

Standard DRX 7-4C

The purpose of this literature is to help customers and referrals prepare for emergencies such as floods, snow and power outages which could impact the receiving, storages of supplies and equipment and utilization of life supporting equipment. All this information is provided with every new start and the customer is encouraged to keep as a resource. Additionally our website shows this resource information for customers and referrals to access. The website is on every new start packet.

1. **Preparation is key;** Stay ontop of approaching storms and impact on your use of , storage of , ability to receive or pick up equipment /supplies needed and any threat to your life sustaining use of equipment.
2. Visit websites for National storm preparation information ahead of the storm. Weather.gov Redcross.emergencypreparedness, ready.gov/make-a-plan etc..
3. Explore alternative power sources for extended power outages; generators, other family or homes equipped to run any life threatening medical equipment. Consider battery operated equipment when applicable, car charge etc. Some examples are listed below but not limited to;
 - Ventilator patients have a back up unit ready and charged and have a relocation plan
 - Oxygen patients- always keep your back up E tank gauge in the green and functional
 - Consider battery operated units and extra batteries ready and charged. Always plan a back up relocation plan
 - Contact your MD and see if liquid oxygen can be substituted short term and get RX a head
 - Nebulizer patients- consider relocation, battery operated units
 - Feeding pump pt's- always keep your battery charging and consider a back up unit
 - Gravity feeding is also a back up option, make sure you know To perform this safely inadvanced. Plan a relocation plan
 - CPAP/BiPap patients- consider back up units with a battery ability and relocation Plan
4. Create a written Plan and keep it available to all family members.
5. Communicate with our office multiple days ahead when possible to assist you in your plan as needed.
6. Deliveries will be limited and picking up all needed supplies would be advised to ensure your plan is successful and supplies are able to be received from our vendors. It is important that customers and referrals plan ahead as manufacturers and vendor will have difficulty getting supplies/inventory to use.
7. Our President will be also preparing by increasing inventory orders and putting calls out to our priority patients and referral sources. #1. Ventilator, # 2 Oxygen , #3 Gtube /NG tube feeding pt , #4 Vulnerable locations and elderly DME pt's, the patients that are 100% dependent of the life supportive equipment will be approached first as listed above. Our goal will be to assist in the individuals emergency preparedness plan , via supplies and inventory and advice on resources including shelters for relocation. As needed education on equipment battery life etc...
8. When ever possible the vulnerable and high risk pt and referrals will be advised to relocate to an area outside the impact zone.
9. Once the event has unfolded; The owners and any able staff will be at the site to assist as needed. Communication with the company will remain the phone and answer service as

Original Date: 3/07

Reviewed Annually: 3/08, 3/09, 3/10, 3/11, 3/12, 7/13, 3/14,2/5/15, 3/16,5/17

Revised 10.20.2017

Approved By

Policy: Resource for Referral and Customers for Emergency Preparedness

functional. Additional assess is via our website inquiry submission if available. Otherwise if cell service is available we will post cell phones on our website for access if phone lines are down. If customers are able to pick up supplies the office will be staffed as so as safely reasonable. Deliveries will resume when safe.

10. Any missed deliveries during the down time of the company will be resumed in the same priority order. Any customer/ referral able to pick up ae welcome to come to the store and as supplies resume to our warehouse from vendors we will be able to dispense.
11. Our website will be updated as the emergent situation evolves to try and help customers and referrals stay aware of our status on supplies and equipment.
12. All non emergent equipment should be safely stored as applicable to save from lost/ damage. All insurance companies and police reports will need to be obtained to replace lost and damaged equipment , so save documentation when the time comes.
13. Every customer signs receipt of this literature upon start with our company to promote preparation and planning to minimize harm during a disaster.
14. Staff are trained on hire and yearly regarding this information and other company wide planing

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