# Warrandyte Road Clinic

44 Warrandyte Road  
Ringwood 3134

## Emergency/Business Continuity Plan

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<tr>
<th>Author</th>
<th>Dr Jason Oh</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of issue</td>
<td>February 2014</td>
</tr>
<tr>
<td>Date tested</td>
<td>April 2017</td>
</tr>
<tr>
<td>Date of review</td>
<td>April 2017</td>
</tr>
<tr>
<td>Date of next review</td>
<td>April 2018</td>
</tr>
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<td></td>
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Introduction
There are three elements to this plan:
1. the **response to an incident** by general practitioners and primary care teams as a whole;
2. the **business continuity** of the practice during a widespread incident affecting the community; and
3. the **business continuity** of the practice in the event of an internal incident affecting the business of the **practice**.

Document Review Arrangements
This document will be reviewed on an annual basis or when there is a change in the working systems of the practice or changes to the contact arrangements of staff or suppliers that affect the content. The date of the review will be recorded on the front of the document along with the date of the next review. This will be the responsibility of **Dr Jason Oh**.

Training and Exercising
All staff are to be made aware of the plan as part of their induction training. If there are any significant changes to the plan that affect the way in which staff respond these must be communicated to them.

The arrangements within this plan should be exercised at least once a year; this will help to validate their effectiveness and highlight any gaps in the plan, which can then be amended.

Activation of the Plan
The nominated person for this practice to decide whether the plan or any part of the plan is activated will be **Dr Jason Oh** and the deputy in case of their absence or unavailability will be **Dr Mark Epstein**. Contact details are **Dr Jason Oh (mobile 0412 685 079)** and **Dr Mark Epstein (0411 044 722)**.

The decision to activate all or part of this entire plan can be done using the following process (insert practice-specific process).
Business Continuity
Priority order of services provided
Priority of services is as follows:

| Patient consultations | Home visits | Nursing home visits |

In the event of an emergency or business interruption this practice will endeavour to maintain services to usual or as close to usual standard, but it may be evident that this is not possible, at this point Dr Jason Oh (mobile 0412 685 079) or Dr Mark Epstein (0411 044 722). will decide which are the priority services that the practice must continue and which will be reduced or stopped.

Loss of Medical Records
- Medical records are stored in Medical Director.
- Old paper records are stored in various locations in cabinets behind reception and in the store room.

Medical records are completely backed up every evening onto a portable hard drive. This hard drive is kept off-site by the first-on doctor that day.

If records are lost or damaged in any way these may be constructed using the data held on the backup.

Failure of Telecommunications
- The telephone system and lines provider is Commander, Phone: 132 777.
- In the event of a fault with the telephone system or line it should be reported to Commander.
- If the land line fails, redirect all calls into the practice to Dr Jason Oh (mobile 0412 685 079) or Dr Mark Epstein (0411 044 722). This will require manning.

Line numbers for the practice are:
- Phone: 03 9870 9000
- Fax: 9879 6848

The practice has a hard copy all emergency contact numbers available at the reception desk.
Failure of Electricity supply
The electrical fuse box for this practice is located in the alcove at the front of the building. In the event of failure in the electricity supply our supplier is AP AusNet, phone 131 799.

The emergency torches if required are stored in the storeroom opposite the treatment room.

In the event of a power failure first check the safety switch in the fuse box, if this is not the cause, contact the supplier and report the failure. Ask if they are able to give an estimated length of time the power will be off, for planning purposes.

A decision should be made as to whether the surgery business can be continued safely, or if relocation to an alternative site will be required to maintain business.

The systems and appliances that will be affected during a power failure are:

- Computer systems/software - billing and clinical
- Lighting
- IT System.
- Telephones
- Heating
- Air Conditioning
- Refrigerators (including purpose built vaccine fridge)
- Diagnostic equipment
- Alarm systems.

Each of the above will require consideration and follow the section specific to the system.

Vaccine refrigerators
If failure is for a significant period, which will be detrimental to the contents, the contents will be assessed and any temperature critical drugs will be relocated to the spare fridge in the team-room or an esky to maintain them at optimum temperature.

Heating
If heating is lost, assess the effect of the loss of heating related to time of year and general temperature, included forecast temperature. The heating service provider Thomas Air Conditioning should be contacted as soon as possible.

Computers
Our IT provider is Digital Medical Systems. A disaster recovery box is available at the front reception desk and contains:

- Medicare DB2 vouchers, DVA vouchers and imprint machine
- sales/EFTPOS vouchers and imprint machine
• message pad
• list of fees
• manual receipt book
• copy of IT disaster plan
• manual billing list
• List of Doctors Provider numbers

A Doctor’s pack is available and contains:
• prescription pad
• prescription pad authority
• letterhead paper
• patient history sheets
• medical certificates
• paper copy of medical software address book
• MIMS
• Manual Pathology/radiology referral pads (or use computer referral paper)
• TAC/Workcover certificates

Diagnostic Equipment – Table 2 lists diagnostic equipment which would be affected by a power outage. Spare batteries are available in the treatment room.

**Table 2**

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Internal Batteries Y/N</th>
<th>Duration available</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECG machine</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Otoscope/ophthalmoscope</td>
<td>Yes</td>
<td>12 hours</td>
</tr>
<tr>
<td>Dermatoscope</td>
<td>Yes</td>
<td>100 hours</td>
</tr>
</tbody>
</table>
Failure of Gas supply
The gas shut off valve for the practice is located at front of building.
If there is a failure in the gas supply, contact AGL, phone 131245 to report the failure and to request if they are able to give an estimate of the length it will be off, for planning purposes.

Failure of Water supply
The mains water shut off within the practice is located in the garden in front of the main building and the mains water stopcock external to the practice is located in the front garden.
The water supplier for this practice is Yarra Valley Water, Phone 132 762.

For internal plumbing emergencies contact Dave of Leamac, Plumbing, Phone: 0412 923 123.

In the event that water supply fails assess the impact on the practice. Consider:

  o Toilets
  o Hand Hygiene
  o Drinking water

Toilets
If toilets will be unavailable for a significant length of time arrange for portaloos to be hired from Coats Hire, Lilydale 9735 5955.

Drinking Water
The practice has a store of bottled drinking water located in the store room.

Hand Hygiene
Anti-bacterial hand wash is available for staff and patients. Disposable gloves are available for staff and are located in the treatment room.
How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

1a Apply a palmful of the product in a cupped hand, covering all surfaces;
1b Rub hands palm to palm;
2
3 Right palm over left dorsum with interlaced fingers and vice versa;
4 Palm to palm with fingers interlaced;
5 Backs of fingers to opposing palms with fingers interlocked;
6 Rotational rubbing of left thumb clasped in right palm and vice versa;
7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;
8 Once dry, your hands are safe.

World Health Organization
Patient Safety
SAVE LIVES
Clean Your Hands

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WHO acknowledges the Hôpitaux Universitaires de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.
May 2009
**Disruption to supplies**

During a major emergency there may be interruptions in the supply of consumables and equipment required by the practice. This may be a primary cause of an incident, i.e. a supplier factory fire, or disruption to the transport network such as in a fuel crisis.

In such an event, the **Practice Manager or Practice Nurse** will be responsible for assessing the impact on the business of the practice.

If there is a need to obtain supplies from another source the options are:

- Mutual aid from North Ringwood Medical Clinic (9876 2222)
- My Home GP (Phone 1300 968 737)
- Contact another supplier (see Appendix A).
Fire
On discovering a fire or on suspicion of a fire i.e. smell of burning:
- **Activate the fire alarm and alert other workers**
- **Call 000, clearly stating the full address of the premises.**

**In the event of the fire alarm sounding:**
- **Evacuate** the premises ensuring that all patients and visitors are assisted via the front or back doors
- **Congregate at fire evacuation assembly point** (church car park at 40 Warrandyte Road), where the Practice Manager will check that all persons have been evacuated.

If you suspect that there are persons still inside do not re-enter the premises.
On arrival of the Metropolitan Fire Brigade, the Practice Manager will greet them and give the following information:
- Location of fire or suspected fire.
- Persons suspected of still being inside, with possible location.
- Location of any inflammable materials/oxygen cylinders.
- Plan of interior of the premises (if available. It may help to have this available).

**Location of exits:**

![Diagram of Warrandyte Road Clinic showing exit routes]
Staff Shortage
There may be occasions when individual staff are incapacitated for a variety of reasons. Their absence will have a varying effect depending on the role they are responsible for. In some cases, roles can be covered by other staff by ensuring that knowledge and skills are shared between groups of staff. Other roles may be highly specialised and cover will need more thought and planning especially if a service depends on that person alone. There may also be the scenario when a number of staff are all incapacitated at the same time such as in an influenza pandemic situation.

On discovering there is going to be a shortage of staff, inform the Practice Manager, who will be responsible for assessing the impact on the business of the practice and the contingency to be employed to maintain continuity of service.

Options available:

- The absence of staff for a short period does not have a significant impact on the business of the practice – monitor the situation only.
- The absence of staff will have direct impact on the front line services/business of the practice, - divert workload to or between other staff that are capable of covering.
- The absence of staff will have a direct impact on the front line services/business where there is no other employee who is able to cover the role(s). Seek appropriate casual staff to cover.
- The impact of one or a number of staff being incapacitated is such that the practice is unable to continue services, Dr Jason Oh and the Practice Manager will be responsible for assessing the capabilities of the practice and possibly which services will be reduced (see list of services in priority above) or through mutual aid arrangements be diverted to other practices.
Communication with the Clients

In the event that a business interruption is so severe that alternative arrangement for the provision of care need to be communicated to the clients of the practice.

This will be done by:

- Placing **signs** on the front door of the practice
- Updating the telephone **message**
- If necessary, **divert the main telephone line** so calls can be received
- Posting an update on the clinic website at **wrclinic.com.au**
- Posting an update on the clinic’s **Facebook** page

It is important to maintain communication with clients during any period of business interruption; the aim will be to reassure the clients with regular information on the progress made in returning to normality.
**Personal Threat**
*Armed or Unarmed Persons Threatening Injury to others or themselves*

- Under no circumstances should staff, patients or visitors place themselves in further danger. No amount of money or property is worth risking a life.
- Wherever there are unlawful demands for property (money, drugs, equipment) with threats of violence, the property should be handed over without question.

**Armed Confrontation**
In a situation of armed confrontation or hostage taking, it is most important that staff, patients or visitors do not place themselves at further risk.

Staff should undertake the following procedures:

a) Obey the offender’s instructions, but do only what is told and nothing more, and do not volunteer any information.

b) Stay out of danger if not directly involved, leaving the building if it is safe to do so. Raise the alarm - Dial 000

c) Activate an emergency duress alarm if available

d) Carefully observe any vehicle used by the offender(s), taking particular note of its registration number, type and colour, number of occupants and their description.

e) Observe the offender(s) as much as possible. In particular, note the speech, mannerisms, clothing, scars or any other distinguishing features and record these observations in writing as quickly as possible after the incident, make as many notes as possible. This information should be given to Police on their arrival.

f) Close off area when offender(s) has left. Do not allow anybody in these areas until the police have authorized access.

g) All witnesses should be asked to remain until the Police arrive. Explain to witnesses that their view of what happened however fleeting, could provide vital information when pieced together with other evidence.

**Drug Hold Ups**
Tell the offender that the demanded drugs are not held in the area or that the key to the storage cupboard is unavailable. If the threats become more menacing, then every effort should be made to meet the offender’s demands. If there are genuine inhibitions to meeting demands, such as not having the key to drug cupboards, and then explain the procedure used to access the drugs, and why you are unable to access them.

For any type of hold up, try to keep a mental note of the goods taken, and as soon as the threat is removed, write down the list of stolen property.

It is also important that nothing is touched and only essential people enter the area until the Police are on site, so that fingerprints and other evidence are maintained intact.
# Appendix A - Contacts List

## Activation of the Plan

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary</td>
<td>Dr Jason Oh</td>
<td>0412 685 079</td>
</tr>
<tr>
<td>Secondary</td>
<td>Dr Mark Epstein</td>
<td>0411 044 722</td>
</tr>
</tbody>
</table>

## Staff Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practice Manager</td>
<td>Lisa Stephens</td>
<td>0408 561 803</td>
</tr>
</tbody>
</table>

## Utilities/Services Contacts

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>PROVIDER</th>
<th>CONTACTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Systems</td>
<td>Digital Medical Systems</td>
<td>03 9753 9677</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>Commander</td>
<td>132 777</td>
</tr>
<tr>
<td>Electricity</td>
<td>SP Ausnet</td>
<td>131 799</td>
</tr>
<tr>
<td>Gas</td>
<td>AGL</td>
<td>131 245</td>
</tr>
<tr>
<td>Water</td>
<td>Yarra Valley Water</td>
<td>132 762</td>
</tr>
</tbody>
</table>

## Tradesmen

<table>
<thead>
<tr>
<th>TRADE</th>
<th>PROVIDER</th>
<th>CONTACTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electrician</td>
<td>Steve</td>
<td>0402 841 020</td>
</tr>
<tr>
<td>Plumber</td>
<td>Dave Leamac Plumbing</td>
<td>0412 923 123</td>
</tr>
<tr>
<td>Heating/cooling</td>
<td>Thomas Air Con</td>
<td>9725 4779</td>
</tr>
<tr>
<td>Builder</td>
<td>N/A</td>
<td>N/A</td>
</tr>
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</table>

## Other Practices with whom we have mutual aid arrangements

<table>
<thead>
<tr>
<th>MUTUAL AID AVAILABLE</th>
<th>PRACTICE</th>
<th>CONTACTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Locum service</td>
<td>My Home GP</td>
<td>1300 968 737</td>
</tr>
</tbody>
</table>

## Suppliers of Products/Drugs etc.

<table>
<thead>
<tr>
<th>PRODUCT</th>
<th>SUPPLIER</th>
<th>CONTACTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warner &amp; Webster</td>
<td>Medical supplier</td>
<td>9534 8039</td>
</tr>
<tr>
<td>McFarlane Medical Equipment</td>
<td>Medical supplier</td>
<td>9836 7777</td>
</tr>
<tr>
<td>Dorevitch Pathology</td>
<td>Medical waste Pathology supplies</td>
<td>9244 0444</td>
</tr>
</tbody>
</table>