Points of Dispensing

A Pocket Guide
What is a Point of Dispensing?

- Specific locations pre-screened and identified by an agency that can be utilized for distributing medications or vaccines to a large number of people in the event of a public health emergency

Point of Dispensing = POD
Call for Activation

- You will be notified by your agency representative when POD operations are activated.
- Notification call will provide information on:
  - Location of POD
  - When you will need to report
  - Items to bring with you (e.g. identification)

Tip: Be sure to bring your identification card with you when you report to your designated POD. Also, remember the POD may have limited space for personal belongings so only bring items or equipment you are asked to bring.
POD Operation
KEY CONCEPTS
Gathering Materials

- **General Supplies**
  - Tables
  - Chairs
  - Extension cords
  - Office supplies
  - Name tags
  - Waste baskets & bags
  - Fax machine, telephones
  - Signage (to provide directions)
  - Computer/Laptop

- **Medical Supplies**
  - Gloves
  - Hand sanitizers
  - Facial tissues
  - Educational materials
  - Medical assessment forms
  - Medication labels
  - Emergency phone numbers

**Tip:** Many agencies have developed “Go Kits” which contain essential supplies and guidance to allow for rapid response. The POD supervisor and leadership staff member is then prepared to respond immediately to a call for POD activation.
POD Site Selection

- An ideal POD facility needs to be identified prior to an emergency and must:
  - Be able to accommodate large numbers of people
  - Be located centrally to minimize travel for community members
  - Be easily accessible
  - Contain large area for parking
  - Ensure good traffic flow to minimize congestion

Tip: Ideal POD locations in a community may be schools, churches, and community recreation centers. Be sure to visit the facility and work with the Facility Manager to develop a Memorandum of Agreement to use the site during an emergency.
POD Layout

- The POD layout should:
  - Maximize the flow of clients through the POD
  - Increase the accuracy with which a greater number of individuals are provided medication/vaccination.
  - Ensure good flow of traffic to minimize congestion
POD Stations

- There are at least 4 stations in a POD:
  1. Client Intake/Forms Distribution
  2. Screening
  3. Dispensing
  4. First-Aid

- Additional stations may also be included:
  - Behavioral Health
  - Staff/Volunteer Registration
  - Break Room
  - Supply Room
COMMUNICATION
Communicating with the Health Department

- Primary Contact:
  - Name:
  - Title:
  - Phone:
  - Alternate Phone:
  - E-mail:
Communicating with the Public

- Your Communications Plan will need to address:
  - What you will need to communicate.
  - How will you communicate it?
  - Who will you need to communicate with?

**Tip:** You should collaborate with your agency’s Public Information Office to design and distribute situation-specific messages for the public, media, partners, and agency employees.
What to communicate before the emergency?

- Overview of the situation
- Steps your agency is taking to safeguard health & wellbeing
- Basics steps people can take to protect themselves
- Where to get additional information? (e.g., TV, radio, website, etc.)
## What to communicate during the emergency?

- **Who can receive the medical intervention?**
  - Children, adults, priority groups

- **When can clients receive the medications?**
  - Days & times when the POD will be open to clients

- **Where can clients receive the medications?**
  - Location where clients can receive the medical intervention

- **What information should clients bring?**
  - Identification, Vaccine Record

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**Tip:** Communicate information to allay any panic, reassure your employees, and to reinforce disease prevention techniques.
What to communicate after the emergency?

- Importance of compliance
- Results of the POD operation
- Appreciation of staff, volunteers, & community
- Where to find additional information

My Notes:

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
Tip: In your plan, make sure that you address any language barriers by drafting messages or information alerts in languages other than English. Similarly, employ different mechanisms to relay your message to special populations.
POD Roles
When selecting your POD staff consider the following:

- What are the needs of the public health emergency? (e.g., a vaccination distribution will require volunteers licensed to vaccinate people)
- What type of skills and/or credentials are required for this position?
- Based on the above, who is best trained to fulfill this position?
- Who will be available on a short notice?

Tip: For key POD positions, you may want to identify alternate individuals who may fill the position in the event the main person identified is unable to do so.
POD Staffing

- **Managers/Supervisors**
  - Oversee all or specific functions
  - Conduct briefing and Just in Time Training
  - Authorize necessary modifications
  - Serve as main points of contact for questions/concerns

- **Staff**
  - Report to designated supervisor
  - Complete tasks associated with POD stations
  - Go to designated supervisor for questions, concerns, & supply requests
Note: The diagram depicted is only an example that is often used in a traditional POD. Your agency may expand or contract this chart to fit the needs of your POD.
POD Manager

ACTION ITEMS

- Main Goal: Oversee POD Operations
  - Establish & maintain communication with the Health Department
  - Work with facility staff to open and close the POD
  - Receive medical interventions coming from the health department
  - Brief POD staff
  - Conduct a walkthrough of the dispensing site
  - Ensure that POD follows established guidelines
  - May serve as the point of contact for media & other outside organizations
POD Briefing

- Conducted by POD Manager or Assistant Manager
- Includes:
  - Information on the situation
  - Review of guidelines and protocols
  - Facility layout (i.e., break room, restrooms, emergency exits, etc.)
  - POD layout and flow
  - Roles & responsibilities
Security

ACTION ITEMS

- Main Goal: Secure POD operations
  - Secure medical assets arriving from the health department
  - Ensure security of the POD site and critical assets
  - Establish security throughout the site to maintain safety of POD staff and clients
  - Maintain restricted access to the POD site by authorized personnel only
  - Facilitate traffic flow throughout the POD site
  - Maintain communication with the POD Manager
Facilities Supervisor

ACTION ITEMS

- **Main Goal:** Collaborate with the POD Manager to make sure the facility is operable
  - Coordinate delivery of supplies and medical assets with the POD Manager
  - Assist in identifying proper storage area for medications
  - Set up barriers and other traffic control equipment
  - Ensure access to the facility
  - Ensure facility utilities are functioning properly
  - Communicate questions, concerns, & resource requests to the POD Manager
Non-Medical Lead

OVERVIEW

- Main Goal: Address the non-medical needs of POD operations
  - Verify adequate non-medical staff levels to operate POD
  - Ensure that personnel have resources to complete their designated tasks
  - Brief Registration, Forms Distribution, and Inventory staff on their designated tasks and review POD layout
  - Ensure sufficient supplies are available
  - Ensure proper signage and directions are available
  - Review stations to make sure they are organized to maximize POD flow and comply with agency plans
  - Maintain communication with POD Manager
Line Staff

ACTION ITEMS

- **Main Goal: Maintain flow of clients through the POD**
  - Direct clients from one station to another throughout the POD
  - Provide education and information to clients
  - Support POD staff in addressing the needs of clients
  - Direct all questions, concerns, and resource requests to Line Supervisor.
POD Registration Staff

ACTION ITEMS

- Main Goal: Maintain check-in/out of all POD staff
  - Ensure all POD staff checked-in/out at the end of each shift
  - Verify staff credentials
  - Assign POD Role to each individual
  - Distribute/collection name tags, Job Action Sheets, communication equipment, etc.
  - Direct all questions, concerns, and resource requests to Registration Supervisor.

**Tip:** Plans should also address the distribution of vaccine or antivirals to all POD staff (and family, if applicable). If arrangements have not been made to protect these individuals prior, this area may also be used to distribute antivirals or provide vaccination to all POD staff as they arrive onsite.
Client Intake Staff

ACTION ITEMS

- Main Goal: Distribute necessary forms to clients
  - Review and understand the forms that need to be completed by clients
  - Distribute forms to clients
  - Answer clients’ questions and concerns
  - Direct clients to the Screening Station (or any other appropriate station as required)
  - Direct all questions, concerns, & resource requests to the Client Intake Supervisor
Inventory/Supply Staff

ACTION ITEMS

- Main Goal: Track the use and availability of supplies, equipment, etc.
  - Ensure tracking protocols and methods are in place and operable
  - Maintain inventory of equipment and supplies
  - Monitor equipment and supply needs
  - Request additional equipment and supplies as needed
  - Direct all questions, concerns, & resource requests to the Inventory/Supply Supervisor
Inventory
WHAT NEEDS TO BE TRACKED

- Medications and/or supplies arriving from the health department
- Usage of
  - Equipment
  - Supplies
  - Medications
Medical Lead
OVERVIEW

Main Goal: Address the needs of the medical staff and stations (including Screening, Dispensing, and First-Aid)

- Maintain adequate medical staff levels to operate POD
- Ensure that personnel have resources to complete their designated tasks
- Brief screening/dispensing/first-aid staff on their designated tasks and review POD layout
- Ensure sufficient medications are available
- Ensure proper storage procedures are being followed
- Review set-up stations to make sure they are organized to maximize POD follow and they follow established guidelines
- Maintain communication with POD Manager
Screening Staff

ACTION ITEMS

- Main Goal: Screen clients
  - Review forms to assess for contraindications
  - Verify information on forms is accurate
  - Follow screening procedures
  - Address clients’ questions and/or concerns
  - Track the usage and availability of screening forms
  - Direct clients to Dispensing Station (or any other appropriate station as required)
  - Direct all questions, concerns, & resource requests to the Screening Supervisor
Main Goal: Distribute antivirals or vaccinations to clients

- Ensure use of Personal Protective Equipment (PPE)
- Provide antiviral or vaccine per the guidelines provided
- Provide relevant information (i.e., Vaccine/Drug Information Sheet, Medication Crushing Instructions, etc.) to clients
- Address clients’ questions and/or concerns
- Track usage of medical supplies and antivirals/vaccine
- Direct all questions, concerns, & resource requests to the Dispensing Supervisor
First-Aid Staff

ACTION ITEMS

- **Main Purpose:** Meet the medical needs of clients
  - Use Personal Protective Equipment (PPE)
  - Verify clients are not exhibiting any side effects
  - Address patients’ immediate medical needs
  - Follow established protocol to contact EMS provider for transporting client(s) to treatment facility
  - Direct all questions, concerns, & resource requests to the First Aid Supervisor
Behavioral Health Staff

- Main Goal: Address mental health needs
  - Address the mental health needs of POD clients and staff
  - Provide on-scene support to POD staff to expedite people going through the POD
  - Support POD staff in addressing the needs of clients
  - Educate POD staff and clients on public health and behavioral health interventions
  - Direct all questions, concerns, & resource requests to the Behavioral Health Supervisor
Demobilizing your POD
Demobilization Steps

- POD Manager will notify staff when POD will close.

- All Staff will:
  - Assist in packing materials & equipment
  - Sign out at the Registration station
  - Return equipment & supplies assigned
  - Participate in Debriefing session
Debrief

- Facilitated by the POD Manager to evaluate the agency response. This will allow your agency and health department to:
  - Obtain feedback on how well the POD operated
  - Identify areas for improvement
  - Identify best practices
  - Revise plans and guidelines to address issues identified
- Meet with the health department to review the interagency response

Tip: In Emergency Management, once this debriefing has occurred the key points are compiled into an After Action Report. This is a summary describing the event, areas of improvement, and best practices.
Returning Assets

- Designate a person responsible for completing demobilization steps
  - Compile a final report to the county/tribal health department:
    - Inventory of medical intervention and assets used
    - Copies of completed medical forms and other documents required by the county
  - Coordinate return of unused medications and/or other assets to the county
**Glossary**

- **Bioterrorism**: The deliberate release of viruses, bacteria or other germs used to cause illness or death in people, animals or plants.

- **Epidemic**: The occurrence in a community or region of cases of an illness, specific health-related behavior or other health-related behavior, or other health-related events in excess of what would normally be expected. The occurrence is relative to usual frequency of the disease in the same area, among the specified population, at the same season of the year.

- **Incident Command System (ICS)**: A management model for command, control, and coordination of an organization's emergency response activities. ICS is designed to aid in the management of personnel and resources required to operate during an emergency.

- **Job Action Sheet (JAS)**: A document created for each role within a command structure that specifies the role title, mission, supervisor and duties.

- **Mass dispensing**: Providing necessary medical interventions to a large number of people to limit the spread of disease and prevent morbidity/mortality from occurring as a result of exposure.

- **Outbreak**: An epidemic limited to localized (i.e. village, town, closed institution) increase in the incidence of a disease.
Glossary

- **POD**: Point of Dispensing, a location at which medical interventions (i.e., vaccinations or medications) are provided during a public health emergency.

- **Personal Protective Equipment (PPE)**: Specialized clothing or equipment worn by an individual for protection against any harmful agent (chemical, biological, or radiological).

- **Receipt, Storage, and Staging (RSS)**: The steps of receiving Strategic National Stockpile (SNS) assets (i.e., medication, supplies, etc.), storing them, and transferring them to the appropriate entity for distribution.

- **Strategic National Stockpile (SNS)**: A Centers for Disease Control and Prevention (CDC) program that serves as a national supply of medications and medical supplies for emergency situations.

- **Surveillance**: The continuous collection and analysis of data used to monitor health status and the occurrence of disease. Surveillance is key in detecting an outbreak of disease in a community and the information collected helps public health officials in understanding the nature of the outbreak. Surveillance is the essential feature of epidemiological practice.
Additional Resources
Additional Resources

- Arizona Center for Public Health Preparedness [www.azcphp.publichealth.arizona.edu](http://www.azcphp.publichealth.arizona.edu)
- Mass Antibiotic Dispensing: Taking Care of Business (CDC Course) [http://www2.cdc.gov/phtn/business/default.asp#add](http://www2.cdc.gov/phtn/business/default.asp#add)
- National Association of County and City Health Officials - Strategic National Stockpile Project [http://www.naccho.org/topics/emergency/SNS/index.cfm](http://www.naccho.org/topics/emergency/SNS/index.cfm)
- PandemicFlu.gov [www.pandemicflu.gov](http://www.pandemicflu.gov)
- Strategic National Stockpile (SNS) - Center for Disease Control and Prevention [http://emergency.cdc.gov/stockpile/index.asp](http://emergency.cdc.gov/stockpile/index.asp)
- Yale Center for Public Health Preparedness [http://publichealth.yale.edu/ycphp/glossary.html](http://publichealth.yale.edu/ycphp/glossary.html)
MY NOTES:
IDENTIFY YOUR ROLE

My Position Title is:______________________________

I report to the ________________________________.

My JOB Duties are:
1.______________________________________________
2.______________________________________________
3.______________________________________________
4.______________________________________________
The information in this pocket guide is condensed. For more information, please refer to your county mass dispensing guidelines and to the websites listed inside. This publication was supported by Grant U90/CCU924239-02 from the CDC. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the CDC.