Pharmacy to keep your family safe during a disaster can be difficult and daunting. Whether it is your pharmacy benefit management (PBM) plan member, CVS Specialty patients, customers at our CVS Pharmacy locations, or communities affected by a natural disaster, at CVS Health, we want to help ensure their safety and aid in the rebuilding efforts.

We do this by meeting with emergency response efforts to help with preparations before hurricanes like Irma, Irene and Harvey, and assisting families in an area impacted by these events.

Leveraging Technology

Patients with complex, chronic conditions that need specialty medications are especially at risk if they do not have enough medications on hand in the event of a disaster. In the past hurricanes (Irma, Maria, and Harvey), we enabled MinuteClinic customers to continue with minimal to no delays even in the face of the natural disaster.

Our proprietary message platform enabled rapid and expert communications to patients with a specialty prescription who were in the path of Hurricane Irma, and those in other parts of the country who may be impacted by any potential delays. These messages began on Irma, reaching out to more than 90,000 patients, including those with email and cell phone recipients who were due for refill, reminding them to plan ahead for any disruptions from the storms. The messages also helped ensure delivery by patients in inventory, between home and safe shelter locations, by asking them to confirm their temporary address during the storm. This helped ensure patients were able to receive their medication and continue therapy with minimal or no delay.

Community Hurricane Efforts

When the weather conditions were met and a patient was impacted by a disaster, we want to help. To date, CVS Health, CVS Health Foundation, and colleagues and customers have donated more than $675,000 in cash and in-kind product donations to various organizations in support of disaster relief efforts. In addition, the Foundation is donating $50,000 to Unidos Por Puerto Rico to help with Hurricane Maria relief efforts.

Enterprise-wide Initiatives

CVS Health leveraged the technology and investments in digital capabilities unlocked a new experience enabling patient care in the community and by lending a helping hand after they pass.

Community Health

CVS Health's Pharmacy offers a variety of programs and services for patients, customers, and communities. We also support patients by helping ensure their safety and aid in the rebuilding efforts.