

PHARMACIST CHECKLIST:

Supporting displaced patients during a natural disaster



This resource is designed for pharmacy teams supporting patients displaced/evacuated due to natural disasters. It provides a step-by-step checklist to ensure the continuity of medication therapy and helps evaluate a patient's urgent needs.

1. Patient communication and contact coordination

Start by gathering key information from the patient to understand their situation, maintain contact, and coordinate pharmacy services that match their current location and needs.

When interacting with patients, ask:

Where have you been evacuated from?

City/town Name:

Which pharmacy do you usually use to fill your prescriptions?

Pharmacy name:

Phone number:

Obtain consent from the patient to transfer prescription(s) to your pharmacy.

☐ Consent provided

***Note:** contact pharmacy directly to transfer prescription if possible.

What is the best way to contact you?

Phone:

Email:

Do you need medication delivery?

☐ Yes, delivery required

Address:

☐ No, delivery not required

Did you leave any medications behind?

☐ Yes, (Please detail on next page.)

☐ No

How much medication do you currently have on hand?

☐ I don't have any medication with me

☐ I have enough medication for _____ days

How are your medications covered?

☐ Provincial drug plan

☐ Private insurance

☐ NIHB

☐ Other: _____

☐ None of the above



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2. Medication assessment and continuity of care

- Identify medication therapy gaps and ensure patients have access to their essential medications.
- List all medications, dosages, and formulations and document any missed doses or medications left behind.

Medication	Indication	Dosage	Missed dose/left behind if any	Action taken (e.g., refill provided, no action required, etc...)



Useful Tips

- ✓ Use provincial drug profiles if available (e.g., PharmaNet, Netcare, PrescribeIT, DPIN, PIP, DIS).
- ✓ Use professional judgment and your provincial/territorial prescribing authority to support ongoing supply by filling maintenance medications using the best possible medication history or by contacting the patient’s previous pharmacy, if possible.
- ✓ Ensure the patient receives a copy of their reconciled medication list.
- ✓ Ensure a minimum of a 7-day supply of essential medications.
- ✓ Provide early refills if needed and document the rationale.
- ✓ During evacuations, some pharmacies may have networks they use to transfer prescriptions. Identify if the original pharmacy is part of a network that supports the transfer.

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3. Emergency and critical medications

Emergencies can disrupt routine medication use and patients may overuse or underuse essential drugs without realizing the risk. Ensure patients understand how to adjust their medication safely based on changing needs and access.

Confirm if patient has or needs:

Emergency medication	Patient has sufficient supply	Why it's important in emergencies
Rescue inhalers (e.g. salbutamol, terbutaline, salbutamol/ipratropium)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required	Smoke, allergens, poor air quality or anxiety can trigger COPD and/or asthma exacerbations. Ensure patients have rescue inhaler readily available as frequency of use may increase.
EpiPen	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required	Being in a new environment can increase the risk of encountering unfamiliar allergens. High stress situations may also worsen allergic reactions. (Always carry 2 unexpired EpiPens with you.)
Insulin and diabetic supplies	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required	Stress, poor nutrition, dehydration and irregular meals can cause fluctuations in blood glucose. Patients may require more frequent blood glucose checks and dose adjustments. (Follow Diabetes Canada guidelines for guidance on insulin dose adjustments.)
Naloxone	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required	For patients taking opioids or with a history of opioid use disorder, the risk of overdose may increase in a new, unstable environment.
Nitroglycerin	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required	Stress and exertion can increase angina episodes.

This is not an exhaustive list of [essential medications](#). Use your professional judgment to ensure patients have access to and are taking all their critical medications safely.



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