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