declared, MCDHHS will contact your Dispensing Partner Coordinator and back-up coordinators to inform them:

- 1) That the Dispensing Partner Program will be activated
- 2) The public health emergency declaration status and authorization for non-medical personnel to dispense medications to their staff and families

You will be notified via phone, and email. Information specific to the event will also be posted on Marin HHS website ([www.marinhhs.org](http://www.marinhhs.org)) and the Bay Meds Website ([www.baymeds.org](http://www.baymeds.org)).

During this initial notification, the Dispensing Partner Coordinator will be asked to confirm their ability to participate in the plan at that time. Once you have been notified you will be given instructions on when and where to pick up medications. It is important that this information not be disclosed to others. A pick-up site or sites will be chosen at the time of the event.

MCDHHS will assign a point of contact to your organization in the event this plan is activated.

## 2.) Steps to prepare your organization to receive & dispense medications

(This is merely a guide; feel free to modify it to fit your organization):

**Alert staff** (see Communications with Your Employees and Clients - During an Event)

### **Assign tasks**

You should have already assigned a Dispensing Partner Coordinator and back-up Coordinators. Now you will need to select who can carry out screening and dispensing functions. If your organization is small, one or two people may carry out all of the tasks required. Scale staffing according to the number of employees and clients in your organization and how you plan to dispense (only on site, deliver to client homes, etc).

**You will need to have personnel available who can dispense medications.**

You may have medical personnel on staff, or under an emergency declaration by the governor the standards for legally dispensing medications may be relaxed or waived. Non-medical personnel delivering medications to home-bound clients will receive direction at the time of the event, along with information on waivers of pertinent pharmacy laws.

**Describe how you will select and prepare employees to screen for and dispense medications and carry out other dispensing responsibilities. In some instances, you may pre-assign tasks to certain organizational job titles.**

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**Prepare the dispensing area**

The amount of site preparation required will depend on the number of people you plan to serve, and how you plan to dispense. Your plan may be to dispense partly to staff and clients on site and/or you may dispense to clients in the field. Determine how the dispensing area will be prepared and arranged: *(You might want to include a rough sketch of what your dispensing site will look like and keep it in your plan.)*

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**Prepare vehicles** (if delivering medications to client homes, etc)

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**Pick up medications and forms from designated pick up site** (to be determined at the time of the event)

Once notified by MCDHHS of the location, and prior to pick up, the facility will provide MCDHHS with the names of representatives designated to pick up. The primary and back-up coordinators provided on your enrollment form are automatically considered ‘authorized’ to pick up medications for your organization. They must present state or federally issued ID in order to pick up medications. If you assign someone else to pick up medications, they will need to present 1) state or federally issued ID and 2) an organization ID or signed letter from the Director of your organization (on organization letterhead) explicitly authorizing this individual to pick up the medications.

**Store the medications**

Medications should be stored in a secure location (a locked room or locked cabinet where few individuals have access) and kept away from extreme heat or cold within temperature range 68-77 degrees F.

*Where the medications will be stored:*

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*What measures will you take to keep medications safe and secure if delivering to clients by vehicle?*

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### Prepare materials

This involves copying enough required materials for the number of people to whom you will be dispensing medications. You will receive the initial forms from Marin Health and Human Services when you pick up your medications.

Forms provided will include drug information sheets for medications and intake forms. Other forms that may be included are inventory control forms, FAQ sheets, medications information and others. You will receive the same forms that are handed out at Open Points of Dispensing. Forms can also be accessed on Marin HHS site: <https://www.marinhhs.org/dispensing-partner-program>

*List of translated languages requested from public health (from enrollment form)*

1.	2.	3.
4.	5.	6.

*Do you have a copier available for making necessary copies?*  Yes  No

*If yes, who will be responsible for making the copies?* \_\_\_\_\_

*If no, how will you get copies made?* \_\_\_\_\_

*Estimate the number of copies needed:* \_\_\_\_\_

### Receiving and Managing Inventory

#### How much will you receive?

It is expected that initially, each organization will receive a 10-day supply (one bottle) of pills for every person covered. Some circumstances require treatment regimens of an additional 50 days. When more supplies arrive, public health will determine whether Dispensing Partners will be asked to support the additional distribution. If so, the Dispensing Partners will be notified and asked to support the effort. Otherwise, the last 50 days of the medications may be dispensed through pharmacies or other treatment centers with state and federal assistance.

**Keep an inventory of medications you receive.** If no inventory forms are provided, you can use your own inventory control forms or create a simple one on notebook paper. This information, along with any unopened medication, will need to be returned to Marin County Health and

Human Services. Online inventory form: <https://www.marinhhs.org/dispensing-partner-program>

**Store medications in a secure location and away from extreme heat or cold, temperature range 68-77 degrees F.**

## Initial inventory upon retrieval

Initial inventory forms will be signed by the person authorized to take the inventory and Marin Health and Human Services.

**Indicate who will perform your initial inventory:**

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## Managing ongoing inventory

Indicate those who could be assigned to track inventory for your organization: *(check all that apply)*



1 or 2 people at your organization for ongoing inventory

Identify:

Identify:



Dispensers, who deliver medications to another location, etc.

Identify:

Identify:

\*When dispensing is completed, all remaining medications will be returned to the secure room where medications were stored upon arrival.

## Screening for contraindications and dispensing medications (Off-site and/or on-site dispensing)

- Intake forms are used to screen for contraindications to taking the medication, determine the appropriate antibiotic, and to track medication dispensed.
- Bay Meds has an online screening form that can be downloaded and printed, as well as an app that can be used for clients to identify their appropriate medication

For more medical information, read the Medical Consultation Guide, complete with screening tools and forms, located: <http://baymeds.org/providers.html>

## Screening:

- ***Each person receiving medications should complete an intake form*** (staff can assist clients who are unable to write).

- Intake forms need to be returned to public health for every person receiving medication.
- Your employees can pick up medications for their families; they can complete one intake form but must fill it out completely for **each family member**. This is called the Head of Household model in dispensing.
- **Ask employees and clients to bring/have ready a list of medications** (prescription and over-the-counter drugs, vitamins, minerals, and antacids) they take and any known drug allergies for *every person* who will get a course of medication.
- The dispenser will review the intake form and dispense the appropriate medication. Algorithms can guide the dispenser on which drug is best for each individual. This will be fully addressed at the time of pick up from Public Health.

***How will you ensure a screening form is completed for each person receiving medications?***

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**Dispensing:**

First, dispense to those staff that are assisting you in carrying out your plan.

This will allow employees to dispense to potentially exposed individuals without having to worry about their own risk and feel confident that their family members are protected.

- Once the appropriate antibiotic is determined by the screening process, you will give the client a 10-day supply bottle of pills.
- Give the appropriate drug information sheet with the medications. For employees who are picking up medications for family members, it is only necessary to give one drug information sheet for each drug that they are picking up. Ensure that clients understand that a second round of antibiotics may be needed for up to 50 days. This medication will need to be picked up as well.
- Have available other materials that public health may have provided, such as FAQ sheets, and be ready to answer questions about where they can go for more information (Marin Health and Human Services).
- Advise employees and clients that they should not stop taking the drug unless they are having an allergic reaction to it. In this case, they need to call their medical care provider.
- All intake forms will be returned to Public Health Department.

***How will you ensure the correct medication is dispensed to each person receiving medications and the correct drug information sheet for the drug dispensed?***

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**Final Inventory & Forms gathering- indicate who will complete these tasks** when event is over:

- Final inventory: \_\_\_\_\_
- Forms collection: \_\_\_\_\_
- Return of unused medication and forms to Marin Health and Human Services:  
\_\_\_\_\_

**Here is a simple step-by-step procedure:**

1. Employee/client fills out intake form or use Bay Meds app screening form
2. Review intake form and screen for contraindications
3. Dispense appropriate medication based on dispensing algorithms
  - a. Write the lot # on appropriate form
  - b. Initial form
  - c. Keep form
4. Give drug information sheet(s) to employee/client
5. Ask employee/client to take the first dose right away
6. Keep inventory of medications ('supply closet' inventory forms and intake forms)
7. Provide status updates to the assigned Public Health Supervisor as directed
8. Return intake forms, inventory forms, and unopened bottles to the Marin County Department of Public Health

### **Wrap-Up with Marin County Department of Health and Human Services (MCDHSS)**

*MCDHHS may call your Dispensing Partner Coordinator if there are any questions, discrepancies, or things that need clarifying re: materials you have delivered to MCDHHS.*

At a later time, MCDHHS may contact you for feedback to assist in evaluating the Dispensing Partner Program.

**3.) Firm Up Plans for Handling Medical Emergencies, Security Concerns, etc.**

Your plan should include procedures for handling small/typical emergencies that could happen during the dispensing process. Consider and plan for:

- Minor medical emergencies – Call 911? Handle on site?
- Security breach – Call Police? Handle on site?

## Part 4: Exercise Your Plan

Make sure to practice the procedures you put into place!

Exercising plans regularly helps to identify any problems that can be rectified long before an emergency occurs. MCDHHS recommends exercising your plan annually.

Training modules are also available on the regional BayMeds website ([www.baymeds.org](http://www.baymeds.org)) under the “training and resources” tab.

Consider conducting such exercises jointly with MCDHHS to further strengthen your collaboration.

### **Please return your completed dispensing plan to:**

CRI Coordinator  
Marin County Department of Health & Human Services, Public Health Preparedness Program  
1600 Los Gatos Drive Suite 220  
San Rafael, CA 94903  
[dispensingpartners@marincounty.org](mailto:dispensingpartners@marincounty.org)  
415-473-7858