

# 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 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 book-cases. COVER your head and neck with your arms. HOLD the position until the ground stops shaking.
- If you're outside, stay outside. Move 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 the building unless told to do so by Police, Fire Department or authorized personnel.

### IF EVACUATION IS ORDERED:

- Seek out any disabled or injured persons in the area and give assistance. Exit using the stairway. Do not use elevators.
- Beware of falling debris or electrical wires as you exit.
- Go to an open area way from buidings, trees, powerlines and roadways. Wait for instructions.

## Employee Alert Protocol

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**Location of Emergency Kit:** \_\_\_\_\_

**Location of Oxygen 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](mailto: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: \_\_\_\_\_