

DISASTER AND RECOVERY PLAN

PHYSICIAN OFFICE PRACTICE



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publication contact the FPIC Risk Management Department at
(800) 741-3742, ext. 3016 or rm@fpic.com.

**First Professionals Insurance Company
1000 Riverside Avenue, Suite 800
Jacksonville, Florida 32204**

**Toll Free 800-741-3742, ext. 3016
Local 904-354-5910 • Fax 904-358-6728
www.firstprofessionals.com**

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Now is the time to evaluate preparedness procedures, meet with your staff and address these issues. The use of a disaster and recovery plan checklist is an efficient loss prevention measure. An hour or two spent discussing these questions with your staff can help avoid chaos and confusion, reduce your exposure to loss and maintain patient safety if and when faced with a disaster. Many municipalities and hospitals have model preparedness plans and reference material available at little or no cost.

For additional information or assistance in establishing a preparedness plan, contact FPIC's Risk Management Department.

Disaster and recovery planning is a component of risk management entailing self-assessment, asset protection, business impact analysis, and recovery measures. This guide provides an overview of specific areas to address, as well as a checklist that may be utilized in preparation of a major event. In the event of a natural or manmade disaster, it is crucial to consider the impact on your practice.

Although the occurrence of a disaster to your office will present an initial financial hardship, surviving without a revenue stream for an extended period of time is the more serious threat and challenge to financial recovery. Even when a building sustains no damage, a disaster can force a business to shut down. More than 25 percent of businesses that close following a disaster do not reopen.⁽¹⁾

Without a pre-defined plan to protect and recover operations, the odds are that most private practices will be unable to survive an extended business interruption. Recovery planning is essential. Nearly 50 percent of companies having a disaster without a plan go out of business within two years.⁽²⁾ Research conducted by the University of Minnesota found that 80 percent of companies that experience an extended disaster are out of business within five years.⁽³⁾ In the context of disaster planning and recovery, viewing a private practice as anything other than a business in itself constitutes a peril.

Basic Assumptions

Basic assumptions have to be made when developing a disaster and recovery plan (D&R Plan). For example, even if you are forced to close your doors for just a few days, the financial impact to the practice can be substantial. Likewise, it is unlikely that your practice will snap back to its previous level of operation following a disaster. Another basic assumption should be that a certain percentage of your patient population will not return – to the practice or to the area. You can also assume that not all of your employees and services will return. Following a disaster there will be both ongoing and new expenses, despite a decline in revenue. To be effective, a D&R Plan must be based on such assumptions.

The basic components of disaster and recovery planning are self-assessment, business impact analysis, asset protection, and the D&R Plan document itself.

Self-Assessment

Begin your D&R Plan by conducting a self-assessment. Ask yourself if the practice can withstand a disruption. Is the practice likely to survive following the disruption? If so, for how long can it survive financially and to what extent? Other questions to address in a self-assessment include:

- Will normal business operations be interrupted by a natural or human-caused disaster?
- What aspects of the practice need to be operational as soon as possible?
- Do you currently have a disaster response plan in place?
- Can the building withstand the impact of a natural disaster and are contents and inventory sufficiently protected against damage?
- Are vital records protected?
- Can the practice remain operable if basic business functions are unavailable?
- Can the practice remain open, even if you cannot use or reach the office?
- What is the net worth of the practice?
- Have you consulted with your agent or an insurance professional to determine the adequacy of your insurance coverage?

Business Impact Analysis

Conducting a business impact analysis is a fundamental component of managing risk of any kind. All levels of staff should be asked to participate in the business impact analysis. Analyze each of the critical processes that must be recovered following an unplanned disruption. Realistically consider the recovery time objectives associated with each of those processes. To estimate the economic impact that a disruption in each critical process will have to the practice cumulatively, calculate the dollar value for each process and multiply the amount by the recovery time or number of days that the critical process is unavailable.

Also consider to what extent the practice will be forced to operate under degraded patient service and the impact that an uncertain quality of ancillary and derivative services may have. Do not assume that the same labs will be operable or that the same level of diagnostic services will remain available. A business impact analysis should consider diminished market share and increased market share. Indeed, your practice might very well be the only one in town that is up and running.

Ancillary and derivative services that are likely to impact your practice operations following a disaster include:

Diagnostic centers	IT providers
Hospitals	Home health agencies
Labs	Nursing facilities
Imaging centers	Ambulatory care facilities
Drug stores	Outpatient services
Third Party Administrators (TPA)	Billing and collections
Medical supplies	Independent contractors
Transportation services	

Asset Protection

In terms of asset protection, consider the fact that your practice has both tangible and intangible assets. The assets of the practice may be obvious and not so obvious: the building or physical structures, property and equipment, accounts receivable, ancillary investment and revenue streams and even the equity in the practice itself. In calculating your assets, include your employees, your “customer base” (patients), the incredible amount of time that you have invested in the practice, and the future earnings potential of the practice. Your reputation and professional relationships are significant assets. One of the major mistakes made in managing the risk of business interruption is limiting asset protection to that of tangible property. Another is the failure to fully inventory assets.

Because a disaster or business interruption threatens both tangible and intangible assets alike, ask the following:

- Is there a TPA? Does the TPA have a recovery plan?
- Are general liability, professional liability, workers’ compensation, property, and business operations insurance coverage adequate?
- Do you know your contractual responsibilities for owned and leased property, equipment and supplies?
- Who are your replacement sources? Are these sources located outside of the disaster zone?
- Is electronic data secured via back-up? Is off-site access available?
- Is an inventory of tangible and intangible assets current and available?
- Is a back-up power source necessary and available?

Insurance Coverage

A fundamental component of disaster planning is risk transfer – namely insurance. However, remember that not all losses can or will be covered by insurance. There will almost certainly be uncovered expenses such as policy deductibles, exclusions, depreciation factors, policy limits and damage caps.

One way to determine the adequacy of insurance coverage is to calculate how much you can afford to lose, and then cover the rest. Examine policy language – most notably policy exclusions. Perils that you may have assumed are covered may well be excluded. Ascertain if the policy provides for replacement cost or the actual cash value. In most cases, it is more beneficial to insure the replacement cost of damaged property, which mitigates inflation and depreciation factors. Ask the following:

- Are all property and casualty insurance policies up-to-date?
- Are coverage types and limits adequate?
- Is there business interruption coverage?
- Are tangible property and all facilities covered for flood loss?
- Are copies of all insurance policies and agent contact numbers available?
- Does the policy provide reimbursement costs for a temporary, alternative practice site? Depending on the type of peril encountered, such costs can not only be expensive, but hard to control.
- Are you covered for expenses to comply with newly-enacted building code upgrades? This is a likely expense but one rarely contemplated.
- Does your insurance cover loss of revenue or damage due to power loss or interruption? Depending on the policy, coverage may not be triggered for such losses unless structural damage is sustained.

If you lease your office space, review your leasing documents to determine if the owner or landlord has adequate coverage and to what extent common or shared areas are insured. Determine who will pay for clean-up costs and the removal of debris—these expenses can be considerable. Also, determine who will pay for the costs of any internal structural repairs, including temporary repairs. Although your practice may be undamaged after a peril, patients may be unable to reach your office if elevators are not functioning or public areas are inaccessible.

It's always a good idea to take photos or a video of the practice to complement your inventory list. Photos prompt better recall following a peril and often help facilitate an accurate damage appraisal. Secure insurance policies and documents at a location other than your practice. Maintain a current list of insurance agents and company contact information.

An important type of insurance to consider is business interruption coverage. This type of coverage helps to protect against economic loss due to lost revenue attributed to forced closure of the practice.

Disaster and Recovery Plan Document

An effective D&R Plan should provide direction before, during and after a business interruption. The plan should also be predicated with certain assumptions:

- There is sufficient asset allocation for the costs of the D&R Plan and its ongoing maintenance.
- The D&R Plan is current, protected and available.
- The peril, disaster or "event" will occur at peak volume time.
- A recovery site is available.
- Off-site storage locations are intact and accessible.
- Staff training has taken place.
- Information back-up and electronic data is performed daily.
- Business units of the practice are prepared to operate without IT and computer services for a minimum of 72 hours.

In addition to participating in creation of a plan, all levels of staff should receive adequate training and understand their respective role in disaster planning and recovery. Regular maintenance of the plan is essential.

Disaster and recovery planning requires a team approach. All levels of staff must participate if buy-in to the discipline and guidance that a D&R Plan provides is to occur. Your D&R Plan should incorporate existing policy and procedures that address workplace interruption.

Employees and Staff

Retaining employees and staff, arguably your most valuable assets, necessitates addressing how salaries will be paid during a business

interruption. Even the most loyal employee will expect to be paid at some point. Did your business impact analysis consider the cost of recruitment?

To facilitate recovery measures, every plan should contain a provision for emergency contact information. This information should be readily available and stored in a secure location. Ideally, all plan documents should be stored electronically, and periodically distributed in both hardcopy and electronic forms. Emergency contact information should be updated at regular intervals as set forth by the plan's maintenance provisions.

Communication is a critical business function and perhaps the most important factor in recovery measures. Effective loss prevention measures to consider include:

- Distribute staff contact information for home, cell and other phone contacts.
- Store the contact information in a secure place and update the information regularly.
- Discuss the contact plan with staff members and make sure they have access to the contact information.
- Compile the phone numbers of applicable local, state and national agencies.
- During the recovery phase, obtain temporary or newly established employee contact information and distribute same.
- Determine realistic return-to-work timeframe for staff.
- Notify vendors and business associates of a practice interruption and a timeframe for resumption of operations.
- Implement staff briefings at the beginning and end of each day until recovery is complete.
- Establish a communication channel for patients.
- Determine whether the practice can handle walk-in patients (no appointments).
- Establish an arrangement to facilitate continued care for chronic conditions, such as INR clinic services.
- Establish patient telephone triage.
- Utilize temporary phone and fax services.
- Identify an alternate answering service, e-mail and pager service.
- Implement temporary controls to ensure HIPAA compliance.

Implementing a simple calling tree is a fundamental and efficient communication strategy. However, keeping a calling tree current is essential. The use of a template that can be updated regularly as employees and phone numbers change meets this objective.

Another critical business function is information technology (IT). Most businesses that are forced to operate 10 or more days without computer systems never fully recover. Seventy-five percent of businesses reach critical or total loss of functionality within two weeks of losing IT support.⁽²⁾ A medical practice's operations are often dependent on computer systems. Coding and billing are good examples. A prevalent root cause of business failure following a disaster is the assumption that data back-up has taken place. Effective loss prevention measures to consider in your D&R Plan include:

- Inventory hardware and software and document it.
- Ensure back-up of electronic data. Periodically test compliance.
- Facilitate off-site access to electronic data.
- Apply the same protective measures to electronic medical records (EMR) as paper in terms of integrity and recovery data.
- Develop a phased IT recovery plan.
- Document the type and extent of lost data.
- Establish uniform measures for temporary variances in all input functions and subsequent conversion.
- Evaluate hardware and software warranties.
- Consider an IT restoration service contract.
- Verify insurance covers repair or replacement costs.

Patient Records

Although some may view them as a liability, patient medical records are a valuable asset of a private practice. Most practices utilize a paper-based patient medical record system. Even those practices that enjoy an electronic medical records system are not fully paperless. In preparing your D&R Plan consider how patient records are maintained and how they should be protected. If records are destroyed, will you be able to provide continued care for patients with chronic conditions? Basic, yet effective loss prevention measures to consider include:

- Initiate temporary storage measures, if necessary.
- Apply the same measures to EMR as paper in terms of integrity and recovery data.

- Attempt to restore all damaged charts.
- Notify state medical board for specific guidance pertaining to lost or damaged records.
- Document all efforts at restoration and protecting existing records.
- Reconstruct all lost charts at next patient encounter.
- Notify insurance carrier for restorative services and/or claim loss procedures.
- Re-establish filing system.
- Re-establish chart/folder system.
- Obtain legal guidance for patient notification during and subsequent to recovery operation efforts.
- Determine loss or damage to patient records and filing systems.
- Contemporaneously date and initial all late entries and duplicate information during recovery phase.
- Create a list of all damaged/lost patient charts.
- Obtain legal or risk management guidance.

Property, Equipment, Supplies and Business Associates

There is often a tendency to place physical property, equipment and supplies at the top of the list when developing a D&R Plan. The fact of the matter is that they are usually the easiest assets to replace.

Regardless of how you prioritize these assets, your D&R Plan should address the following questions:

- How are billing records maintained? If billing is done by a third party, does the entity have adequate plans for recovery?
- Have additional property, structures, or equipment been acquired?
- Are contact numbers for equipment and supply vendors available and accessible?
- What basic equipment would be needed for the practice to be functional? Are there plans in place to make sure this equipment is stored securely and available in emergency situations?
- Does the practice maintain an adequate inventory of essential supplies (gloves, syringes, etc.) and what alternative sources are available?
- If equipment is destroyed, is there a source for replacement units?
- In the event of power failure, how will pharmaceuticals requiring refrigeration be stored?

- If the office is severely damaged, what alternate site can be used to see patients?
- What alternative services are available should laboratory and x-ray facilities be unavailable?
- Have all of your business associates been identified?
- Have arrangements been made with colleagues who are utilized for consultations?
- How will on-call responsibilities be managed?
- What derivative professional interests will be affected?
- Does any contract language present liability exposure in terms of a failure to perform?
- How will collections or enforcement of outstanding financial obligations be managed during business interruption and recovery?

Business Recovery

The final component of a D&R Plan is business recovery. Obviously, the objective is to avoid or minimize downtime. As part of its recovery strategy, a business recovery plan should serve as a repository of critical recovery information to minimize both upstream and downstream losses. An important factor in successful business recovery is the availability of a temporary recovery location. Planning should include making advance arrangements for a temporary practice location. This could include an agreement to work out of the office of another practitioner in the event a peril is confined solely to your office or locale. Temporary retail space will likely be at a premium, if available at all, following a natural or manmade disaster. Establishing a relationship with a managing agent or realtor to obtain temporary office space under a contingency agreement will facilitate business recovery.

Several assumptions should also be made when developing your business recovery plan. For example, following a major disaster, practices and partnerships can and do dissolve. Practice acquisitions and mergers often occur in the wake of a storm. Downsizing can occur and greater outsourcing may be necessary. Business recovery may necessitate re-organization. Most practices undergo a change of dependency in their distribution network to accommodate new market conditions. Following a major business interruption, some practices are likely to alter the scope of professional services. Elective procedures might have to be discontinued – or initiated as a necessary revenue stream. Few natural or manmade disasters escape the advent of evolving federal and state regulations. Even local zoning and building codes can and do impact business recovery.

References

- ⁽¹⁾ Institute for Business & Home Safety and Public Entity Institute
- ⁽²⁾ IBM Business Recovery Service
- ⁽³⁾ University of Minnesota

Checklists

Utilizing a checklist is an efficient format and should provide direction before, during and after a business interruption.

Formulate a Plan

- Prepare an itemized inventory of all equipment and supplies. Note serial numbers.
- Photograph or videotape the facility and all equipment and supplies.
- Develop an emergency action plan (EAP) as required by OSHA standards. The written plan should include procedures for evacuation for employees who remain or return to critical operations prior to evacuation, an accounting of all employees, rescue and medical duties for those employees responsible for same, a means of reporting fires and other emergencies, names and job titles of persons who can be contacted for further information about the plan.
- Maintain a current listing of insurance companies, policy numbers, and phone numbers.
- Maintain a cash reserve to facilitate recovery operations.
- Verify sufficient credit and access to creditors.
- Determine bill paying capability if practice expenses are paid online.
- Establish a policy to clarify if and how employee salaries will be paid during interruption.
- Safeguard all insurance policies and important, original documents and business contracts.
- Prepare a listing of all patients, delineating those who are inactive from those currently under care and treatment.
- After recovery, update your disaster plan and replenish emergency supplies, if necessary.
- _____

Immediate Action

- Secure practice facilities to prevent further damage or loss.
- Notify landlord or facility staff.
- Secure all patient records before evacuation, ideally in water resistant and fire proof cabinets.
- Identify temporary utility services such as generator(s), phone service, and cable/internet.
- Take those records of patients in the midst of diagnostic workup or undergoing complicated medical treatment.

- Prepare a listing of all outstanding diagnostic studies and consultations to ensure follow-up as soon as possible.
- Remove any valuables. Turn off electrical and water sources.
- Unplug electronic equipment not surge protected.
- _____

Operating Profile

- Determine impact to normal operating profile for all practice venues.
- Establish interim operating hours in tandem with recovery measures.
- Notify insurance carrier for business interruption coverage.
- Maintain record of all business interruption-related losses and expenses.
- _____

Communication

- Distribute staff contact information for home, cell and other phone contacts.
- Implement staff calling tree.
- Determine realistic return to work timeframe(s) for staff.
- Notify external vendors/business associates of practice interruption with targeted resumption of operation date.
- Record temporary or newly-established contact information, including new or temporary staff.
- Implement staff briefings at the beginning and end of each day until recovery is complete.
- Establish communication channel for patients, if necessary.
- Establish patient telephone triage procedures.
- Utilize temporary phone and fax services, if necessary. Request that all transmissions be sent under a confidential cover page.
- _____

Licensing

- Ensure that all licenses remain current – obtain duplicate validations for DEA, state medical licenses, business licenses, CME requirements.
- Record federal employer numbers and tax information.
- Notify CPA, bookkeeper, and TPA. Obtain duplicate validation information.
- Notify workers' compensation carrier, if applicable.
- Notify OSHA – temporary practice requirements and procedures for compliance.

- Notify CLIA – temporary practice requirements and procedures for compliance.
- Contact state medical board for guidance.
- HIPAA – document attempts at compliance and reason(s) for non-compliance.
- _____

Managed Care

- Notify all managed care companies (HMO, PPO, MCO) if necessary for operational changes and billing disruption procedures. Obtain reconciliation of outstanding account receivables.
- Notify Medicare/Medicaid for business recovery operation procedures and compliance with newly enacted practice operations.
- _____

Answering Service

- Notify answering service with daily scripts pertaining to business operations.
- Obtain functioning answering service – out-of-state if necessary.
- Implement temporary hard-line answering service via phone company services or by answering machine.
- Modify staff procedures to include temporary communication duties, as necessary.
- _____

Fee Schedule and Coding/Billing

- Determine interruption to all payment operations, including automated systems.
- Implement back-up records to facilitate recovery operations.
- Document agreements reached with business associates for compliance purposes during recovery process.
- _____

Collection Services

- Establish temporary collection policy in tandem with recovery stages.
- Instruct collection service from suspense to resumption of collection policy.
- _____

Hospital Privileges

- Notify hospitals and on-call facilities of changes to business operations.

- Provide hospitals with temporary contact information.



Americans with Disability Act (ADA)

- Ensure that temporary recovery operations and newly-established operations are compliant with ADA requirements. Document efforts to comply when full compliance is not possible.



Staffing

- Do not compromise staff credentialing procedures during shortage periods. At a minimum, obtain informal background and reference verifications. Formalize when return to normal operations occurs.



Risk Management Plan

- Avoid compromising risk management practices during recovery procedures. Establish RM policies in tandem with recovery plan and operations.
- Apply risk management measures to newly established procedures.



Medical Forms

- Obtain replacement supplies or templates for forms and documentation materials.
- Patient information forms
- H&P form
- Consent forms
- Medication log
- Charts & graphs
- Prescription pads and forms
- Patient instruction forms
- ICD-9 coding templates
- Internal directives



Equipment and Supplies

- Prepare listing of all equipment and supplies, if affected.
- Notify manufacturers/vendors for equipment replacement procedures.
- Photograph or video record documentation damage or loss.
- Establish off-site facility for obtaining services otherwise performed in the office.

- Clarify patient billing procedures and cost factors during temporary usage.
- Contact out-of-state vendors for replacement and/or lease options, if necessary.
- Re-establish as soon as possible, resuscitation kits, oxygen supplies, Ambu bags and other CPR supplies.
- _____

Biohazards

- Initiate temporary and alternative storage site(s).
- Notify alarm and security service providers. Consider out-of-state temporary monitoring services.
- Notify biohazard and waste management service provider(s).
- _____

Society Memberships

- Determine resources available from societal organizations, such as the AMA, FMA, county and medical specialty societies.
- _____

Computer Systems

- Contact all computer service vendors to assure integrity and recovery.
- Document the type and extent of lost data.
- Implement temporary controls to ensure HIPAA compliance.
- Initiate back-up system. Test back up systems and data periodically.
- Establish uniform measures for temporary variances in all input functions and subsequent conversion.
- Verify insurance coverage for costs incurred for lost/replaced software and hardware.
- Evaluate applicable warranties.
- Prepare a list of all patient charts affected.
- Document data loss in individual and newly-created patient charts.
- _____

Laboratory Equipment

- Determine loss to all laboratory services provided.
- Initiate temporary external services. Triage service requests.
- Consider all manufacturer warranties and service plans.
- Secure instruction material off-site, if necessary.
- _____

External Laboratory and Diagnostic Services

- Determine temporary operations and measures necessary to minimize interruption of services during recovery operations.
- Identify, if possible, all outstanding external diagnostic testing. Recall patients. Re-evaluate all patients and query all patients regarding outstanding labs and diagnostic results. Determine billing compensation and vendor procedures for repeat studies. Consider out-of-state labs and shipping vendors.
- Initiate all temporary services in tandem with insurer provider payment provisions and temporary billing procedures.
- _____

Posted Notices

- Keep all patients advised. Communicate as much as possible - post a notice of changes to and resumption in normal practice operations.
- _____

Medical Records

- Determine loss or damage to patient records and filing systems.
- Attempt to restore all damaged charts.
- Notify state medical board for specific guidance pertaining to lost or damaged patient records.
- Document all efforts at restoring and protecting existing records.
- Reconstruct all lost charts on next patient contact.
- Notify insurance company for restoration services and/or claim loss procedures.
- Re-establish filing system.
- Re-establish chart/folder system.
- Initiate temporary storage measures, if possible.
- Obtain legal guidance for patient notification during and subsequent to recovery operation and efforts.
- Apply same measures to electronic records as paper in terms of integrity and recovery of data.
- Contemporaneously date and initial all late entries and duplicate information in context of recovery efforts.
- Create a list of all patient charts damaged or lost.
- _____

Waste Disposal

- Initiate temporary waste disposal measures, if necessary.
- Contact local authorities regarding toxic and bio-hazardous waste disposal.

- Examine waste disposal service contracts.



Business Supplies and Equipment

- Make a list of all damaged/lost supplies and equipment.
- Notify all applicable insurance carriers for claim procedures.
- Notify business associates and vendors – examine all contracts and service agreements.
- Make a list of all reference materials such as phone books, medical journals, texts, manuals, instructions, contracts, service agreement, PDR, and electronic reference sources and equipment.



Insurance Coverage

- Safeguard all insurance policies.
- Ensure that all property and causality insurance policies are up-to-date and that coverage types and limits are adequate.
- Determine if there is insurance coverage for business interruption losses.
- Determine if tangible, personal property and tangible facilities are covered for flood loss.
- Take copies of all original insurance policies and agent contact information.
- Clarify if insurance coverage is based on actual cash value or replacement cost.
- Notify property management, if applicable, and exchange current contact information.
- Post contact information at the facility, with answering service, and online, if available. Notify all hospitals and on-call providers.
- Photocopy all important documents, diplomas, certificates, and licenses.
- Create an electronic copy and a back-up source of all important hard copies, documents, and lists.



Bioterrorism

- Adhere to local bioterrorism response plan in conjunction with DOH, CDC, CHD.
- Train staff to distinguish between biological, chemical, nuclear, and blast event conditions.
- Develop triage measures of contaminated patients/staff to contain exposure.

- Determine who will clean contaminated facilities.
- Determine if workers' compensation coverage covers affected employees.
- _____

Business Office

- Desks and chairs
- Side chairs
- Wastebaskets
- Filing cabinets and shelves
- Computers and software
- Printers
- Photocopier
- Dictation machine
- Answering machine
- Bookkeeping equipment
- Fireproof safe for cash and checks
- Secretarial supplies
- Fire extinguisher
- Clocks
- Telephones
- Intercom system
- Doorbell
- Security alarm/video camera
- Batteries
- _____

Instruments

- Wall-mounted mercury sphygmomanometers
- Stethoscope(s)
- Wall mounted otoscope/ophthalmoscope
- Flashlight or light units
- Tongue blades/container
- Reflex hammer
- Tuning forks
- Cerumen remover
- Syringe/plastic bulb
- Disposable vaginal specula/light source
- Disposable sigmoidoscope/light source
- Anoscopes
- Suction set
- Surgical instruments

- Electrocardiogram
 - Thermometers
 - Cotton-tipped applicators
 - Emesis basin
 - Glucometer
 -
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Laboratory Equipment

- Microscope
 - Centrifuge (hemotocrit/urine)
 - Hematocrit capillary tubes, sealer
 - WBC chambers/pipettes
 - Sedimentation set
 - Incubator
 - Urinometer/dipsticks
 - Test tubes and racks
 - Microscope slides/cover slips
 - Bunsen burner/alcohol lamp
 - Gram-stain reagents
 - 10% KOH
 - Saline
 - Refrigerator
 - Wax pencils
 - Urine culture sets
 - Laboratory timer
 - Blood drawing equipment
 - Strep screen kit
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Stationery

- Letterhead
 - Envelopes
 - Note pads
 - Prescription pads
 - Business cards
 - Claim forms
 - Registration forms
 - Consent forms
 - School/back-to-work slips
 - Laboratory slips
 - Appointment calendar
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Reception Room

- Upholstered armchairs
- Side tables
- Lamps
- Magazine covers
- Magazines (non-medical)
- Books (non-medical)
- Magazine wall racks
- Plants
- Mirrors
- Paintings
- Children's area
- Television/VCR/stereo system
- Artwork
- Medical literature (pamphlets in various languages specific to area and practice)
- Water cooler
- Printed signs and placards
- _____

Examination Room

- Examination table and stool
- Waiting chairs or sofa
- Eye chart
- Wall cabinet
- Physician's lamp
- Clothes hangers or rack
- Mirror
- Screen or curtains
- Scale
- Artwork
- Weight scale
- _____

Consultation Room

- Executive desk and chair
- Side chairs (3)
- Bookcase
- Credenza
- Lamps
- Wastebasket

- Dictation machine
- Sharps container
- Biohazards container
- _____

Supplies

- Cloth gowns
- Sheets-paper/fabric
- Assorted syringes/needles
- Assorted tapes
- Assorted gauze pads
- Iodine pads
- Lubricating jelly
- Examination gloves
- Sterile gloves
- Topical skin freeze
- Hemostats
- Soap dispenser
- Band-aids
- Alcohol swabs
- _____

Patient Comfort Items

- Facial tissues
- Sanitary napkins
- Aspirin/acetaminophen
- Paper cups
- _____

Medication

- Xylocaine
- Oxygen tank
- Morphine
- Diphenhydramine
- Dextrose 50 percent
- IV set-up
- Resuscitation kit
- _____

Resources

American Red Cross

(202) 303-4498

www.redcross.org

Federal Emergency Management Agency (FEMA)

(800) 621-3362

www.fema.gov

Florida Department of Business and Professional Regulation

(850) 487-395

www.state.fl.us/dbpr

Florida Department of Community Affairs, Division of Emergency Management

(800) 320-0519

www.floridadisaster.org

Internal Revenue Service (IRS)

(800) 829-1040

www.irs.gov

Joint Commission on Accreditation of Healthcare Organizations (JCAHO)

(630)-792-5000

www.jcaho.org

Click on Public Policy, then on Emergency Preparedness

National Hurricane Center

(305) 229-4470

www.nhc.noaa.gov

National Weather Service

www.nws.noaa.org

Salvation Army

www.salvationarmyusa.com

United States Department of Occupational Safety & Health Organization (OSHA)

(800) 321-6742

www.osha.gov

United States Small Business Administration (SBA)

(800)-659-2955

www.sba.gov/disaster_recov/prepared/getready.html

Click on Disaster Recovery

Scroll down to Disaster Preparedness Topics

Click on Get Ready - Be Prepared



1000 Riverside Avenue, Suite 800
Jacksonville, FL 32204
800-741-3742
www.firstprofessionals.com