 **“Be Prepared” Emergency Plan – General Practice**

**(What you can do now)**

# An emergency plan details what you and your colleagues will do when a disaster strikes to keep yourselves and your customers safe

# First Things First

* Appoint a ‘lead’ emergency planner in the team.
* Identify the emergencies you might need to plan for and discuss with your team the risks or hazards that are most relevant to your practice.
* Find where your mains water is connected, where your electricity control box is, and where your gas shutoff valve is (if you have one).
* Complete your emergency plan and put it with your emergency kit (include a copy of your building and floor plan).
* Draw up your emergency evacuation plan and post it where it’s visible.
* Identify how emergency procedures will be tested; running emergency drills, debriefs.

# Key Contacts (templates attached)

* Ensure staff contact details are up to date; update at least twice a year. Identify how you will contact staff during an emergency.
* Compile a list of key contacts with physical address, email, land line and mobile numbers; update twice a year.
* Keep electronic copy of all contacts on front desk computer; keep copy on a ‘flash’ drive.
* Keep a hard copy near the designated ‘lead’ emergency planner and a copy available in a readily accessible emergency folder.

# Equipment and Supplies (sample list attached)

* List essential supplies to be readily available for use in the practice/pharmacy or which can be taken to an alternate site for basic operation.
* Do you need a generator or power banks? (Ensure appropriate connection points are available.) What services do you think you’ll be supplying in an emergency? You will need to match your generator power with what you need to use.
* Charge your cell phone(s).

# Computer Back-Up

* Your solution may vary depending on whether you are cloud-based or server-based.
* Could reception print out the list of patients you are expecting each day, in case of loss of power, or cyber-attack?
* Where paper records are used, a means of ensuring documents are kept secure.

**Useful Resources**

* [Emergency planning for businesses — business.govt.nz](https://www.business.govt.nz/risks-and-operations/planning-for-the-unexpected-bcp/emergency-planning-for-businesses)
* [14.2 Emergency planning | RNZCGP](https://www.rnzcgp.org.nz/running-a-practice/the-foundation-standard/whare-haumanu-the-practice/142-emergency-and-business-planning/)
* [Home — Get Ready (NZ Civil Defence) — Emergency preparedness in New Zealand](https://getready.govt.nz/)

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| **Staff Details** | | | | | | | | |
| Name: |  | | | | | | | |
| Position: |  | | | | | | | |
| Home address: |  | | | | | | | |
| Travel time from practice: | | □ within 5 mins | | | □ within 15 mins | | | □ within 30 mins |
| Home phone: |  | | | | Mobile: | | |  |
| Home email address: | |  | | | | | | |
| Frequency home email accessed: | | □ daily | | | □ weekly | | | □ monthly |
| Preferred method of contact out of hours: | | | | | | | | |
| Additional skills: | | | | | | | | |
| **Next of Kin Details** | | | | | | | | |
| Name: |  | | | | Relationship: | |  | |
| Address: |  | | | | | | | |
| Home phone: |  | | Mobile: |  | | Work: | |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Form completed by (name): |  | Date: |  |

| **Contacts** | **Email Address / Website** | **Phone** | **Contact Person / Notes** |
| --- | --- | --- | --- |
| **Emergency Services** |  |  |  |
| Police | https://www.police.govt.nz/about-us/structure/police-districts/canterbury | 111 (in an emergency)  105 (non-emergency) |  |
| Ambulance | https://www.stjohn.org.nz/ | 111 (in an emergency) |  |
| Fire | https://www.fireandemergency.nz/contact-us/region-hq/ | 111 (in an emergency)  0800 371 3600(in non-emergency) |  |
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| **Emergency Response Coordination** |  |  |  |
| Civil Defence Emergency Management Canterbury | [civildefence@ccc.govt.nz](mailto:civildefence@ccc.govt.nz)  https://www.cdemcanterbury.govt.nz/ | 03 366 2359 |  |
| Christchurch City Council | https://ccc.govt.nz/contact-us | 03 941 8999 or 0800 800 169 |  |
| Emergency Operations Centre (Primary Care) | [eoc@cprg.org.nz](mailto:eoc@cprg.org.nz) | 022 043 7162 |  |
| Local Emergency Group (LEG) Leader |  |  |  |
|  |  |  |  |
| **Key Health Contacts** |  |  |  |
| Practice’s PHO |  |  |  |
| Christchurch Hospital |  | 03 364 0640 |  |
| Moorhouse Medical Centre |  | 03 365 7900 |  |
| Pegasus Health 24Hr Surgery |  | 03 365 7777 |  |
| Riccarton Clinic |  | 03 343 3661 |  |
| National Public Health Service – Te Mana Ora Canterbury | https://info.health.nz/locations/canterbury/national-public-health-service-canterbury-west-coast | 03 364 1777 |  |
| Nearest General Practice (2) |  |  |  |
| Nearest Community Pharmacy (1) |  |  |  |
| Nearest Community Pharmacy (2) |  |  |  |
| Nearest Dentist |  |  |  |
| District Nursing Provider |  |  |  |
| Community Laboratory |  |  |  |
| Courier Service |  |  |  |
| Other tenants who use premises |  |  |  |
|  |  |  |  |
| **IT Business Support** |  |  |  |
| HealthOne, ERMS | ServiceDesk@pegasus.org.nz | 03 353 9777 |  |
| PMS provider – IT support |  |  |  |
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| **Utilities and Services** |  |  |  |
| Landlord |  |  |  |
| Power Company |  |  |  |
| Telecommunications |  |  |  |
| Waste Management |  |  |  |
| Cleaner |  |  |  |
| Security |  |  |  |
| Electrician |  |  |  |
| Builder |  |  |  |
| Building Engineer |  |  |  |
| Plumber |  |  |  |
| Drainlayer |  |  |  |
| Portaloo Hire |  |  |  |
| Generator Hire |  |  |  |
| Water Supplier |  |  |  |
| Diesel Supplier |  |  |  |
| Lawyer |  |  |  |
| Accountant |  |  |  |
| Insurance Company |  |  |  |
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| Medical Supplies | Set Up | 6/12 Kt Check |
| Stethoscope/Sphygmomanometer |  |  |
| Thermometer |  |  |
| Hand sanitizer |  |  |
| Masks |  |  |
| Gloves |  |  |
| Disposable aprons |  |  |
| O2 masks (portable O2 in easy reach of kit) |  |  |
| IV fluids and giving sets – normal saline |  |  |
| Emergency drugs - +analgesia/antiflams/Ventolin |  |  |
| Dressing packs/wound care products/bandages, slings |  |  |
| Local anaesthetic |  |  |
| Suture set |  |  |
| Selection of syringes/needles |  |  |
| Sharps container (mini) |  |  |
| **Back-Up Equipment** |  |  |
| Torches |  |  |
| Battery operated radio |  |  |
| Spare batteries |  |  |
| Car phone charger |  |  |
| **General Supplies** |  |  |
| Bottled water |  |  |
| Snack food e.g. muesli bars |  |  |
| Blankets |  |  |
| Plastic rubbish bags, paper towels |  |  |
| Toilet paper |  |  |
| Screwdrivers, pliers, hammer, nails, scissors (heavy duty), duct tape, rope |  |  |
| Other |  |  |
| **Paperwork** |  |  |
| ACC forms |  |  |
| WINZ forms |  |  |
| Script pads/CD pads |  |  |
| File to keep paper notes |  |  |
| Pens |  |  |
| Clip Boards |  |  |
| Other |  |  |
| **Back-Up Equipment to consider** |  |  |
| Generator, Power bank/station |  |  |
| Water pump and tank |  |  |
| Chemical toilet |  |  |