Office Emergency Protocol

In Case of an Emergency

Front office: Call 911 or ambulance (as directed by Doctor)

Medical Assistant: Stay with the patient.
Give medications as directed by Doctor.

Back Office: Bring emergency kit/equipment i.e. Oxygen
Bring supplies requested by Doctor
Keep a written record of all medication (with time) given to patient.

Doctor: Stay with the patient.

During a Fire

● In case of fire, evacuate the immediate area.

● Notify all persons in the area to evacuate the building.

● Make sure that you assist in accompany your patients out of the building. Elderly clients and young children may need assistance with the stairs.

● Do not re-enter the building unless the all clear signal is given. If needed, fire extinguishers are available.

Earthquake

DURING AN EARTHQUAKE

● Stay in the building. Do not evacuate.

● Assist any disabled persons in the area and find a safe place for them.

● DROP, and take shelter under tables, desks, in doorways and similar places. Keep away from overhead fixtures, windows, filing cabinets and bookcases. COVER cover your head and neck with your arms. HOLD the position until the ground stops shaking.

● If your outside, stay outside. Move to an open to an open area away from buildings, tree, power lines, and roadways.

AFTER AN EARTHQUAKE

● Check for injuries. If qualified, give first aid, otherwise, seek help.

● Check for safety hazards: fire, electrical, gas leaks, water supply, etc. Coordinate with your supervisor and begin turning off all potentially hazardous equipment such as gas and electric appliances.

● Do not use telephones, including cellular/mobile phones, or roads unless necessary. Keep them open for emergency use.

● Be prepared for aftershocks

● Cooperate, keep informed and remain clam.

● DO NOT RETURN to a building unless told to do so by Police/Fire Department/authorized personnel

Employee Alert Protocol

Location of Emergency Kit: ________________________

Location of Oxygent Tank: ________________________

Updated: _________________

***SAMPLE***
EMERGENCY NUMBERS

Emergency: ________________________________
Local Ambulance: __________________________
Local Police: ______________________________
Local Fire Department: ______________________

ADDITIONAL NUMBERS

Poison Control: 1-800-876-4766
Child Abuse Hotline: 1-800-827-8724
Elder Abuse Hotline: 1-877-565-2020
National Domestic Abuse Hotline: 1-800-799-7233
Suicide Hotline: 1-800-273-8255

GRIEVANCE & APPEALS INFORMATION/NUMBERS

IEHP (Inland Empire Health Plan) Telephone: 1-800-440-4347
10801 Sixth Street, Suite 120 TTY: 1-800-718-4347
Rancho Cucamonga, CA 91730 FAX: 1-909-890-5748
Email: MemberServices@iehp.org

For more assistance:
DMHC Help Center: 1-800-466-2219
Ombudsman: 1-888-452-8609

Interpreter Services

Hours: 8:00 am to 5:00pm
Call Member Services: 1-800-440-4347

After Hours Call:
Call Nurse Advice Line: 1-888-244-4347

Covering Provider

Provider: ________________________________ Phone: ________________________________

Office Manager

Office Manager's Name: ________________________________
Phone Number: ________________________________

Updated: ____________________

***SAMPLE***