

# PHYSICIAN OFFICES NATURAL DISASTER PREPAREDNESS



Hillsborough County Medical Association

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## Natural Disaster Preparedness Guide



Risk assessment



Creation of an emergency plan



Establishment of a communications plan



Preparation, training, and testing

### 1. Assess your risk

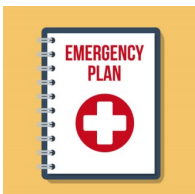


Check if you are in a flood zone and find your nearest evacuation zone.

Check your insurance coverage for natural disasters, such as business interruption coverage and replacement insurance coverage. You may add a commercial umbrella insurance to provide extra coverage against bodily injury and/or property damage.

For insurance needs and questions, please contact SGP Advisors at 813.418.4492.

### 2. Create an emergency plan



Create an emergency plan during a calm time, when no threat is approaching.

Plan for minimum operations with basic supplies and equipment to manage emergency cases; or identify an alternate location to set up emergency operations, if needed.

Communicate with your payroll processor to ensure payroll continuity during natural disasters.

Keep a list of all key vendors concerning the practice building, including phone numbers, addresses, websites, and which emergency services they provide (e.g. plumbing, electricity, IT support).

Back up data regularly, or create automated daily back up.

Protect patient records and other paper-based documents. Store electric devices and paper documents off the ground.

Consider purchasing a generator to help ensure proper storage of medication during an emergency.

Pack an evacuation kit.

If threat is approaching quickly, find an enclosed, windowless area in the center of the building for shelter.

### 3. Establish a communications plan (staff and patients)



Communicate office closure with staff and patients as soon as possible.

Inform patients of how to contact the practice in case of a disaster.

Collect staff emergency information, including home phone number, cell phone number, email, and an emergency contact per employee.

Consider switching to VoIP (Voice over Internet Protocol) or a standard landline if not done yet.

Tell patients to wear medical tag alerts / bracelets to identify their disability.

Ask patients to compile medical information lists containing names and phone numbers of physicians, medical insurance, emergency contact information, medications and dosage instructions, existing conditions, allergies, communication difficulties, and specialized items they require, such as wheelchair, hearing aids, oxygen, catheters, etc.

Consider creating a patient flyer with all important information.

### 4. Prepare, train, and test!



Ensure that responsibilities are distributed amongst staff and everyone is aware of their duties. Test disaster preparedness plan quarterly and include a follow-up meeting to review best practices and areas of improvement.