



Medical Office Emergency Preparedness Plan Checklist

Medical Group Management Association® (MGMA®)

Adapted from Physician Practice Management: Essential Operational and Financial Knowledge

Patient Safety

Evacuation Plan

- With power
- Without power
 - Elevators/escalators/stair access
 - Phone system
 - Public address system
 - Automatic doors
- Who triggers evacuation plan (key employee[s])
 - Partial evacuation
 - Total evacuation
- Person identified who is responsible to assure practice is completely evacuated and premises secured
- Safe gathering areas identified
- Items to be removed, if any
 - Person responsible identified
- Employee training
 - Role-playing and practice exercises

Power Outages

- Backup power source for procedures that require power for completion

Contingency Plans for Patient Disposition to Other Facilities

- Hospitals, Clinics, Designated public facilities

Contingency Plans for Medical Supplies

- Vendor capability determined (national, regional and/or local)
- Emergency inventories identified and stocked

Employee Security

Chain of Command

- Loss of key employee[s] contingency
- Responsibility of managers/supervisors to track employees
- Employee training
 - Identify and practice duties
 - Identify who steps in to assist management

Staff Safety

- Central location identified off-premises for physicians and staff to meet following an emergency
- Employee check-off list
- Preventative vaccinations
- Personnel protective equipment

Employee/Family Safety

- Communication protocol
 - Staff & families understand/trained (Note: Worry about family during emergencies will reduce employee effectiveness)

Aftermath Counseling

- Counselors identified
 - Group therapy and Individual counseling

Practice Capability

Communication

- Spokesperson[s] designated
- Practice scenarios to develop comfort responding to press and public

Patient Charts

- Duplicate charts off premises for patients with
 - Chronic illness
 - Complicated treatment plans
 - Potential or pending liability claims

Patient Billing System

- Plan for duplication of practice system with vendor/other clinic with similar systems
- Off premises storage of data
 - Passwords & access codes
 - Tested data restoration

Downtime

- Patient referral plan for short-term disruptions
- Contingency plan for temporary clinic
 - Facility
 - Patient charts
 - Data systems
- Facility clean-up strategy
 - Establish priority with disaster clean-up company

Public Health Issues

- Define clinic/practice role within local community disaster plan
- Training for key personnel
- Participation in community disaster drills

Financial Survivability

Cash Issues

- Back-up financial institutions identified
- Disruption of banking system contingency plan
- Safe to hold cash

Financial Records

- Duplicate records stored off-site
 - Financial
 - Personnel
- Personnel identified who can access off-site records
 - Plan in place if key employee lost
- Employee compensation
 - Plan for partial wages, if necessary

Insurance Coverage

- Liability
- Business interruption insurance
- Property
 - Buildings
 - Business personal property
 - Equipment breakdown