



VENTURA COUNTY
HEALTH CARE AGENCY

Origination: 7/22/2008
Last Approved: 8/1/2017
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Next Review: 7/31/2020
Owner: *Martin Hahn: Ambulatory Care*
Policy Area: *Ambulatory Care - Administrative*
References:

AC.16 Ambulatory Care Emergency Facility Closure

POLICY:

To ensure that adequate policies, procedures, and practices are in place for a safe operational response for the need of emergency closure of Ventura County Ambulatory Care clinics.

PROCEDURE:

If an event occurs that results in an Ambulatory Care clinic being unfit to provide medical services, Ambulatory Care clinic staff shall adhere to the following guidelines:

1. If the event occurs during operating hours and there is danger to the patients and staff:
 - a. Evacuate patients/visitors/staff as soon as possible to designated rally points.
 - b. Notify the Ambulatory Care Administrator on Duty (AOD) at 1-805-535-9702.
 - c. Follow up with a Notification Form to document the events for review and an After Action Report.
2. If the event occurs during operating hours, but there is no danger to the patients and staff:
 - a. Patients shall be asked to leave the clinic in an orderly fashion.
 - b. The staff member in charge shall provide direction to other clinic staff as to their duties.
 - c. The staff members in charge of the office shall be:
 - The Medical Director.
 - In absence of the Medical Director, it shall be the Clinic Manager.
 - In absence of the Medical Director and Clinic Manager, it shall be the office Nurse Manager of designee.
 - d. If the power is out, move to downtime operations for patient discharge and final patient charting.
 - e. Notify the AOD at 1-805-535-9702.
 - f. Document events with a notification form and After Action Report.
3. If the event occurs during after-hours:
 - a. The Medical Director or office manager shall:
 - Notify the AOD at 1-805-535-9702

- Activate the clinic staff phone tree.
- b. Document events with a notification form and After Action Report.

FOR ALL EVENTS:

1. If the clinic has been determined to be safe to enter, but is not able to provide services:
 - a. Patients shall be notified of the closure and where they can receive alternate services, and, if possible, when the clinic will be open. A notice of closure shall be placed on the door of the clinic.
 - b. Arrangements shall be made for long-term security and disposition of:
 - Patient records.
 - Medications and vaccines - If there is a loss of electrical services, follow the Emergency Medication and Vaccine Retrieval and Storage Plan for Power Outage.
 - Immunizations.
 - Hazardous materials.
 - Other office contents.
2. If the clinic facility is damaged and unfit to provide services for an extended period of time, contact the Facilities Maintenance Department to assess if the building is safe to enter. If needed, contact the appropriate authorities (Fire Department, Engineering, County, etc.) to inspect the structure and determine if the facility is safe for entry. The contents of the building - particularly confidential patient records - will be protected from access by unauthorized individuals.

All revision dates:

8/1/2017

Attachments

No Attachments

Approval Signatures

Step Description	Approver	Date
	Chantal Marie	10/24/2018