

Disaster Preparation & Recovery Plan

It is the policy of the practice to be prepared for a natural disaster. Physicians and staff have assignments to prepare the practice for the disaster. All persons will be briefed on their responsibilities prior to a hurricane, tornado, or tropical storm watch.

The practice has performed a risk assessment and identified the following risks associated with a natural disaster:

- Loss of power
- Loss of water
- Rising water damage
- Damage/loss of medical records
- No cell phone access
- Loss of use of hospital
- Loss of answering service
- Damage/loss of our physical plants
- Damage/loss of equipment
- Loss of physician staff
- Loss of employee staff
- Loss of patients
- Loss of transportation, road access
- Loss of suppliers
- Loss of maintenance personnel
- Loss of payroll processor
- Loss of mail delivery
- Loss of banking

When a natural disaster watch has been posted for our area, preparations will begin to secure the practice as follows:

- Pre Disaster Planning
 - Administrator
 - Arrange meetings/conference calls with managing physicians and management personnel to go over disaster preparation plan
 - Update & distribute site level personnel contact list
 - Tele-tree w/ cells & alt numbers, which personnel live in flood zones
 - Update & distribute vendor contact list to management & physicians
 - Secure contingency location to see patients if necessary post disaster
 - Secure emergency phone/information line, e.g. hospital, answering service
 - Prerecord informational message on phone
 - Contact answering service and hospitals to make arrangements for post disaster on call or emergent patient needs
 - Secure line of credit from bank

- Prepare water tight bins and assign a member of senior management not in evacuation zone responsible to move and secure the following offsite:
 - Last payroll register, pay rates, scheduled deductions
 - Last financial statement, general ledger, bank account #'s
 - Manual checkbook
 - Credit card
 - Extra keys to all facilities
 - Insurance policies
 - Corporate minute book
 - Assess insurance for adequate coverage
 - Contact phone Co. to secure phone systems
 - Set up emergency phone lines and pre-recorded messages
 - Transfer lines to contingent location: answering service, hospital?
 - Back up DSL line
 - Contact IT Support to secure data systems
 - Offsite redundant storage of backup server, software
 - Secure redundant DSLs for telephone & data
 - Remind employees & physicians to charge their cell phones
 - Arrange meeting place for key personnel for post disaster recovery planning
- Front & Back Office Management to assign personnel to work as a team to:
 - Empty shred boxes
- Front Office Managers
 - Assign personnel not in flood zones to:
 - Print & take appointment schedule for next two weeks offsite
 - Print & take chart summaries offsite
 - Contact patients for the next 24-48 hours to reschedule appointments
 - Direct patients to hospitals, shelters, or offsite location if secured
 - Post notice to patients of post disaster plan, emergency locations and phone numbers
 - Empty staff refrigerators, stock with ice, throw away perishable food
 - Unplug and cover computer equipment in department
 - Catch up on medical record filing
 - Stow away supplies and remove personal items from facility
 - Throw away debris, empty boxes, etc. in department
 - Set security systems
- Back Office Managers
 - Take immunizations to remote location
 - Tape windows
 - Stock up on laundry supplies
 - Check fire extinguishers
 - Empty clinical refrigerators, stock with ice
 - Move immunizations offsite
 - Unplug and cover medical and computer equipment in department

- Shut off circuit breakers
 - Throw away debris, empty boxes, etc. in department
 - Pick up supplies
 - Water
 - Flash lights
 - Mosquito repellent
 - Hand sanitizer
 - Disposable camera
 - Batteries
 - Disposable supplies
 - Ice & ice packs
 - First aide supplies

- Pre Disaster Planning Checklist
 - _____ Phone list updated and distributed (administrator)
 - _____ Arrangements for after hours coverage set (administrator)
 - _____ Patients contacted to reschedule appointments (front office managers) and provided information about post disaster care
 - _____ Appointment schedules for two weeks taken off site (front office managers)
 - _____ Disaster Recovery Plan notice posted in reception areas (front office managers)
 - _____ Equipment unplugged and covered (front and back office managers)
 - _____ Batteries, flashlights, critical supplies on hand (back office managers)
 - _____ Refrigerators cleaned out and stocked with ice (front & back office managers)
 - _____ Windows taped (back office managers and maintenance personnel)
 - _____ Perishables and immunizations taken off site (back office managers)
 - _____ Fire extinguishers & first aide supplies ready (back office managers)
 - _____ Credit line arranged (administrator)
 - _____ Vital information collected and taken off site in waterproof containers (administrator)
 - _____ Backups and offsite recovery of data and phone systems arranged (IT Support)
 - _____ Server and phone equipment rooms secured (IT Support)
 - _____ Contingency location arranged (administrator)
 - _____ Cell phones full charged (all personnel)
 - _____ Emergency contact number established for information about practice recovery (administrator)
 - _____ Post disaster meeting place secured (administrator)
 - _____ Laundry supplies stocked (back office managers)
 - _____ Back up generator (administrator)
 - _____ Insurance policies checked (administrator)

- Post Disaster Recovery Plan
 - Management/Physicians
 - Assess physical plants
 - Take pictures of damage

- Contact insurance companies to file claims
 - Reorganize & rebuild internal staff and set a plan to return to normal operation
 - Secure line of credit
 - Set up remote location to see patients (possibly hospital)
 - Move IT system
 - Transfer phone lines
 - Move medical records
 - Contact and organize maintenance and cleaning crews for repairs and cleanup

- Vendor Contact List
 - Security Company
 - Sheriff's Office
 - Landlords
 - IT Support Company
 - PMS Vendor
 - Telephone Vendor
 - ISP Support
 - Answering service
 - Pager Company
 - Electric Company
 - Medical Supply Company
 - Immunization Suppliers
 - Labs
 - Hospitals
 - Shelters
 - Department of health
 - Post offices
 - Equipment vendors
 - Maintenance personnel
 - Electrical
 - Air conditioning
 - Roofing
 - Glassier
 - Handyman
 - Refrigerator service
 - Locksmith
 - Pest control
 - Banking Contact
 - Accountant
 - Payroll
 - Attorney
 - Retirement plan
 - Insurance
 - General
 - Umbrella

- Work Comp
 - Liability
- Lakeside occupational
- Health insurance
- Dental insurance
- Cobra