



2024

# Closed Point of Dispensing (POD) Plan (Pill Dispensing)

Publication Date:

Organization Name:

## Background

The Philadelphia Department of Public Health (PDPH) manages the City's response to public health emergencies. A public health emergency is a public health threat that can kill or hurt a large number of people. Public health emergencies can include natural pandemics (like H1N1 flu), accidents (like chemical spills), or bioterrorism events (like an anthrax attack). Large-scale disasters and other emergencies can happen at any time.

In some cases, PDPH is responsible for providing emergency prophylaxis to affected individuals in Philadelphia within 48 hours. Prophylaxis is the process of giving emergency medications such as pills to people who have been exposed to a dangerous microorganism or other public health threats. Affected individuals can include residents, workers, and visitors in the City of Philadelphia (1.5+ million people).

In order to provide prophylaxis to as many Philadelphians as possible, PDPH may activate closed points-of-dispensing (PODs). Closed PODs are private locations (like our organization) that will be closed to the public but will provide medications to specific populations, like our employees, staff, and family members. Closed PODs are essential to helping PDPH reach all affected populations in an emergency. PDPH will activate closed PODs as a concurrent strategy to achieve the goal of rapidly dispensing medication to the entire population.

Major benefits of serving as a PDPH closed POD partner include ensuring continuity of operations during public health emergencies, faster medication dispensing to our staff, better staff attendance during emergencies because they know they can get their emergency medications at work, increased peace of mind knowing that there are plans in place for emergency medication needs, improved public health planning for our organization, and the ability for our organization to return to normal more rapidly following a public health emergency event.

## Purpose

This document outlines the procedures that our organization will follow when operating as a closed point-of-dispensing (POD) upon activation of PDPH's Mass Medication Program.

## Organizational Responsibilities

As a closed POD, we will:

- Provide PDPH with primary, secondary, and facility 24-hour emergency points of contact, including cell phone numbers, to ensure timely notification and activation of the closed POD during a public health emergency.\*
- Provide PDPH with an expected number of MCMs needs for the organization's dispensing population, including household members, if applicable. PDPH assumes that there are three household members for each staff member for planning purposes only.\*
- Complete this Closed POD Planning template.\*
- Review this Closed POD Plan and update information annually.
- Designate staff to work with PDPH in planning for the operation of a closed POD as well as staff who will fill all necessary roles during a response.
- Identify primary and secondary locations for dispensing MCMs for our organization.
- Participate in training and exercise opportunities provided by PDPH.
- Ensure staff are familiar with the closed POD plan, especially those who will be involved in POD operations.
- Pick-up MCMs for the closed POD from PDPH during an emergency if our organization is not already receiving MCMs directly from Pennsylvania Department of Health (PA DOH).
- Dispense medications following protocols and guidance provided by PDPH and return unused MCMs and screening forms after the POD has been deactivated.

\*This information is updated on an annual basis.

# Operational Procedures



## Stage 1: Notification

- **PDPH will activate its Mass Prophylaxis Plan and request medication from the Strategic National Stockpile.**
- **A notification message will be sent to all closed POD partners via email and text message.** The points of contact for our organization will be asked to confirm receipt of this message.

	Name	Job Title	Email	Cell Phone Number
Primary				
Secondary				
Facility				

## Stage 2: Medication Request

- **The notification message will contain a secure link to a REDCap survey.**
- **POD leadership will complete the REDCap survey using the information below.**

Table 1. POD Information Necessary to Complete Emergency Response Form

Question	Response
Is our closed POD able to activate?	
What population(s) will we provide medications to?	
Does this population include children under 18?	
Population Estimate(s) – <i>calculated using Table 2</i>	
Supply Contact*	
Does your facility have a loading dock?	
Closed POD Manager Contact Information	

\*The Supply Contact listed should be the person who will pick up or receive medications from PDPH.

Table 2. Populations We Will Provide with Medication

Population	Quantity
Staff	
Contractors/Vendors	
Patients/Clients/Residents	
Household Members of Staff (est. # of staff x 3)	
Other Populations	
<b>Total Dispensing Population</b>	

### Stage 3: Medication Pick-Up

- **POD leadership will coordinate medication pick-up from PDPH’s emergency medication warehouse.**  
The following individuals will be responsible for coordinating pick-up of medication by our staff from the PDPH emergency warehouse:

	Name	Email	Cell Phone Number
Primary			
Secondary			
Tertiary			

- **POD leadership will ensure medication is kept in a secure location at the POD site.**  
There will be a need for a security presence onsite to ensure the medication supply remains secure and accounted for at all times. Security support for our Closed POD will be provided by:

We will secure medical materials by:

A Security Lead or other designated person will be stationed outside the Closed POD entrance to ensure only authorized persons enter.

Upon activation, the closed POD area will be secured. Security staff will lock or shut off any corridors or adjacent rooms where dispensing operations are not taking place. Traffic control outside our building, including vehicle access, parking and street access will be implemented by:

If there is a security threat, the Security Lead will assume authority and will halt operations and evacuate personnel, as necessary, to:

### Stage 4: Staff Assembly and POD Set-Up

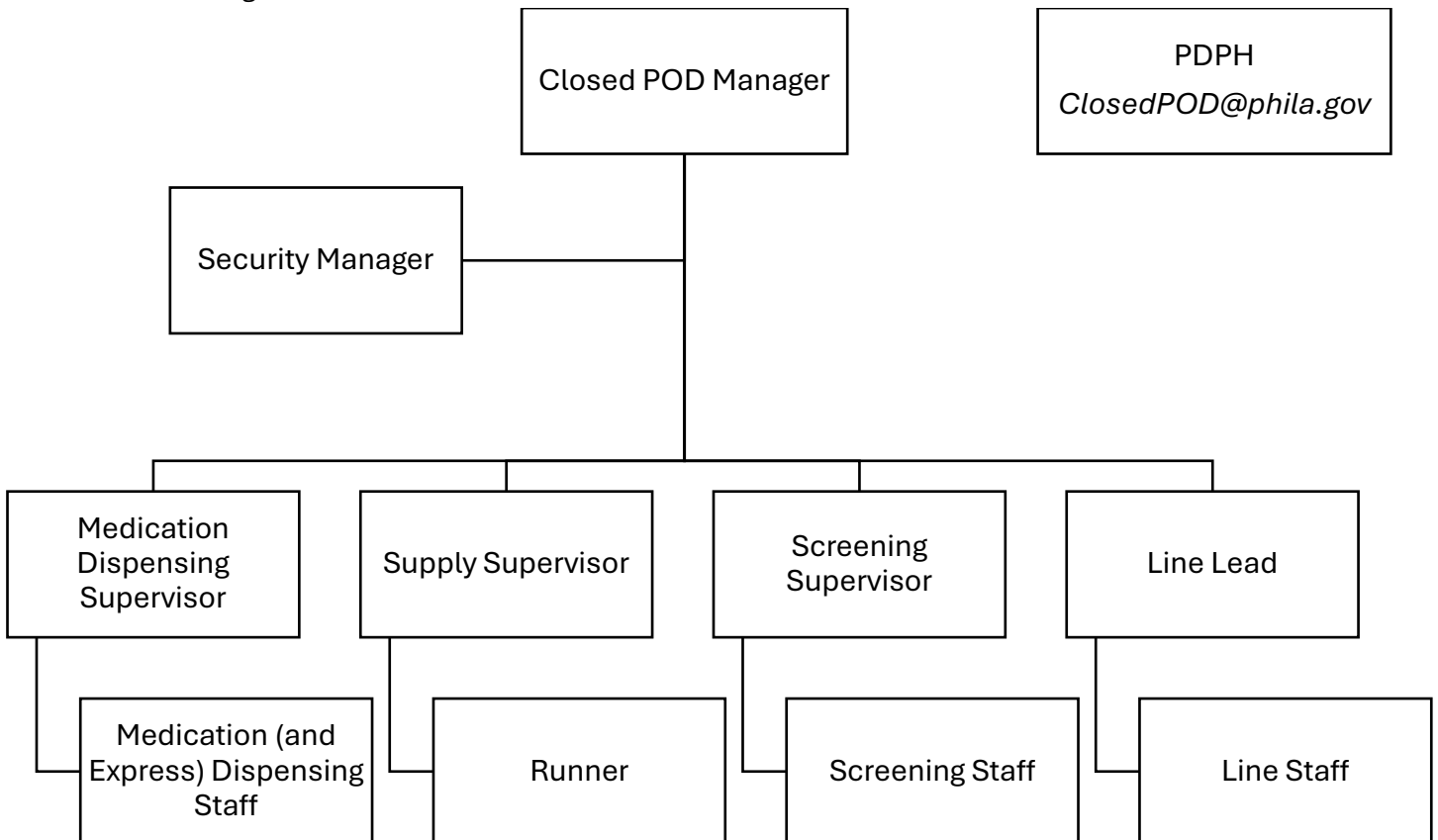
- **POD leadership will activate their closed POD plan, notify staff, and provide reporting instructions.**  
In the event of closed POD activation, our organization is responsible for sharing information and assembling POD staff. Information includes reporting instructions and any other pertinent information to staffing our closed POD. Our method for communicating with populations to whom we are providing medications includes:

The number of staff required to open our POD site may vary depending on the emergency, but an estimated count for each POD shift is outlined in the table below.

Table 3. Staff Roles in Our Closed POD

Role	Staff/Shift	Name of Staff Member
Closed POD Manager	1	
Line Lead	1	
Line Staff		
Medication Dispensing Supervisor		
Medication [and Express] Dispensing Staff		
Screening Staff		
Supply Supervisor	1	
Runner		
Security Manager	1	
Other Roles:		
<b>Total Staff Required</b>		

Closed POD Organization Chart



- **Staff will support set-up at the designated POD site.**

When possible, the primary location should be your main facility and have ample space to set up a POD. The secondary location should only be used in the event that the primary site is unavailable. **Only one site may be activated at a time.**

	Address	Site Contact Name	Site Contact Information
Primary			
Secondary			

- **POD leadership will notify PDPH when the POD site has been set up, staff have been briefed, and the organization is ready to begin providing medication.**

When set-up is complete, the POD Manager should lead a walk-through with leadership staff. Once leadership has confirmed that the POD site and staff are prepared to begin dispensing, the POD Manager or organization POCs will notify PDPH that the closed POD is ready to dispense and receive a time to begin dispensing.

When dispensing oral medications, only one representative from the household needs to be present at the closed POD site to retrieve all medicine doses for their entire household. The household representative will complete a Head of Household (HoH) form that will list all family members, household members, guests, etc. for whom medications are being requested. The HoH forms shall be retained at the Closed POD site and all relevant medication information sheets should be issued to each person. The information collected is HIPAA-protected and therefore should be kept confidential AND stored in a secure location.

### Stage 5: Medication Dispensing

- **PDPH will notify POD leadership to begin screening and dispensing medication or wait for further instructions.**
- **POD leadership will notify the populations they will be providing medication of site information, including the address, hours of operation, and any other relevant details.**

In the event of closed POD activation, our organization is responsible for communicating dispensing information to our population, including site address, operating hours, and any other pertinent information to POD operations. Our method for communicating with our dispensing populations includes:

### Stage 6: Wrap-Up and Dismissal

- **POD leadership will be notified by PDPH if dispensing should end before running out of medication.**
- **POD leadership will notify PDPH when all medication has been dispensed, oversee closing of the POD site, and dismiss POD staff as appropriate.**
- **POD leadership will complete all POD-related paperwork as instructed by PDPH and return any unused medication.**