**Preparedness Essentials (from the Americares *Disaster Preparedness Planning Guide for Free and Charitable Clinics):***

1. *Emergency Management* 
   1. Develop Emergency Management Committee
2. *Authority and Decision Making* 
   1. Identify and document names and contact information of primary and back-up individuals who have the authority to manage the clinic in an emergency.
   2. Identify and document the authorities (organizational, local, state, federal, tribal), reporting requirements and 24/7 contact information of organizations and agencies that govern the ability to operate.
3. *Notification and Communication*
   1. Develop emergency contact list of staff (name, phone, email) and maintain both paper and electronic copies.
   2. Identify strategies for communicating with patients and community at large (ex. Outgoing phone message on voicemail, website, local media).
   3. Identify strategies for communication with high-risk patients.
4. *Staffing* 
   1. Document potential staff availability during emergencies.
   2. Break down availability by immediate, 72 hours, one week.
   3. Identify baseline staffing members by position type necessary to carry out safe patient care.
   4. Review internal and external policies and procedures to ensure staff can engage fully in their emergency role(s).
   5. Determine if you will be accepting community volunteers.
   6. Determine if you can/will accept volunteers from other states.
   7. If you intend to engage external volunteers, ensure that your malpractice insurance policies cover them.
   8. Enroll your staff in any statewide credentialing system in the event you deploy them to other sites.
5. *Emergency Functions and Essential Services*
   1. Develop list of essential services to expand, maintain, temporarily suspend, and not provide.
6. *Resource Management*
   1. Develop list of emergency supplies on-hand (include type and quantity).
   2. Develop list of additional supplies needed to carry out essential functions and identify potential sourced for procurement or donation.
7. *Community Centers*
   1. Initiate discussion with community partners regarding your emergency functions and potential needs.
   2. Develop list of community partners that you may need assistance from and document the type of assistance you would need and contact information for the partner organization.
   3. Develop list of community partners that you can provide assistance to and document the type of assistance you can provide and contact information for the partner organization.
8. *Emergency Operations Center* 
   1. Identify primary EOC location.
   2. Identify secondary EOC location, if applicable.
9. *Site Preparedness*
   1. Document name and contact information of building manager.
   2. Document name and emergency contact information for all utilities.
   3. Walk through all evacuation routes with staff.
   4. Identify resources necessary for sheltering-in-place.
   5. Exercise evacuation and shelter-in-place plans.
10. *Personal Preparedness* 
    1. Ensure staff is current on immunizations.
    2. Provide personal preparedness information to staff and patients (<http://www.ready.gov/>).
    3. Develop and implement program to ensure that patients maintain current list of medications and major health conditions.
    4. Use ‘Rx on the Run’ to print a personalized wallet card that documents your prescriptions and other important medical information (<http://www.healthcareready.org/rx-on-the-run>).
11. *Mental Health and Psychosocial Support*
    1. Participate in PFA training. This course is offered free online from the National Child traumatic Stress Network and is suitable for non-clinical as well as clinical staff and is applicable to daily practice as well as in emergencies (<http://learn.nctsn.org/course/index.php?categoryid=11>).
    2. Document all staff who could provide clinical mental health support.
    3. Document a list of referral organizations.
12. *Program Testing and Maintenance* 
    1. Update playbook with Emergency Management Committee.
    2. Review and update all contact information regularly.
    3. Commit to at least three training or exercise activities each year.