



COVID-19 Emergency Preparedness Plan

“If it is the Right Way it is the Correct Way”

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1. Emergency Preparedness Overview

Correct Rx ensures that appropriate personnel on-site, in our operations and for delivery are available to provide pharmacy services during severe weather, natural disasters, pandemics and emergencies. A significant amount of resources are dedicated to planning, designing and implementing emergency preparedness plans. We are committed to providing comprehensive pharmacy services no matter what obstacles are presented.

Given the nature of our business and the individuals we serve, Correct Rx considers our pharmacy operations and all of our personnel to be essential and thus our emergency operations plan is based upon continuity of service. For example, Correct Rx never closes during inclement weather and we have created staffing contingency plans in preparation of a decrease in staffing due to any emergent situation (e.g., COVID-19 pandemic). Our technicians are cross-trained so that they are able to fulfill multiple roles within the pharmacy. This is only one example of the multiple strategies we have employed in our emergency preparedness plan.

Correct Rx has created a Continuity of Operations Plan (COOP) that covers all aspects of operations and the provision of pharmacy services. The COOP plan incorporates seven phases as outlined below:

Phase	Description
Phase I	COOP Responsibility – Communication and Chain of Command
Phase II	Identification of Essential and Functional Requirements
Phase III	Ongoing and Specific Plan Design and Development
Phases IV-VI	Program Implementation: Testing, Training, and Exercises
Phase VII	COOP Plan Execution through Recovery Phases

Correct Rx’s Emergency Preparedness plans are managed by our Executive Management Team and reviewed every two months by our internal CQI committee. All of our employees receive education and training both in general and to specific events.

2. COVID-19 Overview

The United States is responding to a worldwide outbreak of respiratory disease caused by a novel (new) coronavirus that was first detected in China in December 2019. The virus has been named “SARS-CoV-2” and the disease it causes has been named “coronavirus disease 2019” (COVID-19).

Key Dates:

- January 30, 2020: International Health Regulations Emergency Committee of the World Health Organization declared the outbreak a “public health emergency of international concern” (PHEIC).
- January 31, 2020: Health and Human Services Secretary Alex M. Azar II declared a public health emergency (PHE) for the United States to aid the nation’s healthcare community in responding to COVID-19.
- March 11, 2020: World Health Organization characterized COVID-19 as a pandemic.
- March 13, 2020: President Trump declares the coronavirus pandemic a national emergency in the United States

Maryland and all states across the country are being impacted by the COVID-19 and the current status is fluctuating every day. Maryland is currently operating under a state of emergency, and the Maryland Emergency Management Agency (MEMA) has elevated its state response activation level. Correct Rx is supporting all efforts to contain the spread of COVID-19 as much as possible and ensure the safety and wellbeing of our employees, clients and patients we serve.

3. COVID-19 Response

Correct Rx has taken steps to minimize the impact of COVID-19 on our ability to provide pharmacy services to you. We marshaled our resources and activated our COOP Plan in early January. The situation is fluid and rapidly changing throughout the United States and across the world. We have escalated our emergency response plan accordingly and continue to actively manage all essential functions to ensure we remain operational and able to meet the needs of our clients and the patients we serve.

4. Best Practices

Correct Rx is actively monitoring best practices to minimize the spread of coronavirus to protect you, our team and the community. Also we are closely adhering to recommendations that are consistent with the WHO, CDC, OSHA, Maryland Department of Health and the Governor's Office.

The following information provided by Governor Hogan and the Maryland Department of Health and its preparedness partners around the state, including the Maryland Emergency Management Agency (<https://governor.maryland.gov>).

A. Symptoms

Commonly reported symptoms of 2019-nCoV infection include: fever, cough, shortness of breath, and pneumonia. While the exact incubation period for this coronavirus has not yet been determined, it is believed that most infected people will develop symptoms 2-14 days after they were exposed.

B. Transmission Risk

Many of the patients in the pneumonia outbreak caused by 2019-nCov in Wuhan, China had some link to a large seafood and live animal market, suggesting animal-to-person spread. However, a growing number of patients reportedly have not had exposure to animal markets, indicating person-to-person spread is occurring.

C. Prevention

There is no vaccine available for 2019-nCoV. In general, people can protect themselves and others against respiratory viruses by taking the following precautions:

- ✓ Wash your hands frequently with an alcohol-based hand sanitizer or soap & water
- ✓ Cover your mouth and nose while coughing or sneezing
- ✓ Avoid close contact with people who are sick
- ✓ Stay home from work or school if you are sick
- ✓ Avoid touching your eyes, nose, or mouth
- ✓ Practice good health habits

While the influenza vaccine does not protect against coronavirus infection, it can help keep you healthy during the flu season.

D. Diagnosis

Currently, testing for 2019-nCoV must be done at the CDC. Clinical laboratories do not have the ability to test for this particular virus, though they do have the ability to test for the other, more common coronaviruses.

E. Treatment

People infected with the 2019-nCoV should receive supportive care. There is no specific antiviral treatment for 2019-nCoV.

5. Correct Rx Staff Specific Plan

The safety and health of our staff is central to our Continuity of Operations Plan. Correct Rx is actively educating our staff on the CDC and Maryland Department of Health guidelines regarding COVID-19 infection prevention techniques and social distancing. We have instructed our staff to stay home if they are ill. Dr. Yankellow personally addressed the Correct Rx team to reinforce our emergency policy. We are conducting daily COVID-19 status meetings with our team.

In an attempt to reduce working days lost due to illness and to stop or slow the spread of COVID-19 in the workplace, Correct Rx has employed the following strategies as advised by the World Health Organization:

A. Practice good hygiene

- ✓ Stop handshaking – use other noncontact methods of greeting
- ✓ Clean hands at the door and schedule regular hand washing reminders
- ✓ Increased availability of cleaning supplies and hand sanitizers
- ✓ Create habits and reminders to avoid touching their faces and cover coughs and sneezes through posters and signage
- ✓ Increased cleaning service and responsibilities to disinfect surfaces like doorknobs, tables, desks, and handrails regularly

B. Limit Contact

- ✓ No large meetings or gatherings. Any and all meetings to be held in large open spaces with minimum eight (8) foot spacing between attendees.
- ✓ Decrease overlap in breaks and limit the number of chairs in the breakroom to support spacing.

C. Travel Adjustments

- ✓ Use videoconferencing for meetings when possible
- ✓ Correct Rx initially restricted non-essential travel via domestic airlines. We will continue travel related to essential operations; however, all non-essential travel is suspended (i.e. site visits, inspections, meetings, pharmacy and therapeutics committees, conferences, trade shows and events).

D. No Outside Visitors

- ✓ Company-wide ban on all outside visitors (i.e., food delivery, vendor meetings, representatives, etc.). Other than essential deliveries (supplies and medications) and our own staff everyone else would be prohibited. Limit access to all subcontractors to only essential employees.

E. Handle Food Carefully

- ✓ Limit food sharing
- ✓ Ensure the cafeteria is clean and disinfected regularly
- ✓ Remind employees to practice good hygiene before and after meals

F. Employees Should Stay Home if . . .

- ✓ They are feeling sick
- ✓ They have a fever
- ✓ They have a sick family member in their home
- ✓ They have had contact with a person diagnosed with COVID-19
- ✓ They have travelled to a country that has been impacted with COVID-19

G. Staff Contingency Plans

- ✓ Correct Rx has created staffing contingency plans to ensure proper staffing should there be excessive call outs. Our technicians and pharmacists are cross-trained so that they are able to fulfill multiple roles within the pharmacy. The staff contingency plans are managed by the General Manager and Vice President of Operations in coordination with the owners of Correct Rx. Additionally, Correct Rx has active contracts with staffing agencies should we need additional staff.

6. Medication Delivery

A critical component to Correct Rx's emergency preparedness planning is to ensure that our reliable and dependable delivery service remains operational. We have been in constant communication with our service providers. Correct Rx has reviewed our COVID-19 plan with our delivery partners and we have been reassured that there will be no disruption in delivery services by both our local service provider and UPS our national courier service. Our partners have implemented similar emergency preparedness plans that focus on both reducing the spread of COVID-19 and ensuring that their operations remain functional. All of our couriers have received COVID-19 specific training regarding proper hygiene and have been equipped with additional cleaning supplies. Correct Rx is also in constant communication with the facilities we serve so that we may be attentive and responsive to any changes in delivery processes that may be implemented by administrative staff as part of the changing conditions at each respective facility.

7. Medication Supply

Correct Rx has taken steps to mitigate risks to the drug supply chain. Correct Rx has been monitoring the impact of COVID-19 on the supply of pharmaceuticals. As of today, there are a very small number of drug shortages due to COVID-19, and all impacted products have therapeutic alternatives available. We receive daily updates from our wholesaler Amerisource, and they report the following categories of medications are potentially affected by COVID-19 pandemic:

- Antibiotics (Streptomycin, Sulfadiazine, Chloroquine)
- NSAIDS (Ibuprofen, Naproxen)
- Antiretrovirals (Abacavir, Atazanavir, Lamivudine)
- Seizure (Levetiracetam, Phenytoin)
- Chemotherapeutics (Capecitabine, Imatinib)

Our primary goal is to ensure an uninterrupted supply chain to our clients and patients, if at all possible. In an abundance of caution, Correct Rx has purchased a large supply of inventory of our most commonly used medications. Additionally, our wholesaler has also stocked up on their inventory. Drug manufacturers are already making arrangements for alternate supply of raw materials. Our Vice President of Purchasing and his team will continue to monitor the supply of medications. Correct Rx provides regular updates and we will notify our clients immediately should any significant supply disruptions occur or if they are expected to occur. In the event of a major business disruption, Amerisource has business continuity plans in place to continue to operate critical business functions. At this time Correct Rx recommends that you do not stockpile medications in response to COVID-19. Facilities are encouraged to maintain a proper inventory of non-patient specific medications and medical supplies to manage cough and cold symptoms.

8. Role of Clinical Pharmacists

Correct Rx has a team of advanced degreed clinical pharmacists available to assist facilities and prescribers, especially when an interruption in the drug supply chain occurs. Drug Shortages have been exacerbated in the current crisis. Many of the medications investigated as potential treatments such as antibiotics, HIV and anti-malarial drugs have limited alternatives.

Drug Shortages and Optimal Medication Therapy

Our clinical pharmacists; who understand the therapeutic requirements of disease states, work directly with our purchasing department to continuously track existing shortages and forecast potential new threats. Our clinical team is an invaluable resource for identifying patients affected by drug shortages, providing required analytics for monitoring supply/prescribing patterns, developing an action plan and making recommendations for alternative therapies based on the available evidence in the literature.

Sharing of Information and Best Practices

Continuous sharing of information with internal and external stakeholders will be provided by Correct Rx clinical pharmacists. As part of the communication plan, the clinical pharmacists are responsible for integrating our COVID-19 Emergency Plan to the institutions. This will require regular participation in institutional COVID-19 meetings and providing updates to the Correct Rx management team.

The Correct Rx Clinical Pharmacist also monitor updates on new information, best practices and treatment strategies for COVID-19. They actively share this information with clients as new information becomes available.

9. Emergency COVID-19 Keep on Person / Self-Medication Program

Keep on Person (KOP) and or Self Administration Medication (SAM) Programs are a common administration practice in many jails and prisons. These processes allow inmates to keep a quantity of medications (usually 30 days) with them and self-administer according to the directions provided. This ensures continuity of care for patients receiving medications, while requiring fewer facility nursing resources to conduct medication administration.

Correct Rx can assist those facilities that determine that a Keep on Person (KOP) or Self Administration Medication (SAM) Programs are needed to help facilitate the distribution and administration of medications.

The following actions will be implemented to ensure a smooth transition to a KOP or SAM medication program upon customer notification to Correct Rx.

- 1.) Verify 30 day supply dispensing rules are in place.
- 2.) Allow medication refills sooner (3 weeks prior to next supply is due for issue).
- 3.) Remove auto-profiling logic to ensure all medications are received for distribution.
- 4.) Immediate customer notification of change in pharmacy dispensing rules.
- 5.) Track changes so they can be reversed to normal pharmacy dispensing rules once emergency processes are no longer required.

Conclusion

Correct Rx understands the importance of continuity of care, patient safety and access to medications, especially when dealing with such a large scale public health crisis. The current pandemic is having a tremendous impact all over the world and the communities we serve. Correct Rx has implemented and we are actively managing our Continuity of Operations Plan so that there will be the least possible disruption to your pharmacy services.

We continue to follow the guidance of the World Health Organization, Centers for Disease Control, Federal Emergency Management Agency, Maryland Emergency Management Agency, as well as the Federal, state and local governments so that we can provide the best care possible.

Correct Rx understands that our services are intertwined with the overall healthcare delivery for the patients we serve and that our plans must also be coordinated with our clients, custody and facility administration. Correct Rx's overall approach is to rely upon the 3 C's of effective management, "Communication, Coordination and Cooperation" while implementing our emergency preparedness plan and throughout the entire crisis. We are dedicated to doing our part and being responsive to your needs as we all work collaborative to provide care for the individuals in our care.



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