perfectserve

Medical Practice Disaster & Emergency Preparedness Checklist

Patient needs don't stop in an emergency. Neither should your practice's communication.

Here's a checklist you can use as a resource in establishing your medical practice's disaster and emergency response plan to ensure lines of patient communication remain open and patients have appropriate access to care.

☐ Power

Is your answering service locally based? If power is lost, how will patients reach the correct on-call provider? An answering service that is cloud-based and automated like PerfectServe can ensure power outages will not prevent you and your patients from reaching each other.

☐ Backup Protocols

Is your answering service reinforced with backup protocols in case of outages? To stay connected despite unforeseen circumstances, PerfectServe's system is built with triple redundancy.

☐ Remote Patient Monitoring

If your facility were forced to close due to unprecedented circumstances, how would you manage patients who have chronic conditions? How would you determine the level of care needed in the event of an outbreak? Providers can send surveys to gauge and manage patients' severity of pain, chronic condition symptoms, or illness via simple text message with PerfectServe. Texting can also be used to deliver educational resources on newly prescribed treatment plans and techniques for managing symptoms. In the event of an outbreak, providers can initiate phone and video screenings to address specific symptoms, helping catch potential cases before risking contamination.

☐ Infrastructure

If a cell tower is damaged and cell reception is lost, how will your answering service notify an on-call provider of a call or message? If internet connection is compromised, will your answering service be able to send messages to providers? As a device-agnostic solution, PerfectServe can communicate with landlines and pagers as needed. Cellphones and landlines can also reach out to the answering service using an 800 phone number.

☐ Patient Communication

During a widespread emergency or natural disaster, how will you facilitate your patients' access to proper care? Keeping patients informed about how, when, and where to access care is essential. PerfectServe's Patient & Family Communication solution provides patients with essential details on accessing care while enabling providers to send links to information on best practices for staying safe, proactive, and healthy.

☐ Routing and Escalation

If your on-call provider cannot be reached after hours during an emergency, where does your answering service send the message? Is someone else contacted instead? All patient communication should be delivered to an appropriate provider as quickly as possible, regardless of surrounding circumstances. PerfectServe automatically routes messages based on your preferences (which can be changed on the fly) and uses automatic escalation to ensure unanswered notifications get rerouted based on your protocols.