

Power Outages Quick Guide

Last updated: October 23, 2019

This guide provides key information on handling refrigerated medications and powered medical equipment during a power outage. Please review the attached resources for additional information. If one of your patients is having difficulty obtaining critical or life-sustaining supplies during a power outage please contact:

HPSM Care Coordination
650-616-2060

For the latest updates on the scope of power outages please see:

https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/public-safety-event.page

Refrigerated Medications:

Many refrigerated medications are stable at room temperature for a few days.

- See the attached references for specific medications and the guidance on storing insulins.
- Members can try to keep medications cool but should not use ice, as some medications (including insulin) lose effectiveness if frozen.
- Members should store medications in a cool, dry place and away from direct heat or sunlight.

If members are concerned about their refrigerated medications, they should contact their local pharmacy/pharmacist re: stability at room temperature of specific medications, whether safe to use, and for replacement or refill needs.

- HPSM Pharmacy Services will allow overrides for members to receive medication replacements if their medication has spoiled from non-refrigeration.
- For emergency situations, HPSM's Pharmacy Services enables provision of up to at least a 72-hour supply of most medication(s) without restriction. This includes prescriptions awaiting submission or approval of a prior auth request; certain limitations apply.

- For additional information or assistance, please contact: HPSM Pharmacy Help Desk line 888-635-8362 anytime (24/7) OR HPSM Pharmacy Services 650-616-2088 during business hours (M-F, 8-5).

Additional resources on medication handling (attached):

1. Refrigerated Medications Storage
2. Stability of Refrigerated Medications
3. Insulin Storage and Product Switching in an Emergency
4. Comparison of Insulins

DME or Life-Sustaining Equipment Needing Power:

Members should contact their DME supplier to receive alternatives for their DME supplies.

Examples:

- An oxygen concentrator could be replaced with an oxygen tank temporarily.
- A battery-operated version of a DME or special batteries may be provided by the DME supplier.

Contact Care Coordination if members are having trouble obtaining supplies from their DME provider.

HPSM will prioritize assistance for members with:

1. Oxygen-related or cardiopulmonary assist devices, followed by
2. Infusion/IV or feeding/nutrition supplement equipment, followed by
3. Mobility assist equipment