

## Take Home Message

- Academic and student pharmacists without prior experience with emergency disaster relief can successfully establish and contribute to an emergency pharmacy operation as part of an overall medical response to a humanitarian crisis.

## Objective

- Describe the experience and role of academic and student pharmacists during a humanitarian crisis.

## Methods

- A narrative description of our experience establishing an emergency 24/7 pharmacy operation with emphasis on:
  - roles and responsibilities
  - challenges
  - mitigation strategies

## References

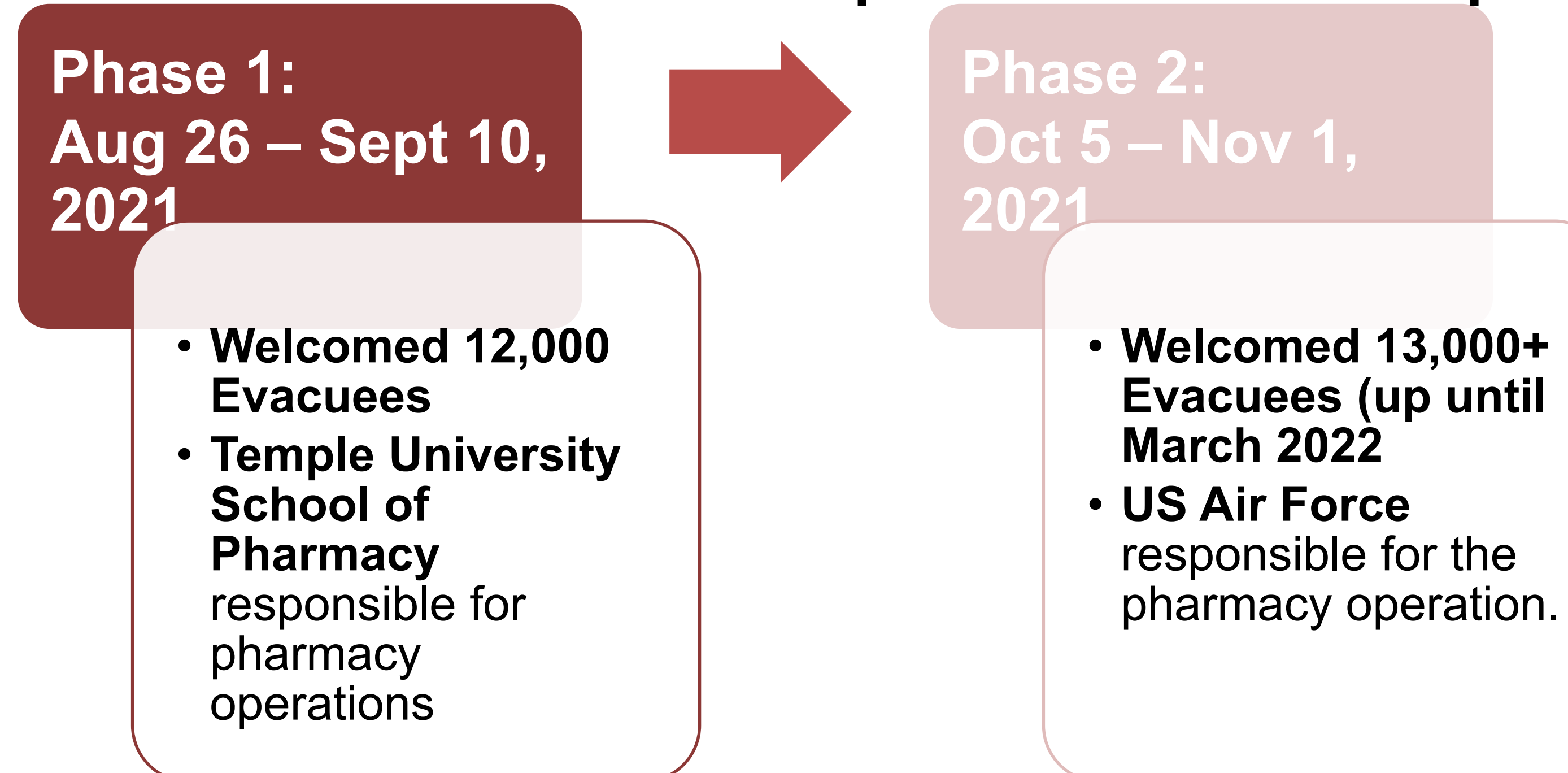
- US Department of Homeland Security Operation Allies Welcome <https://www.dhs.gov/allieswelcome>
- Philadelphia International Airport Press Release, March 16, 2022 <https://www.phl.org/newsroom/OAW-end>

## Acknowledgements

- Elizabeth Tencza, PharmD., Clinical Pharmacist Specialist at Temple University Hospital was a key contributor to the initial establishment of the Airport Dispensary.
- We thank the Temple University Hospital Outpatient Pharmacy, the Children's Hospital of Pennsylvania Outpatient Pharmacy, and the Philadelphia Department of Public Health for providing medications for the dispensary

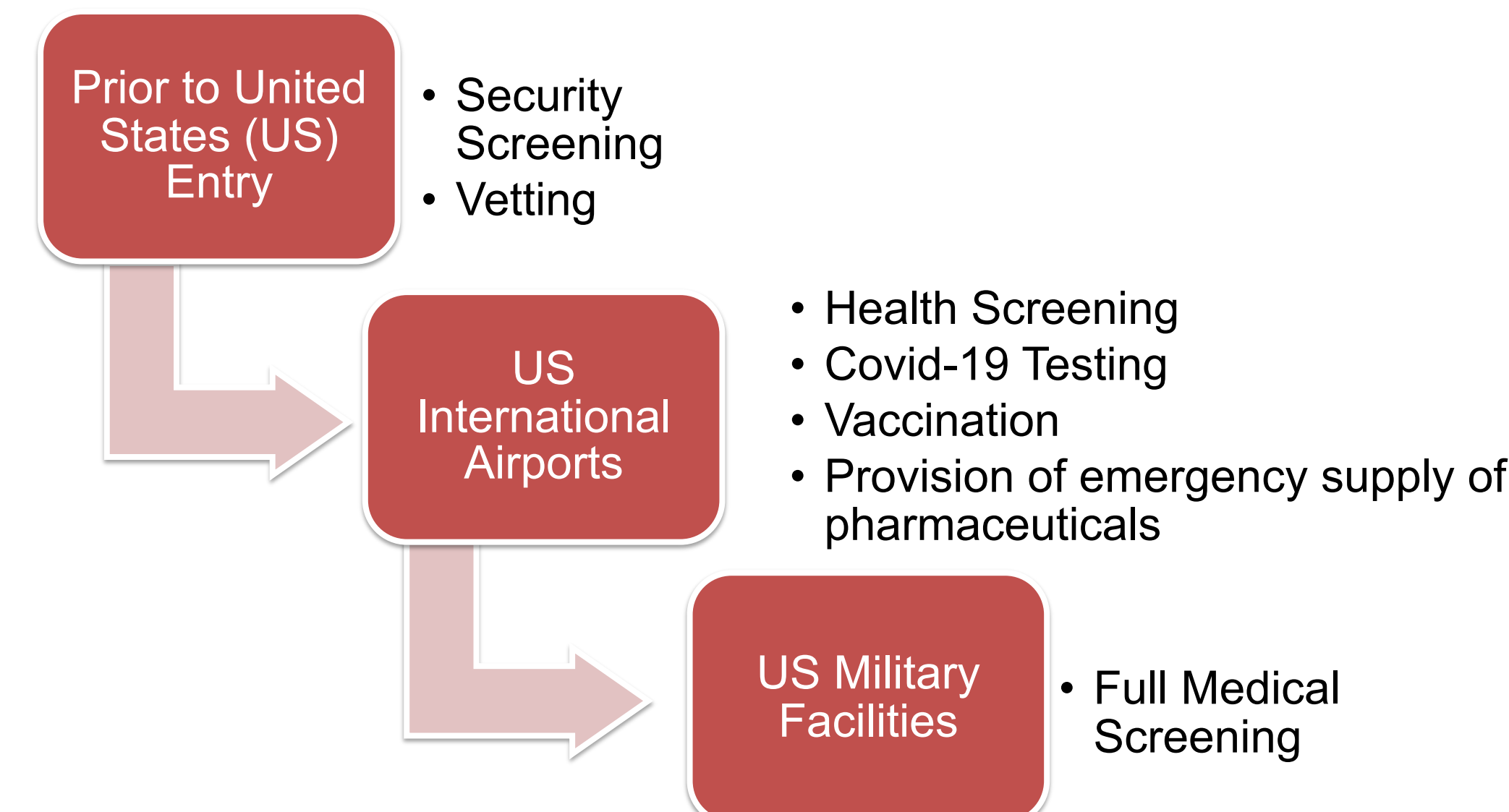
## Results

**Figure 1: Medical and Pharmacy support of Operation Allies Welcome<sup>1</sup> at Philadelphia International Airport**



<sup>1</sup> Operation Allies Welcome is a US Department of Homeland Security-led coordinated effort to resettle Afghan evacuees

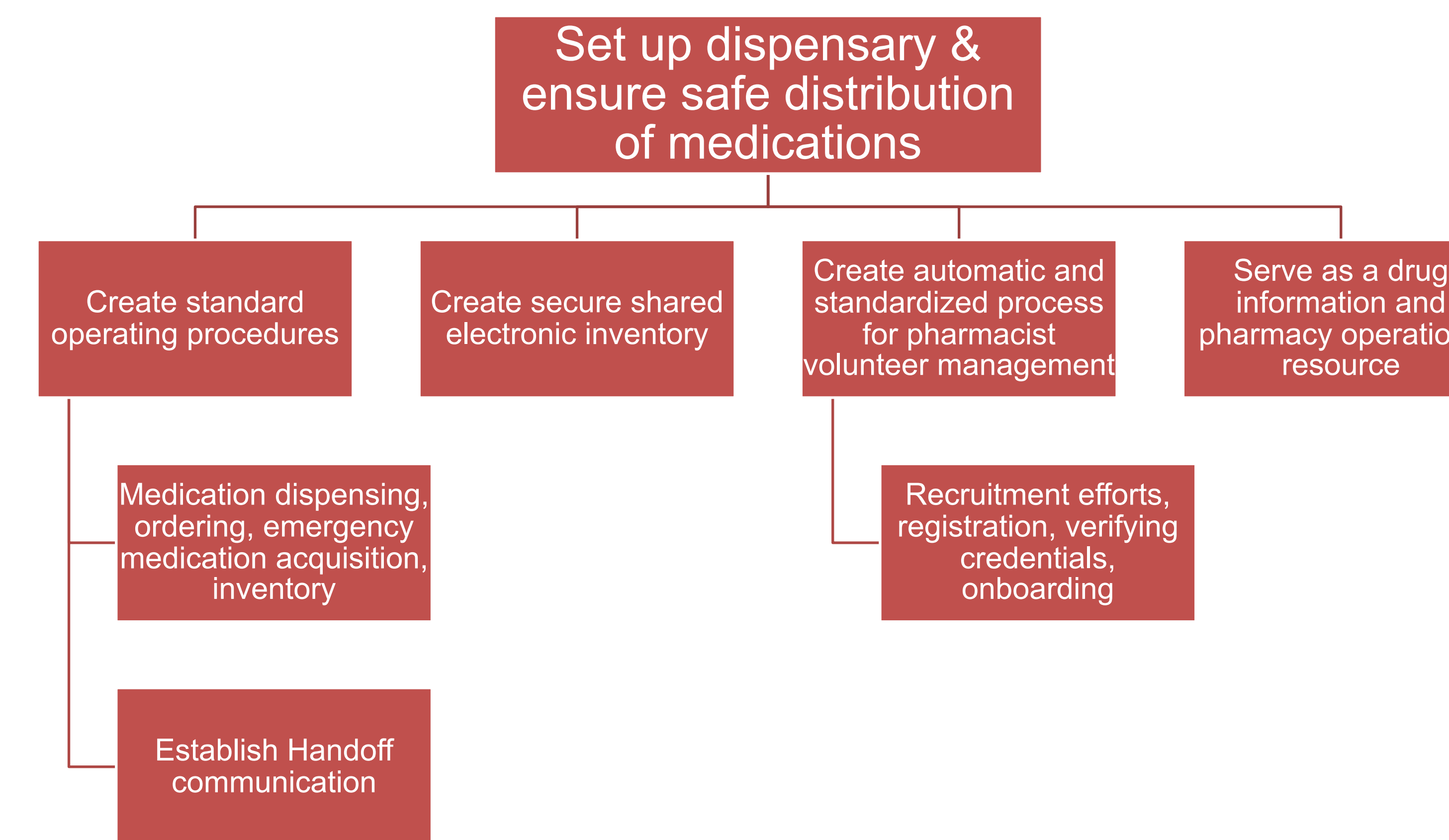
**Figure 2: Operational Stages to Support Medical and Pharmacy Needs for Evacuees**



**Figure 3: Strategic Partners**



**Figure 4: Roles and Responsibilities**



**Table 1: Major Challenges**

<ul style="list-style-type: none"> <li>Uncertainty of volume and flow of evacuees</li> </ul>
<ul style="list-style-type: none"> <li>Lack of pharmacy personnel coverage due to 24/7 operation</li> </ul>
<ul style="list-style-type: none"> <li>Lack of clarity on supply chain and responsibility of non-medical related inventory</li> </ul>
<ul style="list-style-type: none"> <li>Lack of standardized operating procedures to manage dispensing, inventory, ordering, hand-off communication, and volunteer staff recruitment, registration and onboarding.</li> </ul>
<ul style="list-style-type: none"> <li>Securing pharmacy location due to transient nature</li> </ul>

**Table 2: Key Mitigation Strategies**

<ul style="list-style-type: none"> <li>Leverage support from organizational partners for           <ul style="list-style-type: none"> <li>Recruitment of Volunteers</li> <li>Supply inventory</li> <li>Staffing needs</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Engage Air Force partners to anticipate flight volume</li> </ul>
<ul style="list-style-type: none"> <li>Proactively identify barriers to medication access and safe distribution</li> </ul>
<ul style="list-style-type: none"> <li>Work towards creating efficient and standardized solutions</li> </ul>
<ul style="list-style-type: none"> <li>Use software programs whenever possible to facilitate operations</li> </ul>