

## THE HURRICANE IS COMING...

It's hurricane season and storms are approaching. If you've lived in the south for any length of time, you are by now probably quite adept at securing your home and preparing to get your family to safety. While making these preparations, there are also a few things you can do to protect your medical practice and your patients.

- Put together a list of contacts. In the event that internet access is limited following the storm, you'll want to make sure you already have contact numbers for the following:
  - Staff
  - Insurance agent
  - Utility companies
  - Plumber
  - Electrician
  - Internet service provider
  - Cell phone service provider
  - EMR tech support
  - Building manager
  - Building security
  - Cleanup/restoration company
  - Health department
  - FEMA
  - Professional liability insurance company
- Have a patient communication plan. In the event patients are not able to reach you via normal channels once they themselves again have access, consider other ways to provide information
  - Outgoing voicemail message
  - Website
  - Patient portal
  - Forward your landline number to a cell
  - Provide instructions for your answering service
- Secure Medical Records.
  - Backup electronic records
  - If paper records are not already stored in waterproof containers, move them off the floor in flood prone areas

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