



FEMA

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## LESSON LEARNED

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### Points of Dispensing: Separating Walk-In Entrances and Drive-Through Lanes

#### SUMMARY

Points of dispensing (POD) sites should consider placing walk-in entrances and drive-through lanes in separate locations. This will reduce endangerment to patients either walking or driving to a clinic entrance to receive medications or vaccinations.

#### DESCRIPTION

On October 17 – 18, 2007, the Oklahoma State Department of Health (OSDH) sponsored the Region 5 Mass Immunization and Prophylaxis Strategy (MIPS) full-scale exercise (FSE). The FSE simulated a potential influenza epidemic that involved 21,000 people manifesting influenza-like symptoms. The FSE included 464 state and local agency participants from 6 counties in the southeastern region of Oklahoma. The FSE tested participating agencies' ability to receive assets from the Strategic National Stockpile and to deliver mass prophylaxis to a community through the use of a newly approved POD site. County clinics administered 5,191 immunizations during the FSE. These counties utilized an Area Command for the first time in a public health exercise.

McCurtain County participated in the FSE as one of Oklahoma's 35 identified MIPS sites. The county used an OSDH-approved POD site that hosted both walk-in and drive-through immunization clinics. The local law enforcement department and the county sheriff's office established site security checkpoints at each vehicle entrance to the property and at the entrance to the clinic.

During the FSE, the arrangement of the walk-in and drive-through clinic entrances forced walk-in patients to cross the drive-through lane of traffic. Law enforcement personnel escorted walk-in patients across the drive-through lane to assist them with receiving an immunization. While no problems occurred during the FSE, this arrangement could endanger both drivers and walk-in patients. The after-action report suggests that officials evaluate options for either utilizing a different entrance for walk-in patients or for using the facility as a drive-through clinic only.

The state of Oklahoma is divided into 8 regions for the purpose of planning, protecting, providing funding, and responding to an incident. Both the Oklahoma Office of Homeland Security and the Oklahoma State Department of Health utilize these regions. Region 5 is located in southeastern Oklahoma and is comprised of 13 counties.

POD sites should consider placing walk-in entrances and drive-through lanes in separate locations. This will reduce endangerment to patients either walking or driving to a clinic entrance to receive medications or vaccinations.

**CITATION**

Oklahoma State Department of Health. *Region 5 Mass Immunization and Prophylaxis Strategy (MIPS) Full Scale Exercise 2007*. 26 Feb 2008.

<https://www.llis.dhs.gov/docdetails/details.do?contentID=32058>

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