

[COMPANY NAME]
Policy & Form Cross-Reference Cover Sheet

Form Title	Emergency Planning Information
Our Policy #	7.4 equiv.
Our Policy Name	Client/Patient Emergency Preparedness Education
ACHC DRX Reference	DRX7-4C
CMS Standard Reference	ACHC Standard — education on contacting the organization, handling equipment, and missed treatments/deliveries during an emergency
Accrediting Organization	[ACCREDITING ORGANIZATION]

[COMPANY NAME]
EMERGENCY PLANNING INFORMATION

[COMPANY NAME] wants you to be prepared in case of an emergency, natural disaster, or other disruption that affects your equipment or supplies. Please review this information and keep it somewhere easy to find.

HOW TO CONTACT US

Phone: [CUSTOMER SERVICE PHONE NUMBER]

After hours, our answering service will connect you with on-call staff for urgent needs.

IF YOU RELY ON POWERED EQUIPMENT

If your equipment requires electricity (such as an oxygen concentrator, feeding pump, or other powered device), contact your local utility company in advance to register as a priority customer for power restoration. Know your backup plan — battery backup, alternate power source, or a plan to relocate — in case of an extended outage. Contact us immediately if you experience an equipment malfunction during an emergency.

IF YOU RELY ON ONGOING SUPPLIES

If you depend on regular supply deliveries (such as nutritional, ostomy, or urological supplies), keep a reasonable backup supply on hand when possible, and contact us as soon as you can if a delivery is missed or delayed due to severe weather or another disruption.

MISSED OR DELAYED DELIVERY/TREATMENT

If a scheduled delivery or service is missed due to an emergency, contact us right away. We will work with you to arrange an alternative delivery method, timeline, or interim solution as quickly as possible.

GENERAL EMERGENCY PREPAREDNESS

Keep a list of your current medications, equipment, and supplies with your emergency kit. Know the location of your nearest emergency shelter. In a life-threatening emergency, always call 911 first.