

# Disaster Preparedness Guidelines Company Policy

## Oxygen patients are required have an emergency preparedness plan.

The most effective way of to do this is to have a plan in place. It's very easy to panic during an emergency. An emergency preparedness plan should include a disaster supply kit, as well as any emergency essentials. Emergency preparedness supplies should also be arranged and easily accessible.

Oxygen patients must have a plan to deal with certain natural disasters, like tornados, hurricanes, fires and power outages. The Red Cross Family Disaster Plan and each counties EMA offices is available on our website.

### Below are questions that need to be addressed in the event of an emergency.

1- What will the patient do if there is an **equipment failure** after they have notified the company? It is recommended that patients always keep at least a 24-hour supply of oxygen on hand.

2- What will the patient do if there is a **power outage**? It is recommended that patients always keep at least a 24-hour supply of oxygen on hand. It is also recommended that the patient have a place to go that has power, so they can use their oxygen concentrator. It is recommended that patients purchase a small generator if financially able.

3- What will the patient do in the event of a **severe weather threat or flood**? It is recommended that patients have the name and number of the county EMA service in their area. A list of counties EMA offices are listed on our web-site.

### IT IS THE PATIENTS RESPONSIBILITY TO HAVE A 24 HOUR SUPPLY OF OXYGEN ON HAND AT ALL TIMES.

The company will make every reasonable attempt to provide on-going care and service to our oxygen patients during an emergency and/or a natural disaster.

**The company is not equipped, nor is able to act as a First Responder in a medical emergency, power outage or natural disaster. If you feel you have a medical emergency, call 911.**

### What is Emergency Service and when will a Service Tech be dispatched to your home?

#### EMERGENCY SERVICE IS PROVIDED ON THE NEXT BUSINESS DAY.

Emergency service is provided when the mechanical oxygen equipment has truly failed, and the patient does not have enough back-up oxygen. Oxygen equipment failures will be verified by phone, by the on-call Service Technician. A technician will be dispatched to your home on the **NEXT BUSINESS DAY.**

1. The company will respond to all phone calls received; a Service Technician will attempt to trouble-shoot over the phone.
2. The company will dispatch a service technician to patients on the **next business day** only when the mechanical oxygen equipment has truly failed, and the patient does not have enough back-up oxygen.
3. It is suggested that patients contact their power company to make them aware that they have life sustaining equipment. In the event of a power outage they may have a priority list for their customers requiring supplemental oxygen.
4. In the event of a power outage **THE COMPANY WILL NOT** bring extra oxygen tanks. It is recommended that you either go to the nearest hospital or get to a location that has power.