

AMBERLEY MEDICAL CENTRE EMERGENCY RESPONSE

Updated August 2023

Emergency
Response
Policy &
Procedures

EMERGENCY CONTACTS – IMPORTANT PHONE NUMBERS

AMC On-Call Mobile	027 526 8864
TMG (IT & Phones)	0800 367 864
Medtech (PMS)	0800 263 3832
Waitaha PHO	03 357 4970
Mainpower	0508 60 70 80
Contact (AMC Electricity Supplier)	0800 006 700
HML (After Hours)	09 307 6574
AMC Practice Manager (Denise Cope)	027 200 5228
AMC Nurse Manager (Chris Long)	027 427 8813
Better Health (Clinton Newbury)	021 115 1339

Emergency Response Policy

Internal Disaster

A definition of an internal disaster is an unexpected event, which affects the ability of Amberley Medical Centre to operate.

In the event of an internal disaster, Amberley Medical Centre has identified the following as its course of action.

- Activate staff communication tree
- Address tasks in order of priority
 - People welfare – First aid administered, Nurse Manager and/or Practice Manager to direct staff as appropriate
 - Property welfare – Establish essential services and contact those services for assistance if required. Contact details for essential services are detailed in the White Emergency Plan Folders located in Emergency kits and in Reception Office and a the Red Contacts Folder
- If AMC is unable to continue to treat patients then redirect all patients to other A&M clinics (24 HR Surgery, Madras Street) or to ED as appropriate.
- The Practice Manager will use the Radio Telephone to advise status if required

External Disaster

A definition of an external disaster is an unexpected event or emergency that involves Amberley Medical Centre in a civil defence community role.

In the event of a civil defence emergency Amberley Medical Centre has identified the following as its course of action.

- Activate service continuity plan through staff communication tree
- Activate the AMC Emergency Plan – refer the White Emergency Plan Folders located in Emergency kits and in Reception Office and copy with Practice Manager (home)
- The Practice Manager will contact Civil Defence (03 314 8816) and advise them of services available/unavailable
- The Practice Manager will use the Radio Telephone/Comms Radio/After Hours phone to advise status if required
- Attempts will be made to provide services during the emergency period
- Non-urgent cases may be re-directed to other medical centres

Staff Response in Emergencies

The Amberley Medical Centre understands that in any emergency, its staff will be concerned foremost for the welfare of their own family. It would be expected that the community and surrounding areas may well be reliant on the professional assistance of the Amberley Medical Centre and we therefore encourage staff members to also use the Practice as a meeting point for their family (if appropriate) in any emergency. This allows staff to ensure the safety of their family whilst carrying on with their care for others.

Emergency Contacts

Communication is critical in the event of any disaster or emergency.

The Amberley Medical Centre maintains a comprehensive electronic record of contact details for all staff, Civil Defence, health providers, PHO, Te Whatu Ora & Government agencies, Medical Centres & Pharmacies, I.T. and phone systems, service and maintenance providers. This is accessed via all staff desktops (Common Desktop).

This list is updated opportunistically and reviewed quarterly by the Practice Manager. An updated hard copy is kept in the red contacts folder in the emergency boxes and with Practice Manager (home).

If unable to operate out of AMC building

Two local facilities are available for the AMC to operate from in an emergency: The Tin Shed, 50 Douglas Road, Amberley and 4 Newton Place, Amberley.

If loss of power

Lanterns and headlamps kept in emergency boxes in Reception area. Generator hire is available from Amberley Hire and Landscape Supplies, 15 Markham Street, Hurunui Ph: 03 314 8665.

If loss of water

Use bottled water stored in large shed and water tank at west end of the building (behind trellis) and await Civil Defense assistance.

Procedure in the event of a large Earthquake

1. Take cover under desk or doorway
2. Once shaking has stopped – evacuate building as per Evacuation Process

Administration Team:

- a. Tell patients to leave building via nearest usable safe exit and go to evacuation meeting point if clear
- b. Collect orange vests with head lamps from Reception
 - 1x Medical Director
 - 3x Doctor
 - 1x Nurse Manager
 - 3x Nurse
 - 4x Admin
 - 1x Practice Manager
- c. Exit building to car park if clear

Nurse:

- a. Assist patients to leave – go to the designated meeting point adjacent to car park if clear
- b. Collect yellow vests from Reception. Nurse Manager will assume clinical coordination role as necessary
- c. Take PRIME emergency bags to meeting point

Doctor:

- a. Assist patients to leave - go to the designated meeting point adjacent to car park if clear
- b. Collect yellow vests from Reception

Also see Roles and Responsibilities document

3. Ensure all staff and patients are accounted for. All staff report to their own team leader/deputy warden who reports to Practice Manager (main warden)
4. Assess whether need to see patients in car park, and whether building is safe to re-enter (Practice Manager / Nurse Manager)
5. Practice Manager or Nurse Manager will contact a Structural Engineer for rapid building assessment and will liaise with other external parties as required
6. Contact TMG 0800 367 864 and request temporary phone diversion to HML **09 375 7770**

If setting up in the carpark

1. All staff to wear hi-viz vests to ensure they are identifiable to patients, Civil Defence and other emergency services
2. Set up car park with three areas
 - a. Reception & Administration
 - b. Triage & waiting area
 - c. Treatment area
3. Remove emergency packs & supplies from building
 - a. Drugs Cupboard
 - i. PRIME bag which contains all emergency equipment & drugs
 - ii. Two supplementary bags containing dressing and suturing materials, cervical collars, splinting materials
 - b. Reception – in Emergency Supply cupboard in Reception Area
 - i. Emergency boxes which contain admin supplies, lighting and batteries, food and water, disposable linen, hi-viz vests, space blankets, paper towels, latex gloves, hand sanitizer, plastic cups, clothing pack, PPE, vomit bowls
4. Remove Gazebos with attachable sides stored in large shed and set up as required
5. Remove other equipment from building including:
 - a. Wheelchair (stored in foyer)
 - b. Bed (from Room 1)
6. If possible, open doors to Triage room to provide access to other equipment, dressings etc.
7. Remove seats from Reception area to outside
8. Triage and treat incoming patients as required
9. One Receptionist monitors comms radio and relays relevant information to Practice Manager, Medical Director, Nurse Manager

Roles and responsibilities

Practice Manager (Chief Warden)

- The PM has overall responsibility for Amberley Medical Centre, its staff and patients during an emergency response
- The PM coordinates the activities of the Medical Director, Nurse Manager and Senior Receptionist
- The PM liaises with Civil Defence and Emergency Planning authorities
- In the absence of the PM, the Nurse Manager will assume the role of Chief Warden

Nurse Manager (Deputy Warden)

- NM is responsible for coordinating and directing the nursing staff
- In the absence of the NM, the most senior nurse will assume this role
- The NM will make contact with the Nursing Homes

Clinical Director (Deputy Warden)

- MD is responsible for coordinating and directing the Doctors
- In the absence of the MD, the most senior nurse will assume this role

Senior Receptionist (Deputy Warden)

- SR is responsible for coordinating and directing the reception and administration staff
- In the absence of the SR, the most senior receptionist will assume this role.

DUTIES

Practice Manager

- Ensure evacuation of building in any emergency event when the building may be unsafe
- Contact structural engineer for rapid assessment of building safety
- Evacuate carpark if temporary triage and treatment areas are needed
- Contact and maintain communications with external authorities

Clinical Director

- Set up temporary triage and treatment areas for patients, liaising with NM for supplies
- Follow normal procedures for seeing patients (triage, documentation, treatment)

Nurse Manager

- Provide emergency supplies for temporary triage and treatment areas
- Follow normal procedures for seeing patients (triage, documentation, treatment)

Senior Receptionist

- Check power and water supplies and engage back-up systems if necessary
- Direct reception staff to maintain patient documentation
- Follow normal procedures for seeing patients (triage, documentation, treatment)

All staff will wear identification hi-viz vests

Instructions for rapid structural engineering assessment

In the event of an earthquake of significant scale (magnitude 5.0 or greater) requiring building evacuation, the Chief Warden or their delegate will contact one of the Powell Fenwick Consultants (PFC) contacts listed below.

PFC will commit as many people as required to get the building inspected in a timely manner and to begin the inspection within 90 minutes of the first contact.

- The PFC contact people are:
 - Malcolm Freeman 027 226 0811
 - Phil Paterson 021 507 616

Emergency supply kits – Contents

Location:

- Duplicate supplies are kept in
 - Reception Area
 - Large Shed

Each supply contains:

- Red emergency contacts folder
- Disposable linen
- 5 x Disposable raincoats
- 5 x Thermal blankets
- 1 x Box of masks
- 1 x Box of tissues
- 1 x Hand sanitiser
- 1 x Pack handtowels
- 1 x Radio
- 1 x Yellow torch
- 2 x Lanterns
- Extra batteries
- Chocolate & Muesli Bars
- Admin Supplies
 - 3 x clipboards
 - Pens
 - Pencils
 - Stapler
 - Paper for Documentation:
 - Patient Detail forms
 - Master sheets for patient names
 - Blank sheets of paper
 - ACC forms

Hi-Viz vests and head torches

- Stored in Reception
 - 1 x Practice Manager
 - 1 x Medical Director
 - 1 x Nurse Manager
 - 1 x Senior Admin
 - 3 x Doctor
 - 3 x Nurse
 - 4 x Admin
 - 6 x headlights

Emergency Water Supply

- Supply of bottled water stored reception supply cupboard and in large shed
- In the carpark, we have a 2000 litre water tank with a tap, for use in emergency

MASTERSHEET FOR PATIENT NOTES

	Name	Age / DOB	Arrival Time	Outcome
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

PATIENT NOTES – RETURN TO RECEPTION ONCE COMPLETED

Patient Name:

DOB:

Doctor Name:

Injury / Condition

Assessment:

Treatment:

Outcome: