



Emergency Preparedness Guide for Henry Schein Customers

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Importance of an Emergency Preparedness Plan

Preparedness is crucial for office-based healthcare practitioners facing natural disasters. It ensures the safety of patients, staff, and the continuity of essential health services. This guide is intended to support you in developing a natural disaster preparedness plan to protect your practice, respond effectively, and recover swiftly. Through proactive planning, you can minimize the impact of a natural disaster and return to normal operations more quickly.



The advice, guidelines and checklists contained herein are not a complete list that may be applicable to your practice in connection with natural disaster preparedness and recovery plans. The information contained herein is intended to be informative in nature, and is not intended to be a substitute for professional advice. The information was obtained from sources we believe to be reliable, but is not guaranteed. Henry Schein does not undertake any obligation to update or revise any statements contained herein, or correct inaccuracies whether as a result of new information, future events, or otherwise. Dental and medical professionals must make their own business decisions and may wish to seek professional advice before acting with regard to the subjects mentioned herein. Nothing contained herein should be treated as legal, business, accounting, international, insurance, tax, financial or other professional advice.

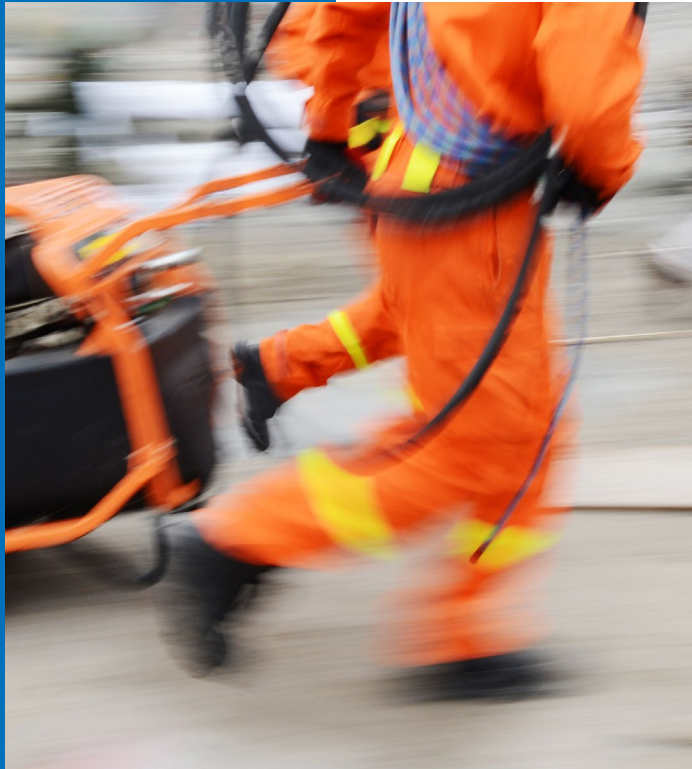


Table of Contents

Introduction.....	2
Step 1: Conduct a Risk Assessment.....	4
Step 2: Property Protection Checklist.....	5
Step 3: Protect Important Documents and Information.....	6
Step 4: Keep a Preparedness Checklist.....	7
Resources.....	8

Step 1: Conduct a Risk Assessment

Conduct a thorough risk assessment to evaluate your preparedness. Follow the Advancing Health Care Risk Management (ASHRM)'s [Disaster Preparedness Physicians guide](#).

Key recommendations include:

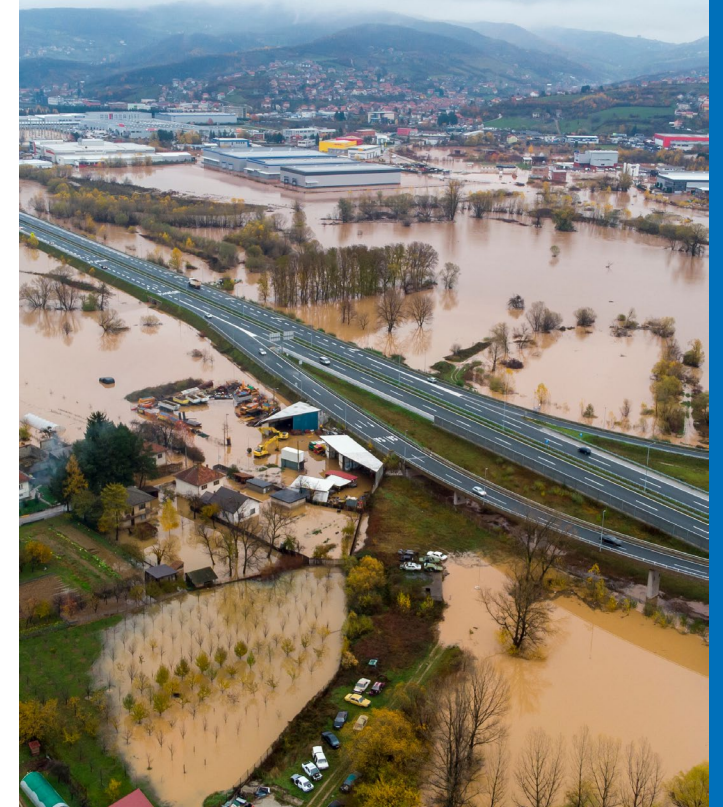
- Identify and address potential areas in the clinic prone to flooding, fire, and wind damage.
- Review current property, staff, and patient safety procedures.
- Ensure the security of medical and business records (e.g., digital copies, moving documents to higher ground).
- Evaluate the probability of natural disaster-induced damage and injury and prepare for potential outcomes.
- Train all staff on natural disaster protocols.
- Develop an evacuation plan.
- Create emergency kits with essential items such as flashlights, medical gloves, medications, and bandages.
- Encourage patients and staff to develop their own natural disaster preparedness plans at home.
- Connect with neighboring healthcare facilities, local law enforcement, and the fire department for additional resources in advance of a disaster, to ensure you have relevant resources readily available.



Step 2: Property Protection Checklist

Use the following checklist to prepare your clinic for natural disaster season:

- Install shutters or plywood to protect windows and doors from wind-borne debris.
- Evaluate the roof to ensure it can withstand a storm.
- Remove any nearby branches or trees that could potentially fall and cause damage.
- Sandbag areas prone to flooding.
- Anchor and brace large furniture (e.g., bookcases, shelves) to wall studs.
- Relocate valuable or fragile items.
- Secure all utilities, including water heaters, gas tanks, and heaters, raising them if necessary to avoid water damage.
- Secure electronics with straps or Velcro.
- Turn off all utilities prior to the natural disaster making landfall, if possible.



Step 3: Protect Important Documents and Information

Develop policies and procedures to protect crucial business operations in advance of an emergency. Key steps include:

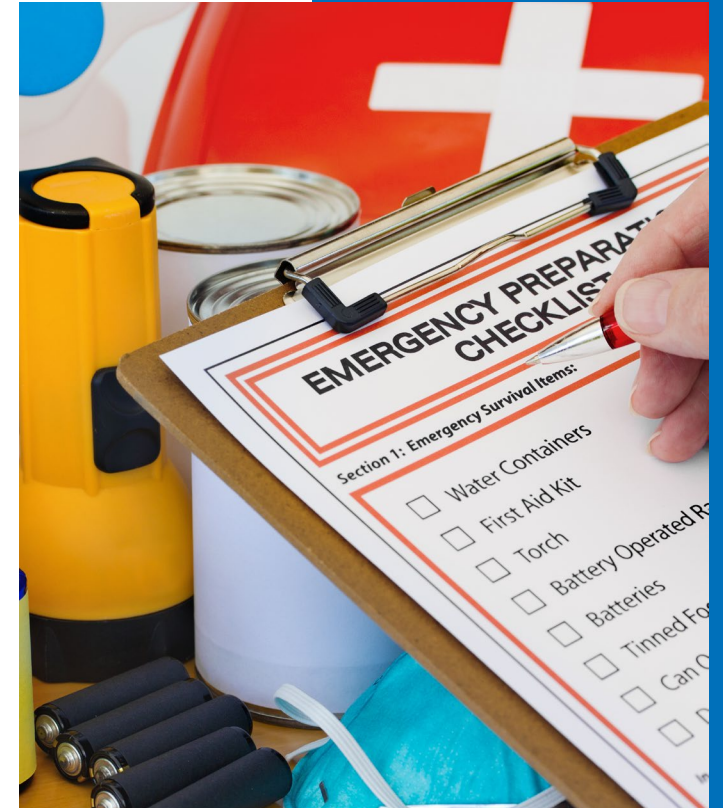
- Designate important contacts, including employees, banks, lawyers, accountants, and suppliers.
- Back up irreplaceable documents, such as insurance documents, legal contracts, tax returns, and accounting statements.
- Maintain a record of the location of important documents. Use a safe or safe deposit box for storage.
- Seal documents in waterproof containers on-site.
- Save copies of important documents in an accessible off-site location.
- Keep phone lines operational and ensure they are backed up.
- Confirm a full system backup.
- Elevate all workstations and devices off the floor.
- Cover workstations, servers, and other devices with plastic covers.
- Unplug all devices to prevent damage from unstable power during the storm.
- Maintain a current inventory, including photographs of every room, cabinet, and closet.
- Print out schedules and patient contact numbers, ensuring this information is secure.
- Keep current contact information for all employees, including alternate contacts.
- Ensure the security of the previous day's transactions by printing out schedules and daily reports and securing this information.



Step 4: Keep a Preparedness Checklist

Gather the following items in one location at your place of business to protect employee safety during a storm:

- Battery-operated radio or television
- Non-perishable food supply for three days
- Three-day water supply (one gallon per person per day)
- Coolers and containers for water and washing
- Blankets, pillows, cots, and chairs
- First aid kit and manual
- Flashlights, batteries, light-sticks
- Basic tool kit (tools, gloves, etc.)
- Camera for documenting damages
- Whistle or signal flare
- Tarps, plastic bags, duct tape
- Cleaning supplies (mops, towels, garbage cans)
- Smoke alarms and fire extinguishers
- Electric generator and gas for vehicles, generators, and other equipment
- Cash, ATM cards, credit cards, and proper identification



Resources

Please note: This guide offers insights and strategies applicable to all office-based healthcare practitioners. The particular resources and references provided are primarily focused on the United States. We encourage international practitioners to seek similar resources and support from local authorities and organizations in their respective countries.

Henry Schein Customer Emergency Support Hotline: 1-800-999-9729

Henry Schein provides a toll-free emergency phone number (1-800-999-9729) for customers who have been affected by disasters to help them reopen their practices as soon as possible. The hotline is open with real-time assistance available from Team Schein Members from 8AM to 8PM ET, for dentists and physicians who experience operational, logistical, or financial issues. Voicemail is available 24/7 with a call back within the next business day.

Emergency Contact Information

Keep the following emergency contact information readily available:

- Life safety issues: 9-1-1
- Small Business Administration (SBA): 1-800-359-2227
- FEMA Tele-registration hotline: 1-800-462-9029
- Your insurance company and agent's contact information

