Attachment C

CareHere Emergency Closure Policy
Unscheduled (Sudden) Health Center Closing

Policy #: ADM 102

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SUPERCEDES POLICY:

ADOPTED: 03/2006
REVISED: 12/2014
REVIEWS: 12/2014

OBJECTIVE:
To provide guidelines for the unscheduled closing of a CareHere Health Center or Pharmacy due to unsafe or emergency situations.

SCOPE:
For all CareHere Health Centers and Pharmacies.

POLICY:

1. In the event of any unforeseen situation that would predispose the CareHere Health Center staff and/or patients to unsafe conditions, the CareHere Health Center will discontinue operations until it is safe to resume patient care.

2. Unsafe situations may include, but are not be limited to:
   - Interruption of electrical service, heat or air cooling systems to the facility
   - Interruption of water supply or lack of adequate plumbing
   - Severe weather conditions making travel to and from the facility unsafe / dangerous
   - Inadequate staffing to accommodate scheduled patient appointments
   - Any condition that deems the facility / building unsafe (i.e. — roof leaking, gas leak, fire)

3. Some of the unsafe conditions listed above may not always render a facility unsafe for patient care. The decision to close the facility is based on the severity of the condition and risk to patients. The decision to close the facility will be made with consensus of Client Management and CareHere Management.

4. Inclement Weather Policy
   The Director of Client Operations (DCO) will make the decision as to whether a clinic should close. In the event of inclement weather the DCO may decide to close or delay opening. If a CareHere Health Center is located in a School, then CareHere will open two (2) hours late only if the school system is officially closed. The nurse on duty will immediately begin contacting patients that are impacted to reschedule. When contacting a patient, a voice message should be left if a patient does not answer, and a note to that effect should be placed in the patient’s EMR. The DCO will be in contact with the nurse, on at least an hourly basis, to determine if the weather will permit re-opening.

   Example: Clinic “A” is located in a school system facility and is normally scheduled to open at 7:00am. We receive notice that the school system will officially close due to weather.

   a. Clinic “A” will plan to open at 9:00am.
   b. The nurse on duty will call all patients scheduled from 7:00-9:00am to reschedule and will record a note in the EMR for each patient not reached in person.
   c. The DCO will follow the steps outlined in the procedure section of this policy.
   d. The DCO and nurse will talk via phone each hour and repeat the process above until either the clinic re-opens or a determination to close for the full day is made.

5. Health Center Staff will contact the Director of Client Operations (DCO) at any time they are unclear or unsure how to implement the Unscheduled / Inclement Weather Policy.

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PROCEDURE:

DCO's: In the event your clinics need to close suddenly due to weather, emergency, or other circumstances, please ensure the following communication steps are taken:

1. Contact health center staff to begin calling patients to reschedule. Be sure staff members explain to patients the reason for the health center closure (i.e. - “Unfortunately, the health center will be closed until 10:00am due to inclement weather and we need to cancel your appointment and reschedule you for another time. We apologize for this inconvenience. If leaving a voicemail, add: Please call the appointment line to reschedule at “8xx” or go online to reschedule at www.carehere.com.

2. Update the beginning of each online header for each clinic to communicate the closure. Example - in CAPITAL letters “CLOSED UNTIL 10:00AM TODAY DUE TO WEATHER.” Remember that this special notice will need to be removed as soon as the health center re-opens.

3. If there are open appointment slots on the health center schedule, either close them in the Schedule Maintenance tool or insert Placeholders into the open slots.

4. Send an e-mail announcing the health center closure details to the Call Center (callcenter@carehere.com), the entire clinic staff for that clinic, the Chief Clinical Officer, and the VP of Health and Wellness (i.e. - “Hey Team, I wanted to advise that all clinics in location will be open on a 2 hour delay. All patients affected by this change have been contacted and rescheduled. The call center and clients have been advised. The online scheduler has been updated to reflect this change. Please contact me with any questions.

5. Send an email or leave a voicemail to your primary contact client notifying them of the closure.

6. If you or someone else is able to get to the health center, tape a sign to the front door with the same message above in step 1.

7. When the health center does re-open successfully, remove the sign from the front door, remove the message from the online header, and send a follow-up email to the people in step 4 and 5 notifying them that the health center is now re-opened.

Remember that all Brookdale Health Centers use a unique appointment line number of 800-473-1330. All other health centers use 877-423-1330.