



# ESRD Facility Emergency Preparedness & Communication Tools

## Prior to Hurricane season (June):

- Make a contact list with local and state Emergency Operations Management, RACs to ensure knowledge of center location and needs.
- Update phone numbers, email and emergency contact information for Staff and Patients
- Distribute emergency preparedness packets to all patients and emergency resource contact list.
- Provide the facility staff with emergency preparedness information including responsibilities before, during and after the storm to associates.
- Begin to coordinate with your local Emergency Organizations (fire department, hospitals, etc. for assistance. coordinate with local hospital for potential dialysis treatments.
- Clinical Manager assign two or three people to oversee updating EMResource. Provide staff with the facility's EMResource login information, update contact information on the resource tab and user profile and review with staff the correct process for updating EMResource.

## Seven Days Before Storm Predicted to Hit Land:

- Assign one person as storm watch person-looking for predictions as to time and place of landfall.
- Assure adequate supplies for building protection are available. If not, available contact the local and/or State organizations to obtain equipment (i.e., generators, water tankers, potable water locations, supplies, etc.). Consider using contractors if necessary and ensure all required waivers are completed and submitted.

## Five Days Before Storm Predicted to Hit Land:

- Technical Department to procure generator and contact electrician if necessary. Ensure your clinic is listed on the priority list with utility companies.
- Technical Department notify local water company of potential need for potable water in tanker.
- Begin or continue daily communication calls with Facility Leadership Personnel, Regional Support Teams and ESRD Network TEEC.

**This checklist is to be used only as a guide for dialysis facility providers.**

Created under CMS contract number: HHSM-500-2016-00014C.

ESRD Network of Texas Inc. (Network 14) at 4099 McEwen Rd, Ste. 820 Dallas, TX 75244.

Office: 972-503-3215, fax: 972-503-3219, toll free: 877-886-4435,

email: [nw14info@allianthealth.org](mailto:nw14info@allianthealth.org), website: [www.esrdnetwork.org/](http://www.esrdnetwork.org/)





## ESRD Facility Emergency Preparedness & Communication Tools

- Create a list of State Emergency Shelter locations. Ensure lodging for storm relief individuals. if possible, to ensure safety for staff and patients.

### Three-Four Days Before Storm Predicted to Hit Land:

- Continue daily communication calls with staff and regional management.
- Print standing orders, medication lists, latest lab results and general instructions for patients and distribute. Maintain copies in facility.
- Begin scheduling early or additional treatments for patients. Extend clinic hours if necessary, to dialyze as many patients as possible prior to storm.

### 48 Hours Before Storm Predicted to Hit Land:

- Update EMResource contact information and facility status.
- Communication calls with staff and leadership increase to twice a day.
- Clinic Manager reemphasize plans and clarify questions regarding emergency plans pre and post storm, as necessary.
- Regional Management and Medical Director communicate with Clinic Manager to determine treatment schedule. Emphasis on treatments prior to evacuation (shortened, closed days, reopening) and communicate to staff, patients, and regional office.
- Clinic Manager to coordinate with Staff and patients if they intend to evacuate, providing emergency contact numbers, etc. and fax to regional office.
- Contact patients for early and/or shorten dialysis treatments.
- Remind patients to refill prescriptions to ensure adequate supply.
- Contact area hospitals with status updates and nearest dialysis facilities that can accommodate patients that present to ER.
- Arrange for regional/corporate staff to come to area to assist in storm preparation and damage assessment post storm.
- Social Worker(s), Clinical Managers and/or Nurse arrange transient dialysis for evacuating patients.

**This checklist is to be used only as a guide for dialysis facility providers.**

Created under CMS contract number: HHSM-500-2016-00014C.

ESRD Network of Texas Inc. (Network 14) at 4099 McEwen Rd, Ste. 820 Dallas, TX 75244.

Office: 972-503-3215, fax: 972-503-3219, toll free: 877-886-4435,

email: [nw14info@allianthealth.org](mailto:nw14info@allianthealth.org), website: [www.esrdnetwork.org/](http://www.esrdnetwork.org/)





## ESRD Facility Emergency Preparedness & Communication Tools

- Board up windows with plywood and place sandbags around the perimeter (if applicable in your flood zone)

### 24 Hours Before Storm Predicted to Hit Land:

- Update EMResource facility status.
- Continue daily communication calls with staff and regional.
- Follow up with patients of facility closure and rescheduled appointments.
- Close clinics (secure physical building and equipment)
- Post information notices on doors and expected day the clinic will reopen.
- Place message on office phones regarding emergency contacts for patients and staff
- Regional Management travel to staging area or coordinate via phone/ video conference to direct post storm and relief activities.

### 6-12 Hours Post Storm:

- Update EMResource facility status.
- Technical Dept. assess damage to clinic. Determine if re-opening is a possibility.
- Clinic Manager notify regional office within 6 hours (or according to your internal policy) of each clinic's status and market needs.
- Regional Management communicate with Clinic Manager and Medical Director in making decision regarding opening, closing, and re-organizing of treatments as well as transfer of patients to designated emergency facility in event clinic(s) are closed due to damage.
- Staff notify Clinic Manager of their location and disposition. This is to check in and receive emergency assignments.

### 24 hours Post Storm until Emergency Status lifted:

- Daily regional status calls continue until all concerns are resolved.
- Clinic Manager coordinate staffing needs within Region and Corporate office, as necessary.
- Technical Dept. coordinate technical / equipment needs, as necessary.

**This checklist is to be used only as a guide for dialysis facility providers.**

Created under CMS contract number: HHSM-500-2016-00014C.

ESRD Network of Texas Inc. (Network 14) at 4099 McEwen Rd, Ste. 820 Dallas, TX 75244.

Office: 972-503-3215, fax: 972-503-3219, toll free: 877-886-4435,

email: [nw14info@allianthealth.org](mailto:nw14info@allianthealth.org), website: [www.esrdnetwork.org/](http://www.esrdnetwork.org/)

