

YOUR NAME MEDICAL CENTRE CONTINGENCY PLAN

Introduction

This plan has been produced to provide a plan of action and guide for responding to any event that disrupts the normal operation of the Centre. It should be adapted to best meet the particular circumstances of the event that causes the disruption.

Incident Co-ordinator

The Practice Manager has responsibility for co-ordinating the response to emergency. This leaves Doctors free to attend to clinical needs of patients.

Communications

Telephones

All wired telephones operate through the central switchboard. All calls should be kept brief to ensure incoming calls can be received.

Cellular phones are to be pooled and distributed to areas of greatest need. One phone should be reserved for communication with Emergency Services.

Contact numbers for all staff are held in the

Radio

There is a commercial radio receiver in the staff room. In a major emergency, a hand held radio will be provided by (*Civil Defence, Ambulance Service?*) to allow them to communicate with the Medical Centre.

Alerting Protocols

External By telephone call from Emergency Service or any other source
 aware of emergency

Internal By Internal telephone, or fire alarm

Police - Fire - Ambulance - dial 111

Non emergency

Police 878 3456

Ambulance 878 6299

Fire 878 7099

Evacuation Plans

Fire, Fire Alarm and Hazardous Material Alert

Internal notification is by fire alarm or verbal call
The notification to the Fire Brigade is made by telephone.
All areas will totally evacuate and muster at designated points.

Key Personnel

The Practice Manager (who has role as Fire Warden) shall go to the front office, ensure that the Fire Brigade has been called and then take charge of the mustering point. They will then act as liaison officer between the Fire Brigade and the clinic.
Should the Practice Manager be absent, the. shall assume the role of Fire Warden

Evacuation From Other Causes

The magnitude and type of the disaster, the damage caused or the potential threat, will dictate what proportion of the Clinic needs to be evacuated.

Alternative Premises

Should the clinic need to be evacuated for a prolonged period, temporary accommodation is available at the Arcadian Bridge Club clubrooms.
Contact person/key-holder is Susan Price telephone 878-7723
Equipment that will be required at these premises is listed in a folder held by the Practice Manager.

Multiple casualties/patients

Should the number of casualties or patients presenting exceed available treatment resources, a system of triage will be set up to ensure the most appropriate persons are treated first.
The senior doctor will appoint a triage officer. This should be a nurse to free all doctors for treating patients. Patients will be classified urgent and non-urgent.
Urgent patients will wait in the. room.
Non urgent patients will wait in the.room.
Consideration should be given to asking non-urgent patients to come back at a later time/date.

Utilities

Water

Mains supply is from town reticulated supply. The turncock for the property is situated. . .
.....When water supply is lost:

No hot water will be available.

Water for hand washing and drinking can be obtained from.

Containers are held by/at.

All drinking water is to be boiled.

Antiseptic soap is to be used for hand washing. Antiseptic hand cream is to be regularly used. A supply is held in.

A portaloos toilet can be hired from. telephone 888-1111. The portaloos should be located on rear staff carpark

Clinic plumber is Reg Baker telephone 025-907-963

Electricity

Feed from Power Company. An Emergency generator can be hired from. The emergency generator will provide limited lighting when plugged in at.When the emergency generator is operating all electrical equipment must be turned off to prevent damage from “electrical spikes”.

Clinic electrician is Alf Garrett telephone 878-4545 or 021-334-876

Power Board telephone number re supply problems is 878-9919

Heating

Heating is fueled by gas. The main valve is situated.

In the event of gas leaks or loss of supply telephone Gas Company at 888-1111

Emergency bottle gas heaters can be hired from Hire Pool, telephone 871-4792

Essential Equipment

In the event of damage or failure of essential medical equipment we have a service contract with Wilson Watson Ltd. telephone 871-2278 (24 hrs)

One or two items of equipment are not covered under this contract. This equipment is itemised with the contact details of the supply company in the folder kept

Ancillary Services

Laboratory

Laboratory Testing is carried out at.

Sample pickup is daily at 4p.m. (Mon-Fri) for pickup at other times telephone 878-2222.
For urgent transport use taxi telephone 878-2221

Radiology

By XYZ Radiologists. 123 Queen Street. Hours 8.30 - 5.00 Mon - Fri

After hours number 878-1222 Dr Smith

Alternative service available QPR Radiologists 22 Brown Street hours 9.00-5.30 Mon-Fri
and 9.00-12.00 Sat morning. After hours number 878-2212 Dr Brown

Insurance

Our Insurance brokers are Risk Services.

They are to be contacted whenever unexpected loss of damage occurs.

Their 24hr number is 878-1629

Supplies

Medical Supplies

Normal supplier Pro Med Supplies. After hours number 878-3333. In an emergency
multiple casualty situation extra supplies can be sourced through the Ambulance Service
telephone 872-1015

Medical Gases

Bottled gases (oxygen and entenox) are held in. Reserve bottles are held in.
. . . Supplier is BOC Gas. Their 24 hour number is 876-1111

In an emergency, replacement might be obtained from the Ambulance Service.

Computers

All computers are protected against power surges by spike guards. However during
periods of power fluctuations or outages, computers should be turned off.

Computers are backed up daily. Back up discs are held off site by.

A computer service contract is held by. telephone 973-0909, after hours
number 021-878-6612

In flow chart form, part of a simple contingency plan might look like this.

