



EMERGENCY MANAGEMENT PLAN

Patient procedures to be followed in the case of a natural disaster or other emergency event.

NOTE: Please be sure to notify ECM / Family Factor of any changes in your contact information (specifically phone numbers) so we will be able to contact you in the case of an emergency.

Pre-Emergency (for known events such as hurricane):

- Assess your on-hand amounts of medication and supplies.
 - You want to have enough medication and supplies on-hand to cover a two-week period of time (or a minimum of three bleeds).
 - Keep in mind that emergencies often present the potential for unexpected injury, so you may need more supplies than usual (ice packs, bandages, etc.)
- Make a list of needed medication and supplies.
- Determine where you will be staying during the anticipated emergency and when you will leave for that destination (if evacuating).
- ECM Home Health Services, Inc. / Family Factor staff will begin calling all patients within the area expected to be affected by the disaster (or if ECM's location is expected to be impacted, we will contact all patients) at a minimum of 3 days before the expected event.
 - If you have not heard from ECM / Family Factor and will be in need of medication or supplies, please call us at least 3 days before the expected event (if possible) to allow time for medication to be ordered, processed, shipped and delivered.
 - Be sure to notify ECM / Family Factor of the place (address and contact numbers) where you intend to stay for the duration of the event.
- When you are contacted by ECM / Family Factor, you will be notified of any plans to temporarily stop operations. You will be given a contact number to call if you need someone in the time period that ECM / Family Factor is closed.

Post-Emergency:

- If your area is affected by a natural disaster, our Patient Care Coordinator (or other representative) will attempt to make contact with you to determine your status and need for medication and/or medical supplies.
- If you are in an area that has been affected by a natural disaster and need help of any kind, please contact ECM / Family Factor and we will assist you in any way possible.
- If ECM Home Health Services, Inc. / Family Factor is affected by a natural disaster and normal operations will be interrupted for any period of time, we will attempt to contact all of our patients to make them aware of the current situation and to notify them of what procedures will be followed (order placement, shipping, etc) until normal operations can resume.

By signing, I am stating that I have read, understand and received a copy of this document. I also understand that I may call Family Factor at any time for further explanation of these instructions.

Patient Signature

Date

Representative Signature / Relationship to Patient

Date



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